

Top 5 tech trends for 2017



by **Rob Martens**,
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1

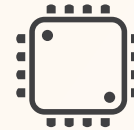
Enhanced design



Enhanced design is the idea of incorporating new technology into the aesthetic and functional design of project — creating opportunities to make facilities safer, more efficient and more convenient.

2

Big data



More connected devices means a greater amount of data available and, ultimately, a greater personalized experience for the customer.

3

Chatbots and artificial intelligence



Chatbots and artificial intelligence provide a more convenient and intuitive interface to help you access information to increase efficiency and productivity.

4

Augmented and virtual reality



The practical applications for these technologies are becoming clearer each year, like sharing more data with your service team so they can troubleshoot devices in a less conspicuous manner — just by looking through their smart phone.

5

More mega-tech platform activity



Mega-techs (names like Apple, Amazon, Google and Samsung) are creating platforms that enable commercial solutions to work together in new unique ways.

Enhanced design

The adoption of new technology in the commercial space continues to evolve, and it's enhancing the collective experience of the end user. Properties are now blending mechanical and electronic solutions to increase productivity of the facility and its personnel. That's the idea behind enhanced design: Fusing the functionality and design of a building with new technology.

Consider entering a hospital. The first area someone experiences is the lobby, with ceiling-high glass windows designed to welcome visitors. Throughout the day, shades are activated and the temperature fluctuates. In the evening, the area empties so the lights dim and, again, the thermostat adjusts. It is more than a routine; this is all happening for a reason. What would traditionally happen manually is now electronically controlled to provide a more consistent and more personalized user experience. For example, specific window panes are covered because the system knows the sun hits there during that time of day. This is done by collecting, cleaning and analyzing the data provided, allowing for predictive and real-time actions to take place on behalf of the user.

This same concept can apply to door hardware and security. Access control can be the trigger that kicks

off an office routine. After a pin is entered or a card swiped, the system will turn on the lights, adjust the temperature and alert security that you have accessed the building. During the day the system monitors things from water use to open doors, sending facilities an alert when something needs their attention. When the credentials are used to exit the building, the reverse happens — lights are dimmed, temperatures are lowered and doors are locked.

Every aspect of a building's operation has the potential to tie into the network, improving productivity for employees, facility engineers and IT personnel. This is important for the integrator, as he or she can mediate the transition to a more connected facility. Integrators can work with architects, general contractors and facility executives to talk through enhanced design and help them determine the balance between security and convenience. Of course, there will always be areas where mechanical applications are the best option. The more integrators understand how the adoption of new technology enhances overall experience, the better they can serve their customers.

About Rob Martens

Rob has been involved in the safety and security industry for more than 11 years, focusing on technology, innovation and business intelligence. He focuses on forward-looking solutions and is responsible for staying up-to-date on topics such as enhanced design. Respected for his unique industry perspective, Rob has recently been featured as an expert panelist on CNET, International CES 2015, the Golden Seeds Annual Summit, the IoT Global Innovation Forum, IoT World, and APPNATION IoT, among others. Prior to Allegion, Rob was Vice President and CIO of Carpenter Technology Corporation. And early in his career was Vice President and CIO for Ingersoll Rand Security Technologies, which was later spun off into Allegion. Rob graduated from University of North Carolina at Chapel Hill in 1993 and has received a number of awards for his work in innovative solutions, most notably the 2016 CES Innovation Award, 2007 Oracle Excellence Award for Business Intelligence and 2005 Ingersoll Rand Chairman's Award and more.

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