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**LIVE WITH ALLEGION**

The rise of mobile: how to  
communicate the value to your  
customers

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Question & Answer

**Q. What is the roll out timeframe for mobile credentials for Engage?**

**A.** Yes, we do, the Schlage Mobile Access Credential was released in April of 2020. Schlage Mobile Access Credentials are managed with ENGAGE(TM) web & mobile applications and require new Schlage mobile enabled wireless locks and readers. Note that legacy Schlage Control, NDE and LE wireless locks can be upgraded to read the new Schlage Mobile Access Credentials. The official launch of the Schlage Mobile Access Solutions portfolio is coming in June, more details will be made available over the next few weeks. Please consult your local Allegion representative for follow up questions.

**Q. What are your future thoughts on the mechanical key and conversion to credentials – mobile or plastic?**

**A.** The mobile credential movement will certainly start to help create more momentum away from the brass key. In certain verticals this has already happened. Reference the hospital industry . . . when is the last time you stayed at a hotel at were given a mechanical key. The adoption to move away from mechanical has been slower, but still modest, in other verticals such as higher education residence halls or dormitories and multi-family. One of the reasons I brought up the 18-22-year-old demographic and their dependence on the mobile phone, is that as this demographic matures and moves into their multi-family apartment or future home or future business, they will expect mobile interaction with their access devices.

**Q. Open vs Proprietary appeals to me. Where is Allegion positioned on this point? We are using a card with Custom Crypto keys based on NXP Open standard. Would it be possible in the mobile world?**

**A:** Absolutely. For most large sites, Custom Crypto or Encryption keys leveraging NXP – preferably DESFire EV1 or DESFire EV2 – are highly recommended. This gives you the balance of having a high security credential but not getting yourself into a proprietary arrangement and having manufacturers playing the “now you’re trapped” game. The same is true in the mobile world. For many of the NFC installations we’ve been involved in, Custom Encryption keys were created which are owned and managed by the site.

**Q. I use the Vanderbilt SMS platform at our university. Has Allegion had any discussions with them about offering a mobile credential solution?**

**A.** For the Mobile Student ID solution in higher education, the mobile credential information is delivered to the Vanderbilt SMS system through the one-card or student card transaction system – i.e. CBORD, Transact (Blackboard), Atrium or Touchnet.

- Q. Given industry trends, most esp. with reference to CV-19, what are your thoughts regarding the future and utility of biometric credentials? Given that biometrics are in use on phones, will this be the extent of biometric usage going forward?**
- A. Great question. I think you are spot on. Use of biometric readers for access or other applications (i.e. time & attendance) was about ~4% post 9-11 and is hovering around the same percentage today. It is more likely that biometrics on the phone will be put to better use as a form of dual authentication as more customers migrate to mobile credentials.
- Q. Do you have stats on % iOS vs Android credentials in use?**
- A. It is close to a 50/50 split between Android vs. iOS, give or take a couple of percentage points. In higher education, it is closer to 80-20 with iOS being more dominant.
- Q. I use Avigilon ACM on my campus with MTK's does the current software allow for Mobile?**
- A. If you are a higher education campus looking to go down the NFC Mobile Student ID path, the Avigilon access control system and MTK readers can stay on the campus. We would just need to involve the one-card or student transaction system on campus to feed the mobile credential information to the Avigilon system. The MTK readers would require a firmware update and an injection of unique mobile encryption keys. Contact the ESE in your local Allegion sales office for more discussion.
- Q. You used to offer mobile credentials with APTiQmobile and I know with Allegion you can use the engage app with those locks capable moving forward will you be putting out the mobile credentials again?**
- A. Correct. APTiQmobile was an Android NFC solution that was embedded in an App from Allegion/Schlage. There is a next generation solution that is coming out to replace APTiQmobile (timeline TBD), in addition to some of the BLE credential solutions we will offer.
- Q. At U-T were Google phone and Android watch users excluded from Mobile usage?**
- A. Correct. At that time, we did not have an Android NFC solution to launch. That is planned over the course of the next several months with U-T.
- Q. Are time clocks an application for the mobile credentials?**
- A. They certainly can do. For manufacturing environments, etc. where time clocks are still used, this would be an excellent opportunity to utilize a mobile credential type solution. The reader associated with the time clock would just have to be outfitted for BLE and/or NFC.