Revolutionizing
Access Control:

Mircom
& S2 Security

Technology is evolving at an increasingly fast pace, but there's one area that has remained stagnant for quite some time: access control and apartment intercom systems.

A new unified access control solution by Mircom & S2 Security improves user experience, reduces costs and administration time, and makes controlled access security easy and affordable. This case study details the solution and captures customer feedback.

Mircom™ & S2 SECURITY

Safer • Smarter • More Livable Buildings

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Challenge:
To fill the void of easy-to-manage access control systems, primarily in residential buildings.

Solution:
The integration of two leading technologies to create a synchronized user-friendly platform.

Value Added:
Mircom's TX3 solutions save time and money for Property Managers and make buildings safe, secure, and more livable.

Mircom has been delivering Intelligent Building Solutions to the global marketplace for over 20 years. Recently, Mircom joined forces with S2 Security to fill the void of low maintenance access control and communication systems. The integration of S2 and Mircom TOUCH reduces the burden and administration time for managing two different system data bases.

Life Safety Systems (LSS), the Mircom-S2 integrator, was tasked by a property management client to create a plan on how to make controlled access security easy and affordable.

Mircom created an application to interface with S2's access control system and a 15-inch Telephone Access touch screen from Mircom's TX3-Touch Series Telephone Access Systems line of products.

The result was a revolutionary access control system, a one-of-a-kind in today's market.

This new system improves the user experience for both property management companies as well as residents.

Most existing buildings have traditional technology that uses several stand-alone systems, making data-entry a tedious chore for property managers. When resident information changes or a key is lost, new data needs to be entered manually by staff into each computer.
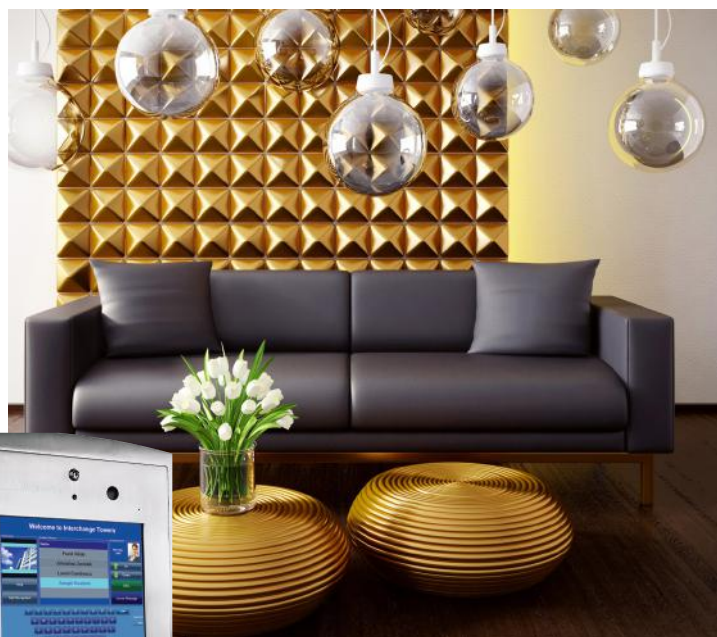
Mircom TX3 15-inch Touch Screen Telephone Access System

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"We had S2 in mind for access control but the telephone entry system was a big deal for us," said LSS Chief Operations Manager, Derrick Mitchell. "Going in with two strong systems immediately set us apart from the competition. We added the component of the TX3 because our customer wanted to have a directory for their residents that they can easily go through and they wanted to show that their investment was worthwhile and technologically advanced. It was all about finding the right fit, and Mircom's TX3 was it."

The system using Mircom's technology has been easily integrated to allow real-time synchronization, meaning there's no time gap that exists when new information is entered, and information only needs to be entered once.

"In traditional systems you have a communication system, you have your touch screen, and then you have your access control system but there's no synchronization between them," said Mircom's Senior Product Manager for Security and Communication Solutions, David Ito. "When someone moves into a property, the administrative staff have to input the resident's information into two systems. You have two disparate systems working independently of one another; therefore, there is an administrative delay of data entry into the one and then the second. Our system allows for one common database to pull information from, which reduces the risk of human error."

That's where braXos, a security software company that controls all of the data submitted into the Mircom-S2 system, also comes into play.

"You can configure the frequency as to how often you incrementally sync data that's entered into the S2 netbox and then transferred into Mircom," said braXos' Chief Connection Officer, Tom Skoulis."

In addition to saving time, the unified Mircom and S2 system saves money for both property managers and residents. **Because it is so easy to update and maintain the synchronized system, property managers save in administration costs, time, and manpower (simply because less time is spent updating systems).**

In addition to saving money, property managers can actually make money using this particular controlled access solution. Each screen is equipped with advertising modules allowing property managers to sell ad space to local businesses, realtors or even showcase the available units and amenities in their building.

Moreover, both property managers and residents don't have to pay extra in phone bills by using this system. Occupants can either use their landline or cell phone.

"Our solution includes a provision called NSL [non-subscriber line]," said Ito. "You ring up to the phones in the apartment and we can generate a ring tone and establish a call to the apartment and the apartment dweller can talk to the visitor. This means that the property manager doesn't have to pay a subscription fee to the local phone company for that."

> **"There's no question that time is saved by only having one manual entry as opposed to two, and errors are tremendously reduced.** The same data that pops up on S2 is going to pop up in Mircom. You don't have two people entering information into two different systems. So the quality of the data is really strong," said Skoulis.

The single network cabling system used in Mircom's product also results in long-term cost savings for property management companies.

Another convenience for building occupants is the system's ability to connect to their mobile phone. Residents don't have to be in their unit to allow someone access to the building.

"You can be at a restaurant and somebody can call you from the panel and you can buzz them in," said Ito.

The reactions from users of the product all seem to be similar, according to Skoulis.

"A lot of the feedback points to convenience," said Skoulis. **This solution is very straightforward, saves time, reduces errors, and most importantly – safeguards the property."**

"From a property management perspective, the S2 system is already very easy to navigate, but then you combine the fact that you can actually program the Mircom TX3 system and the access control systems with one login, one interface – that's fantastic for them," said Mitchell.

Users of the system have been so impressed that Mircom has already been notified that one particular end user will exclusively be using their integrated platform for future products.

"The end user has given us feedback that they are so pleased with the integration of both Mircom and S2 that they have said that all future projects will be solely Mircom," said Ito.

That end user is Berkshire Communities, an American property management company that manages seven properties in the Washington – Baltimore region.

The Enclave, a three building property that has 1119 apartment homes and approximately 3000 residents uses the TX3 system.

Laurence Gensler, manager of The Enclave, said the TX3 system is a major improvement from the technology they used to use.

"Our previous system was dial-up and it would consistently go down so this application has a lot more reliability," said Gensler. **"We haven't had any situations where it has gone down, the overall reliability has been fantastic."**

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"Within 15 minutes we were able to train all of our employees. It's very intuitive," said Gensler.

Gensler said because The Enclave has three buildings a system that would allow updates to take place without having to visit each building was desperately needed. In addition, the technology also had to be user-friendly.

Berkshire had been looking for close to two years for a new access control system for The Enclave before getting the TX3.

"We were looking for about a year and a half to two years and then we found the capital funds to pull the trigger and make it happen," said Gensler.

Up Next

for Mircom and S2 is a newer version of the integrated technology that will introduce even more features to the platform.

For more information about **Mircom TX3,** *visit www.***mircom***.com/TX3*

About Mircom

Founded in 1991, Mircom is a global designer, manufacturer and distributor of Intelligent Building Solutions. Reaching customers in over 100 countries worldwide, Mircom's portfolio includes: fire detection & alarm, communications & security, mass notification, nurse call, and building automation & smart technologies. Mircom's vision is to make buildings worldwide safer, smarter, and more livable.

Mircom™

mircom.com

25 Interchange Way
Vaughan, Ontario
L4K 5W3 Canada
T: 888.647.2665 | F: 888.660.4113