

SUCCESS STORY

Elevating 2N access control at a NYC high-rise



CHALLENGE

Helm Equities, a New York real estate developer and manager of luxury residential and retail properties, prides itself on providing its tenants with top-quality security, service and support. When the company began planning construction for **The Orchard**, a new 29-unit apartment building in historic Lower Manhattan, the management was looking for intelligent access control based on IP network technology and it also became evident that employing a doorman 24/7 would be cost-prohibitive. As a result, Carson, the integrator and our partner, defined the following requirements:



A scalable IP access control system with smart features



Focus on high-quality design and exclusivity



Provide a virtual solution for the 24/7 doorman service



Seamless integration and system control - having a single app for everything



A cost-effective solution

SIMPLICITY

The 2N® IP Verso intercom provides outstanding performance and lots of flexibility when it comes to operations. The integrated solution is simple to use; tenants can simply log into the app on their smartphone to screen visitors, unlock the door, take the elevator to their floor, unlock the package room to pick up a delivery or submit a service request to the landlord.

SECURE ACCESS

The tenants can securely access their apartments using the 2N® Mobile Key app embedded in the Carson app and the management can always track who is entering and when. As an added security feature, the intercom video also streams to the Eagle Eye Networks VMS for storage in the cloud.

FLAWLESS INTEGRATION

All the systems link together seamlessly through the Carson app, making the complexity of the solution invisible to tenants. They don't even realize that there are four different systems in the solution. For them, it's just one app for everything.



Based on the requirements, we introduced some key partners, like 2N, that we felt would take security at The Orchard to the next level. We only work with the best in the industry and have experience integrating with their technologies on past projects. So we knew that they would be a great fit.

Neil Golub

Director of Sales for Carson

SOLUTION



2N® IP VERSO

When it comes to building security, entrance protection is the first line of defense. Carson selected the sleek looking **2N® IP Verso audio-visual intercom** for the front door because it delivers outstanding HD-quality video and crystal-clear audio. When management adds or deletes a tenant, it automatically updates the tenant directory displayed on the intercom. **The intercom's wide-angle camera** enables tenants to see the visitor as well as the surrounding area before deciding to unlock the door. The high quality of the two-way audio makes it easier for tenants to hear visitors even amidst the typical background noise one hears on a busy Manhattan street. The intercom video streams to the Eagle Eye Networks VMS for storage in the cloud.

2N® MOBILE KEY

Tenants can use the **2N® Mobile Key app** embedded in the Carson app to unlock doors, including the package and bike rooms, as well as ride the elevator to their floor and the rooftop recreation area. **When a courier or vendor arrives at the front door**, a digital message on the Verso home screen directs them to a special button that sends a video alert to Carson's virtual doorman. When the Carson rep answers the call, they can visually verify the individual through the intercom camera before remotely unlocking the front door. The rep can then unlock the door to the package room so the courier can securely store the delivery. At the same time, Carson sends a text message through the app to the intended recipient letting them know that they have a package waiting.



Even tenants who aren't tech savvy find the solution so easy to use that it's become second nature to them. Once we showed everyone all the things the system could do, they couldn't stop using it. If there's an issue with a package delivery for instance - maybe someone claims it was stolen or damaged - we like the fact that we can go back through the video and investigate.

Ayal Horovits

co-owner of Helm Equities