CACHE CREEK
CASINO RESORT

Empowering casino floor workers with secure, two-way communication

See how a top Northern California casino resort connects 2,000+ staff with Beekeeper for real-time, multilingual updates and secure communications.

One of Northern California's largest casino-resort destinations uses Beekeeper's Frontline Success Platform to reach and engage over 2,000 staff members and provide timely communications in multiple languages — all while maintaining the highest cybersecurity standards.

Key results:

- Facilitated **two-way communication** between leadership and casino floor teams
- **Protected workforce data** with advanced cybersecurity measures for secure communication
- **Empowered frontline workers** with tools that amplify their voice and boost engagement

"With Beekeeper, we can keep all our staff informed so they know exactly what's going on. It's really made our lives better in terms of communication."

— *Maulik Bhatt, Director of IT Service Delivery, Cache Creek Casino Resort*

CHALLENGE

As one of Northern California's premier casino resorts, Cache Creek employs over 2,200 people. Many of these, including casino floor staff, are frontline workers without access to desk-based tools like email. The resort needed a better way to stay connected with these multilingual employees while maintaining the highest cybersecurity standards.

SOLUTION

Cache Creek chose Beekeeper's mobile-first Frontline Success Platform for its easy-to-use interface, rigorous data security controls, and ability to deliver instant translations in multiple languages. A smooth rollout — made easier by Beekeeper's integration with UKG — led to a rapid 80% adoption rate.

RESULTS

Beekeeper has transformed communication at Cache Creek by connecting leadership directly with frontline workers. Real-time updates keep employees informed, while increased feedback helps leadership address frontline challenges. The platform also fosters community, recognition, and engagement across the organization.

"You may think your people have a voice, but are they really using it? Beekeeper didn't just help connect our floor workers — it elevated the employee experience. We're hearing a lot more feedback from people who weren't saying much before. Beekeeper is an investment in our people."

— Maulik Bhatt, Director of IT Service Delivery, Cache Creek Casino Resort

Addressing the communication gap for casino floor workers

As one of Northern California's premier casino resorts, Cache Creek employs over 2,200 staff, with 60% working as frontline employees. These workers lacked access to internal communication tools like email, making real-time information sharing nearly impossible. "Our floor staff doesn't have email, so we didn't have a good way to share information with them or for them to communicate with the leadership team. We needed to find a way to engage and connect with them," says Maulik Bhatt, Director of IT Service Delivery at Cache Creek Casino Resort.

While employee turnover at Cache Creek is low, the leadership team wanted to find a way to improve engagement. This meant they needed to find an effective, two-way communication solution. "How do we communicate with someone on the floor, serving beverages or food to our guests? How do we get to hear what their challenges are?" adds Bhatt.

For 18% of frontline workers, poor communication impacts their productivity. The leadership team at Cache Creek recognized the effect this could have on their staff — and knew they needed to take action. "We spent a lot of time together as a leadership group, coming up with the specific requirements. Finding an effective way to communicate with employees was our number one priority. We didn't want this to become just another platform," says Bhatt.

Another major concern was choosing a secure platform. In 2020, the casino suffered a cyber incident that shut down its operations for 21 days. "We needed a solution that followed best practices in terms of security. That was a really high priority for us," says Bhatt.

Cache Creek's workforce includes a significant number of bilingual staff, necessitating a platform with accurate, multi-language communication capabilities. The solution also had to meet strict IT requirements for security, scalability, and integration with existing systems while being intuitive enough for non-technical users.

Rolling out a secure, mobile-first solution for frontline teams

Knowing they needed a solution tailored to frontline staff, Bhatt and the leadership team evaluated several platforms using a detailed assessment process. "We focused on the architecture of the product, including the features, capabilities, cybersecurity, and how it was going to work in our environment," explains Bhatt.

Initially, the leadership team considered Microsoft Teams, "but that was a very expensive option," says Bhatt. When one of the HR leaders introduced Beekeeper, the team decided to explore the platform further.

From the initial conversation and demo, Beekeeper's mobile-first Frontline Success Platform stood out as a strong contender. Beekeeper's mobile-first design addressed Cache Creek's primary challenge: reaching deskless employees who rely heavily on mobile communication.

The platform underwent a rigorous assessment, ensuring compliance with the casino's stringent cybersecurity requirements. Beekeeper's multilingual capabilities also allowed Cache Creek to deliver timely and accurate translations to its diverse workforce.

The rollout was smooth supported by Beekeeper's customer success team, who provided guidance on best practices for deployment. The ability to easily integrate Beekeeper with existing systems, including UKG and Azure Active Directory, also streamlined implementation. More importantly, employees found the platform straightforward and intuitive to use. "You can buy a lot of solutions, but if it's not easy for people to use, they're not going to use it," he adds.

The platform's ease of use resulted in an 80% adoption rate shortly after deployment, with employees across all levels embracing its intuitive interface. Office staff and leadership can now quickly communicate organization-wide, ensuring everyone is aligned. "Floor staff know exactly what's going on and what they need to communicate to our guests," Bhatt adds.

"We needed a solution that followed best practices in terms of security. That was a really high priority for us."

— *Maulik Bhatt, Director of IT Service Delivery,*
  Cache Creek Casino Resort
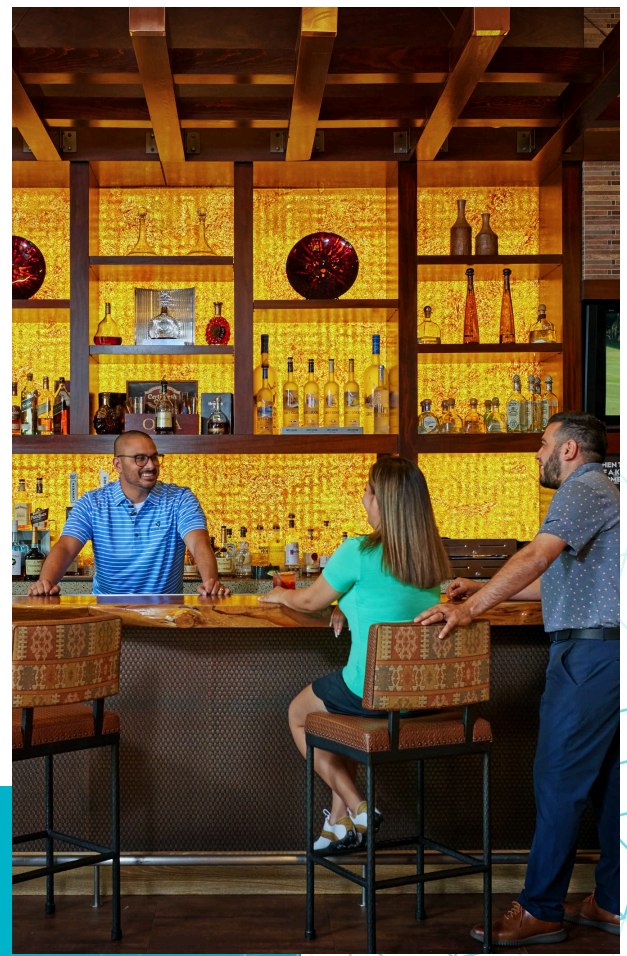
Giving everyone a voice: Creating visibility across the organization

Beekeeper has transformed communication at Cache Creek Casino Resort, creating a direct link between leadership and frontline workers. Previously reliant on a static and outdated intranet, deskless employees on the casino floor now receive real-time updates, enabling them to provide better guest service and stay informed about organizational priorities.

Feedback from employees has also increased significantly, empowering leadership to identify challenges and implement improvements more effectively. "Some of the best ideas come from our employees on the floor. Before, they had to call or visit the service desk," says Bhatt. "Now, they can easily reach us and share their thoughts using Beekeeper. And we can learn from what they tell us."

Beyond frontline operations, Beekeeper has also improved employee engagement. "You may think your people have a voice, but are they really using it?" says Bhatt. "Beekeeper didn't just help connect our floor workers — it elevated the employee experience. We're hearing a lot more feedback from people who weren't saying much before. Beekeeper is an investment in our people."

The platform has also fostered a sense of community and recognition. "For us, Beekeeper has the feel of a social platform. Our team uses it to celebrate milestones, give shoutouts, and recognize achievements," says Bhatt. "It's creating visibility across the entire organization so people can see what's going on in their co-workers' lives. That's very powerful."

About Cache Creek Casino Resort

In 1985, the Yocha Dehe Wintun Nation opened a small bingo hall known as the Cache Creek Indian Bingo & Casino. Since then, the casino has undergone significant expansion. In 2004, it reopened as the Cache Creek Casino Resort, which now boasts over 74,000 square feet of casino floor, including 2,700 slot machines and 120 table games. This, combined with 10 restaurants, a health spa, a championship golf course, and 659 hotel rooms, makes Cache Creek one of Northern California's most prominent casino-resort destinations.

"How do we communicate with someone on the floor, serving beverages or food to our guests? How do we get to hear what their challenges are?"

— Maulik Bhatt, Director of IT Service Delivery, Cache Creek Casino Resort