

# SUCCESS STORY

## A More Attentive Remote Doorman in the Bustling Heart of Manhattan



### CHALLENGE

The residents in the 40-unit building at 105 Fifth Avenue in New York City were not happy. Their guests were often waiting on the street for the building's remote doorman service to open the door. Delivery personnel were rarely so patient, usually walking away after leaving a missed-delivery slip. The residents were paying about \$2,000 a month for a remote doorman which wasn't doing the job. When our integrated partner, Carson - the one-app resident experience™ and 24/7 remote doorman service, was asked to provide a different secure access solution, the requirements were clear:



Allow staff to manage the property, on or offsite, with a simple and reliable solution



Give visitors easy and secure digital access



Provide a 24/7 remote doorman service at the main entrance and service entrance to handle deliveries and service personnel

### IMPROVED LIFESTYLE

Even when residents are not at home, they can open the door with their app from any location; they can just send a digital key to their visitors, housekeepers or servicemen. It's a very simple solution which has improved life for all of the residents. In addition to Carson's 24/7 remote doorman service, residents receive over 300 video intercom calls per month on their Carson app from the 2N® IP Verso intercom.

### SIMPLICITY

The 2N® IP Verso intercom has a sleek digital display which instructs couriers to press the Carson button for 24/7 access or buzz the recipient directly. The integrated Carson solution is simple to use - whether it's staff managing the building remotely from the Carson app, or someone at the main entrance for the first time.

### SECURE ACCESS

Authorised visitors securely buzz open the door using the personal digital key on their mobile phone, and with Carson, management can always track who is entering and when.

## SOLUTION

Our partner decided to use products from the 2N portfolio to address this challenge:



### 2N® IP VERSO

The building was originally equipped with a traditional analogue intercom system, which, over time, became outdated. This old system was replaced with the new **2N® IP Verso intercom at the main entrance and a 2N® IP Solo panel at the service entrance.**

This intercom is modular, so it can be tailored to a specific situation. Carson's client decided on a version with a camera, display touch screen and dedicated button for Carson's 24/7 remote doorman service.



### 2N® IP SOLO

The 2N® IP Verso intercom was installed at the main entrance and the **2N® IP Solo** panel at the service entrance - allowing Carson's 24/7 remote doorman service to handle deliveries on behalf of residents each month, giving the delivery person access to a locked package room, with an automatic delivery notification being sent to recipients on the Carson app.

## CARSON'S SECURE VISITOR MANAGEMENT SOLUTION

The level of security also increased thanks to Carson's secure visitor management solution. Each resident can authorise visitors and send digital keys to their visitors' mobile phones. Visitors can buzz themselves into the building from their mobile phone, with an automatic entry notification being sent to the resident on the Carson app. This eliminates unnecessary intercom calls to residents and intercom codes being shared insecurely.

The onsite and offsite staff have access to the Carson mobile app and web application. From Carson, they can view live camera feeds from the **2N® IP Verso intercom** and other connected CCTV cameras.

*This is an excellent example how our integration with 2N intercoms make use of the best hardware in access control, cameras and door communicators and provide residents with all the services they need in one application.*

**Guy Blachman**

founder and CEO of Carson