

Hytera HyTalk Solution Enhances Security and Operational Efficiency at City of Dreams Sri Lanka Casino



Introduction

CODSL, Sri Lanka's first and only luxury integrated resort, sought to upgrade its casino communication infrastructure to address coverage gaps and network resilience. Hytera delivered an integrated solution built on the HyTalk platform, combining smart radios and a dispatch system. The solution provides seamless coverage, real-time situational awareness and faster response across the gaming floor and back-of-house operations.

The Background

City of Dreams Sri Lanka (CODSL) is located in Colombo and operated by Melco Resorts & Entertainment, a globally recognized developer and operator of premium casino and entertainment facilities. The property features gaming areas, fine dining, hospitality services and entertainment venues. The Hytera solution covered was deployed specifically for the resort's casino operations, encompassing its gaming and support areas as well as the security command center.

Project Name

Hytera HyTalk Comms System for City of Dreams Sri Lanka Casino

Client Name

City of Dreams Sri Lanka (CODSL)

Project Start/End Dates

2025-2026

Project Location

Colombo, Sri Lanka

Industry

Hospitality

Products/Solutions

Hytera PDC680 DMR/LTE Multi-mode Smart Radio
Hytera P30 PoC Radio
Hytera HyTalk Dispatch
Hytera HyTalk Application Platform



The Challenge

City of Dreams Sri Lanka's casino operations faced several communication challenges that its previous system could not adequately address.

First, the complex physical layout — including basement-level service corridors and structurally dense sections of the main floor — created dead zones where conventional radio signals could not penetrate, leaving staff unreachable in critical moments. Second, traditional radios with external speakers were intrusive in an upscale setting, where audible radio traffic risked disturbing patrons. Third, reliance on a single communication network meant that any cellular outage could disable internal coordination across the entire venue.

The Solution

Hytera delivered a multi-layered, resilient solution built on the HyTalk application platform, addressing the venue's signal reach, discretion and device management requirements through an integrated ecosystem.

Security personnel are equipped with the PDC680 multi-mode smart radio, which uses the HyTalk app over the 4G network for primary communication. Critically, the PDC680 also features DMR Direct Mode, enabling radio-to-radio communication without any network infrastructure — guaranteeing connectivity in areas with no cellular or WLAN network coverage. Logistics and operations staff use the compact P30 PoC radio, which offers simple one-touch PTT operation suited to non-security roles.

The command center is equipped with the HyTalk Dispatch Console. Dispatchers can monitor live locations, initiate individual or group calls, and allocate resources efficiently, ensuring a coordinated response to any incident.

To maintain a professional yet unobtrusive atmosphere, all staff use Hytera radios which deliver clear audio without drawing attention from guests.



The Benefits

Seamless, Uninterrupted Connectivity

The combination of 4G PoC on the HyTalk platform and DMR Direct Mode eliminates previous dead zones, ensuring reliable communication even in basement areas and during cellular network outages.

Enhanced Situational Awareness and Faster Response

The HyTalk Dispatch Console gives security managers a real-time visual command platform. Personnel locations are visible at a glance, enabling faster, more informed decision-making and more efficient resource deployment across the premises.

Discreet, Guest-Friendly Communication

In-ear headsets allow staff to communicate effectively without audible radio traffic, preserving the sophisticated ambiance expected in a high-end gaming environment.

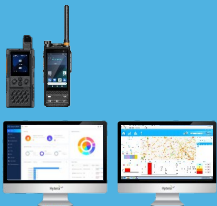
Operational Resilience and Efficient Device Management

The dual-network design (PoC + Direct Mode) ensures communication continuity under all conditions, while multi-unit chargers improve the speed and reliability of device preparation across shifts.



Products

- Hytera PDC680 DMR/LTE Multi-mode Smart Radio
- Hytera P30 PoC Radio
- Hytera HyTalk Dispatch
- Hytera HyTalk Application Platform



Conclusion

The deployment at City of Dreams Sri Lanka's casino demonstrates how Hytera's HyTalk platform can be tailored to the unique demands of a high-end gaming environment. By integrating broadband PoC, DMR Direct Mode backup, and a centralized dispatch console into a unified system, Hytera has delivered a communication solution that supports rigorous security standards, operational efficiency and an uncompromised guest experience.



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