



From Barcodes to RFID: A Detroit Casino's Journey to Smarter Uniform Management

From Barcodes to RFID: How a Casino Reduced Labor Hours by 67% With Smart Uniform Tracking

INTRODUCTION: WHEN EFFICIENCY REACHES ITS LIMIT

In operations, what works today may not scale tomorrow. That's exactly what a major casino in Detroit discovered when its reliable barcode-based uniform management system began to strain under the weight of growth.

With 3,000 uniformed employees and an inventory of 35,000 garments, the wardrobe department was processing over 7,500 daily transactions. Barcode scanning had served well for nearly a decade, but as the facility expanded, the process became time-consuming, error-prone and costly.

During the casino's expansion, leadership saw an opportunity to upgrade, moving from manual barcode scanning to automated RFID tracking. The results were remarkable, offering lessons that extend far beyond the gaming industry.

THE CHALLENGE: MANUAL PROCESSES, RISING COSTS AND LIMITED VISIBILITY

Barcode technology was once the backbone of the casino's uniform control system. Each garment had its own barcode label, scanned manually during every issue, return or cleaning cycle. Over time, three key challenges emerged:

- **Labor Intensity:** Processing 7,500 scans a day required 24 labor-hours daily
- **Human Error:** Missed or incorrect scans created data inconsistencies and misplaced items
- **Scalability Issues:** As the workforce grew, the system simply couldn't keep up

For the wardrobe team, managing uniforms was no longer about tracking garments, it was about fighting inefficiency. A smarter solution was needed.

THE SOLUTION: TRANSITIONING FROM BARCODES TO RFID

The casino partnered with HID's InvoTech Uniform System to convert its existing barcode infrastructure into a high-frequency RFID platform.

This upgrade introduced:

- RFID chips sewn into each garment for automatic identification
- Antennas and readers strategically installed in drop-chutes, issue stations and conveyors
- Automated storage and retrieval conveyors for self-service uniform access
- A hybrid setup allowing both barcode and RFID reading during the transition phase.

[Learn more about RFID uniform tracking](#)

The phased approach ensured minimal operational disruption while preparing the system for full automation.



HOW RFID CHANGED EVERYTHING

Once the RFID system went live, the transformation was immediate, resulting in:

- **Touch-Free Drop-Off** — Employees deposit soiled uniforms into RFID-enabled chutes. Garments are automatically logged with no scanning required.
- **10x Faster Processing** — The system reads up to 12 garments simultaneously, reducing manual labor and queue times
- **Accurate Real-Time Tracking** — Clean garments are logged instantly upon return, ensuring precise visibility into every item's status
- **Streamlined Inventory Management** — Adding new uniforms takes seconds by simply placing a stack on an RFID table-top antenna, and all items are recorded at once

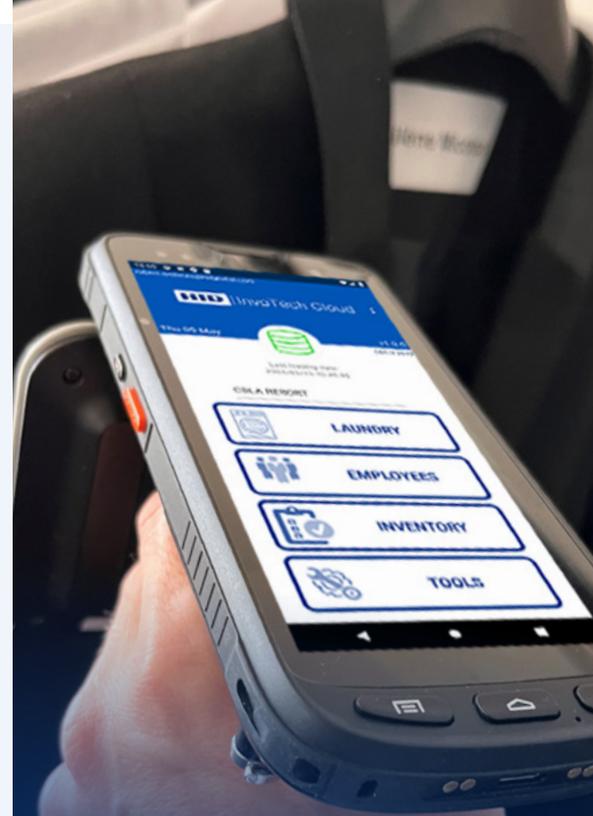
This shift from manual data entry to automated data capture reshaped the department's productivity, accuracy and employee satisfaction.



THE RESULTS: EFFICIENCY, ACCURACY AND RAPID ROI

The data speaks for itself. HID's InvoTech Uniform System delivered:

- **67% reduction in labor hours** — from 24 to just eight per day
- **Full ROI achieved within the first year** through labor savings alone
- **Improved accountability and data integrity** across the entire uniform life cycle
- **Sustainable cost savings** — RFID chips are reusable and transferable between garments



“The quick payback and improved operating efficiencies of RFID made it the right choice for our newly expanded facility.”

- Casino Wardrobe Manager

KEY TAKEAWAYS FOR OTHER INDUSTRIES

While this case centers on a casino, the insights apply to any organization managing high volumes of uniforms or assets — such as hotels, hospitals, stadiums, resorts or theme parks.

Consider upgrading from barcodes to RFID:

- When manual tracking limits growth
- When accuracy and accountability are business-critical
- When labor costs for scanning or processing are high
- When real-time data visibility is needed

[See how RFID can streamline your uniform operations](#)



CONCLUSION: MODERNIZING FOR THE FUTURE

The Detroit casino's journey illustrates a universal truth: technology must evolve with your operation. The move from barcodes to RFID wasn't just about keeping up; it was about setting a new standard for efficiency, visibility and cost savings.

RFID-based uniform systems, like HID's InvoTech platform, empower organizations to work smarter, not harder. Whether in hospitality, healthcare or entertainment, automation and data intelligence are key to achieving long-term operational excellence.

Ready to explore RFID automation? [Contact us](#) for a personalized quote.



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