



Secure Access
at the Speed of Life

Pasadena Interfaith Manor Apartments Case Study



EXECUTIVE SUMMARY

The Pasadena Interfaith Manor Apartments community in Pasadena, Texas offers spacious efficiency, 1 and 2 bedroom apartments for low income seniors, 62 years of age and older, as well as to the mobility impaired, 18 years of age and older.

The Challenge: Keeping residents safe is a key concern for Property Management companies. When it came time to choose an access control system at the Pasadena Interfaith Manor Apartments, Community Manager Mike Garcia needed to find a solution that would be user friendly for his senior residents as well as those who are mobility-impaired.

The Solution: Installing a highly secure access control system that, through a fusion of biometric technologies that include facial recognition and behavior analysis, would grant residents convenient and unhampered entry to areas throughout the facility.

The Results: FST Biometrics' IMID Access (In Motion Identification) solution is easy to use and providing seamless access to residents, at the speed of life. It's also protecting residents with video security monitoring and gives them access to a live person at Pasadena's monitoring station to assist them with entry when needed. In essence, a virtual concierge.

CHALLENGE

Residents at a senior facility often have varying physical challenges. Property Management needed to find a solution that would be easy for everyone to adapt to, and didn't require remembering keys or access codes. They also sought an access control solution that would be well received and welcoming of family visitors and new prospects that visit the property.



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SOLUTION

Before installing FST's IMID Access solution, ion247, a central station and systems integration company based in Birmingham, Alabama, tested it in its own office for three months. They were impressed with the ease of use of IMID Access and the customizable levels of security the system offered for different applications. The technology was a natural extension of the interactive video security that ion247 already had installed at Pasadena Interfaith Manor, so the decision to install IMID Access was a simple one.

ion247 recommended the solution to SPM, the property management company that oversees the complex, and they, in turn, presented it to the board of directors and management of Pasadena Interfaith Manor. SPM had installed IMID Access previously at two other senior apartment communities they manage in Alabama and had complete confidence in putting it to work at its Pasadena property. It not only allowed SPM to provide video security monitoring to its residents, it also would give residents access to a live person at ion247 to assist them with entry when needed. In essence, it serves as a virtual concierge. Additionally, if a guest visits and a resident is unable to answer the phone in time to allow entry, the call is transferred to ion247. They speak to the guest via the intercom, call the resident to approve the visit, and can remotely open the door to allow entry (or deny access if needed). The Pasadena Interfaith Manor site has two buildings that are connected through a common area. IMID Access is installed at both entrances which share a common database that affords easy management of resident information changes. In addition to providing live concierge assistance, ion247 manages and maintains the system, to include database changes, enrollment, maintenance, tech support, and event evaluations.

RESULTS

"IMID Access allows residents easy access to the building without having to stop to locate a key, fob, or card," notes Christy Hagood, ion247 Vice President. "They simply look at the camera, it recognizes them, and the door opens welcoming them home." Another key advantage is having a photo of every person who enters the building. Should an incident occur, there is a history showing each event, complete with photo and audio recordings. IMID also has a multi-language feature. Because many of the residents at Pasadena Interfaith Manor speak only Spanish, an important consideration was that they, and their visitors would be able to understand prompts from the system. By simply selecting English or Spanish at enrollment, the system welcomes each resident home in their native language.

Pasadena's Community Manager, Mike Garcia, has added peace of mind since the solution was installed. "I'm very pleased and impressed with the IMID system and would recommend it to any property, not just senior facilities like this one," he notes. As for the residents, Garcia reports that they adapted quickly and love the fact that access is hands-free. "I also get a ton of compliments from vendors, family visitors and new prospects the first time they visit our property. They're amazed at how the system works."

In addition to adding enhanced security, rental properties can also realize significant savings by replacing or further assisting guards with IMID Access.

For more information, please visit www.fstbm.com.