

Delivering an exciting world of gaming, dining and entertainment

Mohegan chose Dell VxRail for its Mohegan Sun casino resort and a growing number of entertainment destinations worldwide

Business needs

With Mohegan steadily adding gaming and entertainment properties around the globe, the company needed an IT infrastructure that could scale for rapid growth, streamline deployment and configuration, facilitate online gaming and other innovations, and provide a stable and reliable environment for 24x7x365 availability.

Business results



Ensures extraordinary guest and team member experiences.



Meets regulatory requirements for safe on-premises applications and data.



Creates a flexible hybrid environment for work from anywhere.



Protects against ransomware and other cyberattacks.



Provides at least a 50% improvement in implementation time and effort.

Solutions at a glance

- [Dell VxRail](#)
- [VMware Horizon VDI](#)



VxRail integrates compute, storage and networking to maximize efficiency, ease of use and sustainability.

From the moment the Mohegan tribe opened its first casino in 1996, Mohegan has grown to become a gaming and entertainment leader. Mohegan's flagship property is the Mohegan Sun — a 240-acre destination resort in Connecticut with 300,000 square feet of gaming space, twin luxury hotel towers, fine dining, shopping, live entertainment and a 10,000-seat sports and entertainment arena.

Other U.S. resorts are in Pennsylvania, New Jersey and Nevada. Mohegan's Canadian property is in Niagara Falls. And its newest casino resort is the dazzling \$2 billion Mohegan Inspire, located at Incheon International Airport in South Korea.

With dramatic growth and increasing demands to support diverse operations such as in-person gaming, online platforms, loyalty programs, entertainment and security, Mohegan wanted to streamline its infrastructure deployment and configuration, improve reliability and avoid outages.

"We're a 24x7x365 business — we can't have any downtime," says Mark Rosa, Senior Vice President and Chief Information Officer at Mohegan. "When we were ready for a hyperconverged solution, we knew that Dell VxRail would deliver the cost-effective reliability and availability we need."

Securing data on-premises.

As a gaming business, Mohegan Sun is required to keep its gaming systems and guest data safe and secure on-premises, rather than in the cloud. VxRail provides Rosa and his team with a modern, high-performance solution that incorporates essential protections against data loss and cyberattacks.

VxRail runs a wide array of applications including hotel management at several properties, the resorts' point-of-sale system, loyalty rewards and other incentive programs, limousine services and dispatch, and much more — a total of over 300 applications. There's a vast amount of technology — both in the front of house and behind the scenes, such as the 3,500 displays at the Mohegan Sun resort alone.

"We depend on VxRail for stable, robust performance," Rosa remarks. "Data is king in our industry — from running our hotels to providing guests with incentives to return."

He continues, "Dell Technologies is leading us on our cybersecurity journey to ensure that we keep our information secure while making it accessible to the team. We're constantly dealing with cyberattacks, so we need the best cyber resilience tools — and a way to quickly recover should something happen."

Delivering unmatched experiences.

As Mohegan has expanded and acquired new properties, the firm has standardized on Dell Technologies platforms and solutions — building a server, storage and network infrastructure that will scale to accommodate its continued growth.

Mohegan relies on innovation to deliver unmatched guest experiences as well as team member experiences. The company is beginning to build AI and machine learning into its call center to help navigate increasing call volumes while making certain the more complicated queries are handled promptly by experienced team members. Mohegan is also looking to leverage data analytics and new reporting tools to better anticipate and respond to guest needs.

"Gaming and entertainment are highly competitive, and innovation is a key differentiator in our marketplace," asserts Rosa. "We're always looking for ways to raise our brand recognition, and technology plays a role in facilitating unique experiences."

Creating a flexible work environment.

In 2020, Mohegan had to adapt to a changing public health landscape and provide hybrid work options for employees. The solution was a virtual desktop infrastructure (VDI) supported by VMware Horizon running on VxRail. With VxRail and Horizon, Mohegan's team members can connect from anywhere with any device.



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Mark Rosa,
Senior Vice President and CIO, Mohegan



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“We had to transform our environment to allow for hybrid work,” Rosa relates. “Dell Technologies helped us roll out our Horizon VDI solution to provide the team with convenience and satisfying experiences.”

Simplifying implementation.

VxRail integrates compute, storage and networking to maximize efficiency, ease of use and sustainability. This has greatly simplified the implementation process and made it easier for Rosa and his team to manage, support, maintain and upgrade the platform through a ‘single pane of glass’ — across Mohegan’s various properties.

“In terms of implementation, VxRail is at least a 50% improvement over our previous infrastructure,” states Rosa. “It made it quick and easy to configure and migrate our workloads. We can also manage most tasks centrally.”

He continues, “As regulations evolve, we’re really excited about working with Dell Technologies to realize our vision and invest in technology that can move the needle for guests. At some point, we anticipate that we’ll be able to use the Dell APEX portfolio of subscription-based as-a-Service solutions to implement multi-cloud.”

Concludes Rosa, “Dell Technologies is a huge partner of ours. They’ve been one of the key reasons for our success, and I can’t thank them enough for their support.”



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Mark Rosa,
Senior Vice President and CIO, Mohegan

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