



SECURITYIN30
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Delivering value at every door

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Question & Answer

Q. What do you do when a customer feels you are being invasive by asking so many questions?

A. First, explaining why you need to dig deeper is important. Use your experience. Reference examples of projects you, and your company, have worked on where you were able to help the customer think about not just immediate needs but future needs. And how the process changed the original scope of the project to allow for easier adoption and flexibility to make changes as their need evolved.

Q. Mechanical key solutions were mentioned several times. This is not something we have traditionally dealt with. How can we prepare for that portion of the conversation?

A. There are multiple means to address this. You can leverage the training hardware manufactures like Allegion provide. We have many classes on how to design and support master key systems. As well as resources that can attend meetings with you that are experts in developing master key systems.

You can also partner with local locksmiths who are experts. Allegion has strong relationships with many locksmiths in your market. Your representative can work with you to find the right partner to support your needs.

Q. Out of curiosity in today's world with all the strange events and happenings, are you seeing electronic access and security around the doors as a safety measure mostly or seeing owners / end users looking for high tech convenience and audit trails?

A. When electronic access control is deployed at the door and connected to a physical access control software (PACS) system it provides security and audit trails as a standard. Typically, transactions at the reader/electronic lock is sent to the host access control software and stored in history for reporting purposes.

Regarding convenience, newer technologies such as mobile credential are continuing to extend the convenience users have experienced as the industry has moved from contact technologies such as mag stripe to contactless technologies like proximity and smart cards.

Q. Can Allegion support a multi-tech reader (like the RP40)?

- A. Yes, Allegion has a line of multi-tech readers. Detailed information on these readers can be found at our website. Here is the link
<https://us.allegion.com/en/home/products/categories/readers/schlage-multi-technology-readers.html>

Q. Can you integrate with Mercury?

- A. This depends on the Allegion product and the PACS system being utilized. The Allegion Alliance page has detailed information on Integration with each PACS partner such as software version, hardware/controller version, etc. Here is link to the Allegion Alliance page.
<https://us.allegion.com/en/home/alliances.html>

Q. Should integrators seek the services of a consultant to determine risk value and assist in the actual design?

- A. Consultants add value due to their required certification training and experience and are generally engaged by the end user. The services they provide will vary depending on the size and scope of the project. If the end user has not engaged the services of a consultant, I would encourage integrators to consider engaging a certified consultant to work with them on their large or complex projects.

Q. Are there any certifications that are helpful to learn more? training resources?

- A. Industry associations offer various standards and certification courses. For example, ASIS offers several certifications for design, assessment, integration, security management, investigations, etc. The Security Industry Association (SIA) offers numerous certifications on security project management as well as works with the industry to develop standards such as OSDP. Many of these organizations have regional and local meetings that include training sessions as a component of the meeting.

Each state may also have requirements for licensing to perform work in our industry. Requirement to obtain and retain these certifications differ by state.

Q. Should integrators utilize hardware companies (knowledgeable licensed locksmiths) as an expert way to ensure that the correct electro-mechanical hardware is provided and installed so as to maintain proper egress and fire rating?

- A. If the integrator does not maintain knowledgeable and trained resources regarding code compliance on staff, then partnering with trained and knowledgeable resources to verify installations comply with all required codes is essential to ensure the end user is not at risk of either a fine or worse yet, a system failure during an event.

Q. What advice do you have for people starting out in this industry looking to build and develop our knowledge base around products, applications, and customer needs?

- A. Leverage your local industry associations as well as your manufacturer partners. Both have in-person as well as remote training classes to assist with both product and industry

knowledge. Attend the industry events, trade shows, meetings, etc. Also, ask your local manufacture reps to travel with you. Most have years of experience in the industry and can help you to uncover opportunities with your key customers.

Q. Is it card accessible for wireless units?

A. Allegion wireless locks support use of multiple credential types. Visit the Allegion website for detailed information on our wireless locks at this link.

<https://us.allegion.com/en/home/products/brands/schlage.html#top>