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Managed Access Control using Secura Key SK-NET™ Multi-Location/Dialup Software

Would you like to make additional monthly income from each of your access control installations?

Secura Key's SK-NET™ Multi-Location/Dialup Software is a great source of **recurring monthly revenue** for Security Dealers because it allows them to offer **Managed Access Control** to their customers.

SK-NET-MLD Access Control Software is powerful, easy-to-use, and has just the right feature set for Small Businesses, Office Buildings, Gated Communities, and Multi-Tenant Residential units who need access control, but don't have the time, skills or manpower to manage their own card access system.

How Managed Access Control Works

Managed Access Control is a program where the Dealer installs access control panels and readers at the customer site, and installs the access control software at the Dealer location, charging the customer a monthly fee for managing the access control system (the same basic concept as central station alarm monitoring).

Services offered by the Dealer include managing the PC hardware and SK-NET™ access control software, backing up customer data and transactions, and making routine changes to the customer's database such as adding, changing or deleting cardholder records. The dealer can also offer additional services, such as remotely unlocking a gate or door, providing monthly activity reports, or sending the customer email notifications of specific events.

Monthly fees can be based of the number of doors, number of cardholders and number of database changes per month.

Secura Key's SK-NET-MLD software allows the Security Dealer to install access control systems at multiple customer locations, which the Dealer can manage from his office using either dial-up modems or the Internet.

Each location can have from one to 100 SK-ACP 2-door control panels, which can be connected back to the system software at the Dealer location via dialup modem (SK-MDM), or via the Internet using either an External Device Server (SK-LAN) or a Network Module (SK-LAN-MOD) with a Static IP address[1]. Only one control panel at each location (the "gateway" panel) is connected back to the host system, and additional control panels at the customer location are connected to the gateway panel, using RS485 twisted pair cabling.

System Capabilities

SK-NET-MLD has no limit on the number of locations per system, so Dealers can manage access control for as many locations as needed.

Managed Access Control System Architecture
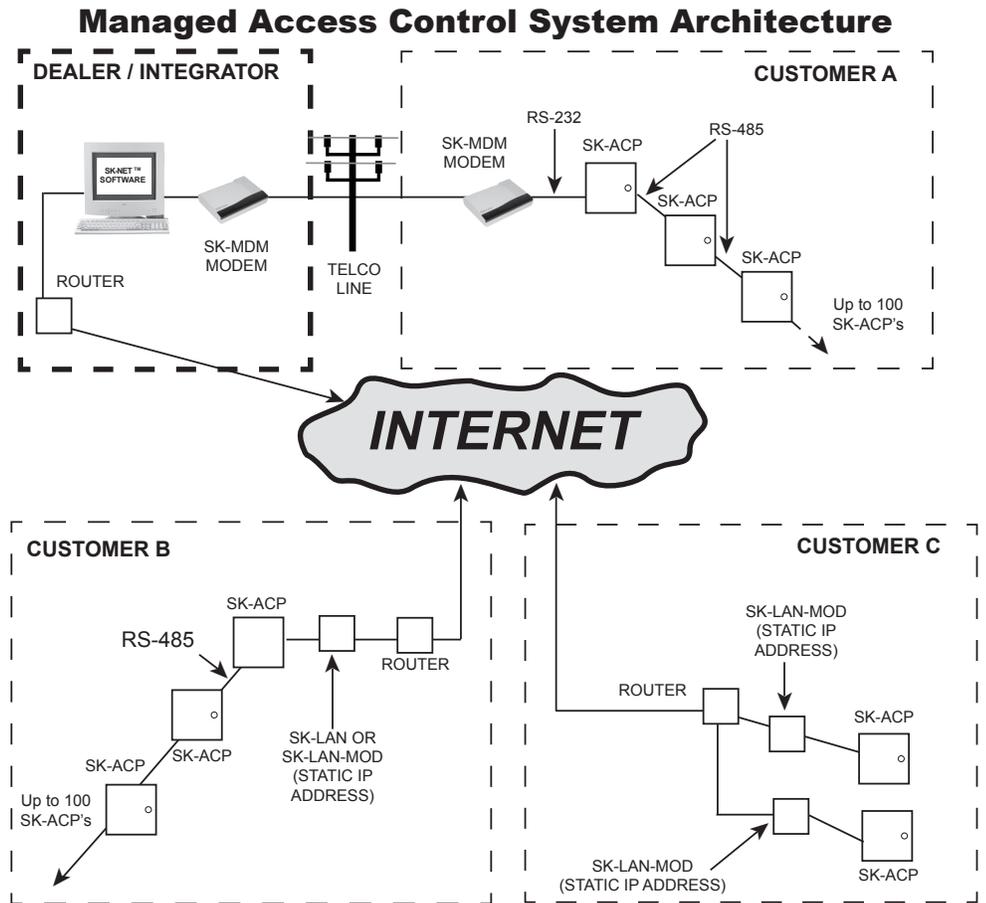
Dealer/Integrator connected to three customer sites:
Customer A uses dial-up modem with RS-485 network;
Customer B connects via Internet with RS-485 network, and
Customer C connects via the internet, using static IP addresses for each panel.

When panels are connected to the SK-NET-MLD software through an IP connection, all history transactions are automatically uploaded to the PC software and stored on the computer's hard drive. When panels are connected via dialup modem, the Dealer can connect to each location on a daily basis to upload transactions, or a daily

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[1]Consult the IT department or Internet Service Provider at the customer location and request a Static IP Address for the SK-LAN or SK-LAN-MOD. This IP Address must be accessible from the Internet. If multiple panels at one Location are each connected to the LAN, each panel must have its own Static IP address. The SK-ACP access control panel is password protected.

automatic card send can be scheduled, which will update all locations on the system. Each SK-ACP panel will store up to 5000 transactions preventing data loss between uploads.

The SK-NET-MLD software is also available in a Client/Server configuration, which will enable the dealer to remotely access the software using Microsoft Windows' Remote Desktop feature.

The SK-NET-MLD software can print individual reports for each location, and reports can be filtered to show all activity, or only certain types of events such as anti-passback violations, access requests made after hours, attempts to use unauthorized doors or gates, or attempts to use a void card.

Benefits to the Dealer

Managed Access Control with SK-NET-MLD is much easier for a Dealer to offer than Central Station Alarm Monitoring. Since UL and local authorities do not regulate Managed Access Control, there are no costly requirements for high-security monitoring facilities, backup generators, 24-hour staffing, police dispatching, or UL inspection and certification, yet customers will typically be willing to pay more for this service than they pay for alarm monitoring.

By offering Managed Access Control, the Dealer creates a much stronger partnership with the customer since the Dealer provides the software and PC hardware, and effectively controls the customer's system data. Regular customer contact will result in greater customer loyalty, by familiarizing the Dealer with the customer's needs, which will help prevent system takeovers by competing dealers.

Targeting the Right Customers

To effectively launch a Managed Access Control program using SK-NET-MLD, the Dealer needs offer this service first to his existing access control customers, concentrating most on those customers who need a Windows version upgrade, a new PC, or updated access control system software.

Many customers continue to use outdated hardware and software due to the expense and possible downtime typically caused by an upgrade. The Managed Access Control program eliminates the requirement for upgrades at the customer site and the changeover from a locally managed system to the Dealer's Managed Access Control program can be relatively quick and painless.

The Dealer should also contact customers who need unusual levels of tech support. High-maintenance requirements often result from frequent personnel changes at the customer's facility. These customers are ideal candidates for Managed Access Control, and the concept should be an easy sell.

Access control systems with five to 20 doors are the perfect size for Managed Access Control using SK-NET-MLD. Facility managers at multi-tenant office buildings are often responsible for multiple properties, and are not always available to make changes to the Access Control System. Managed Access Control gives the tenant quick access to a system administrator who can add or delete cards, open doors, or void the cards of terminated personnel.

By using SK-NET-MLD for Managed Access Control, customers will enjoy a reduced total cost of ownership (TCO) for their Access Control System by eliminating the need to purchase and maintain the PC and head-end software, and to have personnel trained to manage the system. The monthly service charge for Managed Access Control is far less than the hourly wages and benefits paid to an employee performing the same functions, and it is a deductible business expense.

Although smaller sites are ideal for Managed Access Control, SK-NET-MLD's ability to handle up to 200 doors per location should be considered for larger systems as well.

Conclusion

SK-NET-MLD has been successfully used by a number of Secura Key Dealers for Managed Access Control, but awareness of this concept has recently grown due to the changing economy. This white paper offers a new way of looking at a product that Dealers are already familiar with, as well as a way of increasing their monthly revenue and solving their customers' system management challenges.

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