

## Adding Security and Communication to a Senior Living Center



### THE SCENARIO

Management of a 600-unit senior living center was looking for an entry security and communication solution for their elderly residents. They were focused on keeping everyone safe, active, and healthy. Daily excursions were sponsored to frequent local malls, art centers, and parks. Residents were also involved with community dining and on-site activities.

Personnel at the center would always leave the doors unlocked and an employed concierge would receive packages and greet visitors during normal hours on weekdays. During off hours and weekends, the doors were locked so visitors were required to call residents directly to request building access.

The openness of the building and the social opportunities allowed residents to maintain their on-the-go lifestyles. With ongoing activities and various schedules, the center needed a reliable system for residents to communicate with visitors and the on-site concierge service. The same system also had to provide the ability to communicate whether they are inside their apartment, in a building's common area, or off on an adventure.

**Active residents could easily screen visitors with the mobile app, keeping their building safer even when they weren't there.**

### THE SOLUTION

The senior living center selected an IP multi-tenant video intercom system with the needed entrance, tenant, and concierge stations, as well as a mobile app.

Tenant stations provided residents a reliable method to receive calls from the concierge during the day when they were home in their apartment. The same tenant stations allowed residents to answer visitor calls from the entrance station during off hours.

The system featured an intuitive, easy-to-use mobile app which provided the same convenience when the residents were outside of their apartment, dining with friends, or off to the mall. An in-app slider prevented accidental door opening, which increased the residents' peace of mind.



## Entrance



Residents could safely identify visitors with their interior station or mobile app before unlocking the door.

## Residents at Home and On-the-Go



## Concierge



## THE BENEFITS

- On-the-go residents maintained communication with building staff, concierge, and visitors from anywhere
- Intuitive mobile app was easy to learn and use
- Concierge could greet visitors and call residents while they were in their apartment or off on an adventure
- Residents could call for assistance from any location
- Visitors could easily call residents during off hours using the touchscreen entrance station
- In-app slider helps to prevent accidental unlocking
- IP system reduced installation time and costs
- Updating or changing resident information became a snap

## System Configuration Example

### IP Multi-Tenant Video Intercom (Configuration shown with IXG Series)



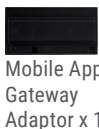
IP Video Entrance Station x 1



IP Video Guard Station x 1



IP Video Tenant Station x 600



Mobile App Gateway Adaptor x 1

### Entrance



Residents could easily be reached from the entrance station when their concierge was off duty.

### Concierge



Equipment Closet

### Resident



Interior Station



Mobile App

On-the-go residents could screen visitors, even if they were away from home.

