



Arcadia Apartments at Providence Place: Leveraging Technology to Enhance the Resident Experience



Increasing Security and Transforming Tenant Access Management with Proxess®

MUST HAVE: 21ST CENTURY TENANT EXPERIENCE

Arcadia Apartments at Providence Place is a beautiful complex of apartment homes set in a timeless Midwest setting in Fort Wayne, IN. With more than two hundred apartment homes, an elite fitness center, a resort style swimming pool and inviting community clubhouse being constructed, the Arcadia management team was committed to delivering a modern, 21st century tenant experience with a focus on replacing traditional brass key access with mobile key access. "We had past experience with the pain of issuing, managing and retrieving brass keys for hundreds of tenants," explained Kristie Burriss, Property Manager at Arcadia Apartments. "As we built Arcadia, we wanted to find a solution that allowed tenants to easily use their mobile phone, that they carry everywhere, for access throughout the complex. We found that with Proxess."

SOLVING AFTER-HOURS LOCKOUTS

For any multifamily complex like Arcadia, solving the after-hours lockout scenario was a top priority. The flexibility of the Proxess LoxIQ mobile admin app for the Arcadia management team and the Proxess Mobile Keys App for tenants has transformed the way Kristie and her team manage after-hours lockouts. Remotely issuing temporary access through her LoxIQ Mobile Admin app can be done in seconds when a lockout is reported allowing neighbors to assist each other in times of need. "Recently a tenant locked herself out and knocked on her neighbor's door to assist. She used her neighbor's phone to call us," Kristie recalled. "We were able to give her neighbor's phone temporary mobile key access to her apartment so she could gain access quickly without waiting and paying for an emergency after-hours lockout fee. Kristie and her team have added an extra layer of security to this process by requesting and documenting a tenant specific PIN# when signing their lease agreement, so that each tenant can provide their own unique pin# when in an after-hours lockout situation. This allows Arcadia management to remotely and securely identify exactly who is requesting access.

FULL AUDIT TRAIL IN REAL TIME

With Proxess, every mobile key transaction sends DOOR + USER + DATE + TIME and current battery life % of the lock back to the LoxIQ mobile admin app IN REAL TIME with no IT REQUIRED. This full audit capability at every lock ensures full accountability and transparency for both Arcadia management and tenants when assisting each other in times of need. "With Proxess we can confidently provide full audits including mechanical key usage at any time to our tenants ensuring full transparency around who has accessed their unit and when. This gives us and our residents great piece of mind," explained Kelly Heaton, Assistant Property Manager at Arcadia.

THE ULTIMATE DIFFERENTIATOR: MOBILE KEY ACCESS

New tenants at Arcadia at Providence Place receive their mobile key and are required to download and operate their apartment lock with their mobile phone as part of signing their leasing agreement and the on-boarding process. "We take the extra time for every new tenant to ensure their mobile key is downloaded and to show them all the features of their Proxess electronic lock," Heaton explained. "We have even provided mobile key access to garage doors allowing tenants to remain in their car with the ability to open their garage door with their phone!" The Arcadia team is very intentional with prospective tenants to showcase the extra security and functionality the Proxess locking system and mobile key provides. "We make it a point to show them the convenience of using their phone as their key and even how to lock their door at night via their mobile phone from the comfort of their bedroom," commented Burriss. "We make sure they know how we are leveraging everyday technology for their benefit. We see it as a real differentiator for us in a very competitive housing market."



Electronic Access Control Functionality for ALL Doors

CYLINDRICAL



MORTISE



STOREFRONT



PANIC TRIM



End-users face a dilemma when choosing how to handle the locking hardware and access control doors in their facility. Key control is almost impossible to maintain due to lost, stolen and duplicated keys. However, controlling more than a few doors with traditional/legacy electronic access control systems, at thousands per door, is simply not feasible for most budgets.

What if you could provide the security of an electronic access control system for about the same price as most Grade 1 locks? That is what a Proxess system provides.

Here's how it works...

Typical electronic access control doors require many expensive and labor-intensive parts. Proxess simplifies these challenges centered around a family of wireless intelligent locking hardware.

As the foundation for a Smart Locking System, our all-in-one electronic locksets include a monitored emergency key bypass and provide local lockdown for each door. All the standard security components are integrated, including:

- High security card reader
- Electronic lock
- Door position notification
- Request to exit detector and switch

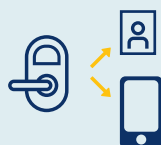
Further, the lock installs in a standard cylindrical door prep in minutes (mortise, three added 5/8" holes) so there are no unsightly holes to drill in the door. Imagine the time and labor costs saved when compared to traditional electronic access control systems. And, this is not just a typical smart lock. Proxess' unique system architecture provides users the choice to:

Connect by BLE at each door



Bluetooth Smart to Proxess Sync - Uploads Audits & Events

Automatically deliver transactions to the software using our Network-on-Card technology



Card Use Audits & Lock Events Written to Credentials

Connect On-Demand by adding BLE bridges



Bluetooth Smart to Bridge with Audits, Alarms & Updates

Connect on-line, in real-time through PoE and WiFi



Online, Real-time Doors