



Allegion Serves You

GSX 2019

What excites you most about GSX 2019?

Lee Odess: I'm excited about the opportunity to meet with Physical Access Control Software (PACS) providers, integrators and end users and have real conversations on how we can serve them better.

Brad Aikin: What excites me most about GSX this year is the chance to combine the expertise of our Allegion team with that of our channel partners to define new ways to deliver value to customers.

Allegion's theme for the show is "Allegion serves you." What does this mean to you?

Lee Odess: Allegion serves you—our customers, our partners. Sure, we have exciting solutions and products that differentiate us from the competition. But GSX 2019 is our opportunity to create an environment where we can have deep conversations on how we can serve people better.

Brad Aikin: At Allegion, we want to understand what's important to you, then maximize the things you value most.

How does Allegion best serve integrators? What about end users?

Brad Aikin: Allegion strives to understand the access controls needs of integrators and actively drive additional value within the collective scope of services they provide to customers. Beyond product, this includes the identification of customers' needs, engineering of solutions, quote generation and, most importantly, servicing of end users.

How does Allegion best serve end users?

Brad Aikin: Allegion engages with end users to understand their security needs and identify how access control can provide their desired experiences. Collaboration with a network of best-in-class channel partners coupled with Allegion's century of expertise in codes and application knowledge means end users can trust us with their access control needs.

What do you expect to see or hear about during GSX 2019?

Lee Odess: This year at GSX, I expect open protocols, partnerships, mobile and Bluetooth to be the big topics on the show floor.

Brad Aikin: At GSX, I expect attendees will hear a lot about how solutions achieve efficiency and convenience—while enhancing security. My prediction for GSX 2019: New experiences opened by new abilities.

What's the most important trend impacting the security industry?

Lee Odess: The top two trends impacting the security industry are external disruption and consumer-centric expectations.

In your opinion, what has been the biggest technology advancement in the access control space during the past year?

Lee Odess: The access control industry has started to accept that closed ecosystems are bad for their business and their customers. I think that's one of the biggest advancements we saw this year.

Brad Aikin: The biggest technology advancement in the access control space during the past year has been the industry's acceleration of providing solutions that create value by complementing the other services and needs of the customers.