

Case study



AVIGILON™

Elevating Melbourne residents' living experience

Avigilon Alta & Erin Living Technologies case study



MOTOROLA SOLUTIONS



A safer community is a happier place to live and that's exactly what Erin Living Technologies delivers. As a provider of a community-led, all-in-one liveability super app for residents, Erin helps to make the lives of its users more connected, secure and convenient.

The Erin app seamlessly integrates home and building access into one platform, offering residents a comprehensive solution for all their needs. This includes providing delivery notifications, booking amenities like gym rooms, and reporting defects and maintenance needs when they arise. This all-in-one app encapsulates every touchpoint, emotion, and interaction a resident has from the moment they step into their home.

It was no surprise when it was selected to provide its service for the new residents at the recently constructed Thomas Street Apartments in Moonee Ponds, Melbourne, Australia. This six-story residential building features 69 apartments, several facilities and overlooks an expansive 1,400 sqm garden, providing approximately 100 residents with a first-class living experience.

The apartments are part of a wider master plan to create an extraordinary home for residents and attract visitors from far and wide. This landmark \$2 billion project is a joint venture between Hamton, Host Plus and the Moonee Valley Racing Club. As the first of many upcoming developments, the Thomas Street project presented an opportunity for Erin Living Technologies to showcase the impact of its app. However, to achieve this and enhance overall security and convenience for residents, they needed to integrate the app with the building's security systems, primarily its access control system from Motorola Solutions.

Motorola Solutions' Avigilon Alta access control system is a cloud-based offering that is fast, flexible and future-proof with reliable mobile capabilities for building management, residents and visitors. It simplifies the resident experience and building management at Thomas Street Apartments, helping secure the property and safeguard its residents from unauthorized access.




Customer profile

Erin Living Technologies, Australia

Industry

Multifamily residential

Solutions/Technology

-  Avigilon Alta cloud access control
- Avigilon Mullion Smart Reader

Benefits

- Thanks to the Avigilon Alta access control – Erin app integration, residents can use their mobile devices to access the building and its on-site amenity facilities. This access method has proved more convenient for users than carrying physical keys or key cards for access.
- The building management team has seen a significant increase in operational efficiency by digitally issuing and revoking access credentials for new and departing residents. This streamlined approach has helped reduce costs, improve access management and increase resident satisfaction.



Challenges

Improve the living experience

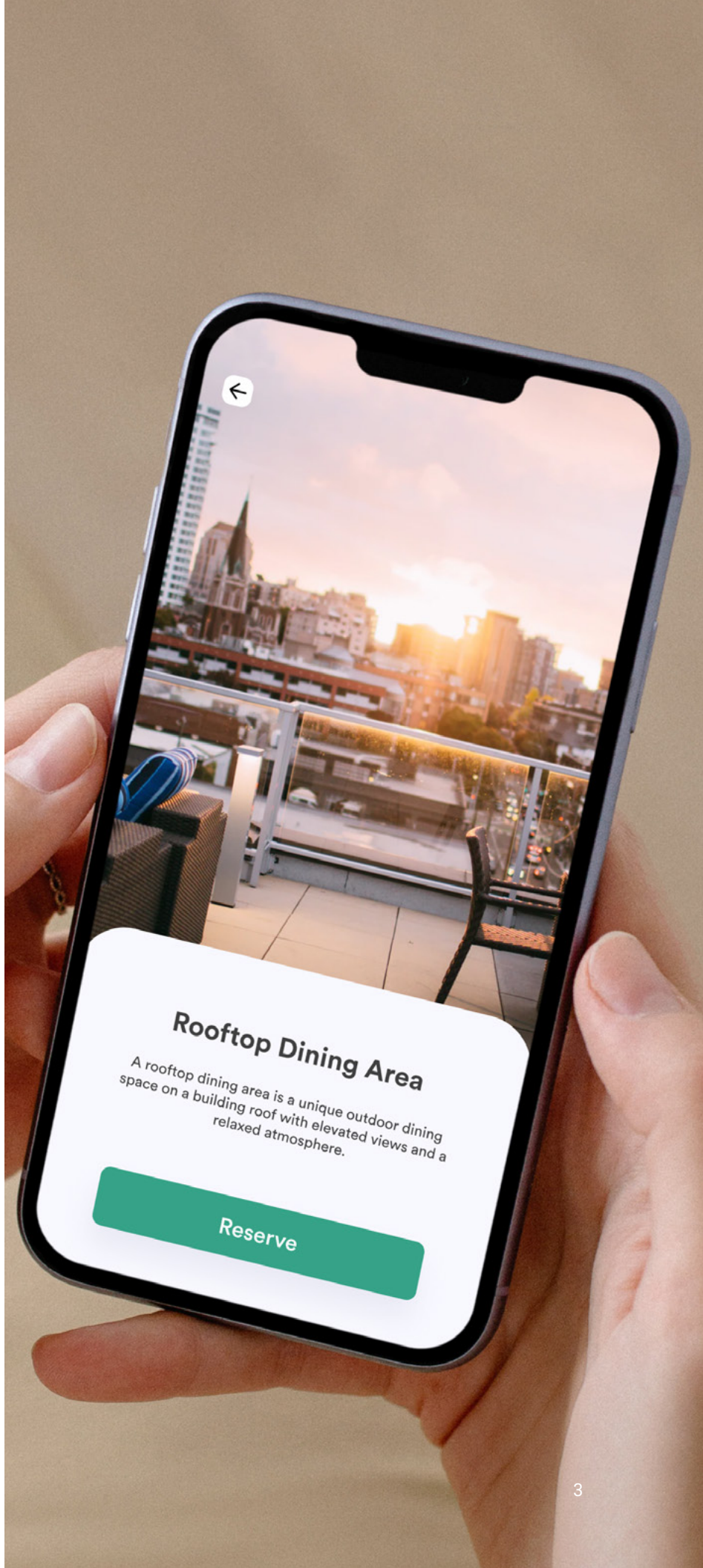
As many building management teams know, the ease and freedom of movement for residents in an apartment complex is a key aim that must be fulfilled to help create an enjoyable and convenient living experience.

Suppose residents find themselves locked out of facilities that should be available to them or the method of access in and out of the building is too complicated. In that case, it can lead to dissatisfied residents, a less-than-harmonious community and wasted investment on facilities that cannot be accessed. Erin Living Technologies understood that they needed to interconnect with the building's access control solution to help residents move around their building and access amenities easily.

Create a future-proof solution

As the Thomas Street residential building is the first apartment building of the precinct to be constructed as part of the landmark \$2 billion master plan, the building management team wanted to install an access control system that would meet the challenges of today and the future.

With a future-proof security system, the team could get a greater return on investment and rely on it to operate effectively for years thanks to regular updates and its ability to seamlessly scale and integrate with wider building management solutions, including video management systems. Without such technology, the building would have to replace their security system every few years to keep up with the latest developments and threats in the security space, leading to greater costs and hassle for residents.



Solutions

After successful tests, the developer, Hamton, along with its partners and appointed builder, deployed Motorola Solutions' cloud-based Avigilon Alta access control system alongside the Erin Resident app and building management system. This provided residents of Thomas Street Apartments with an elevated living experience through future-proof technology.

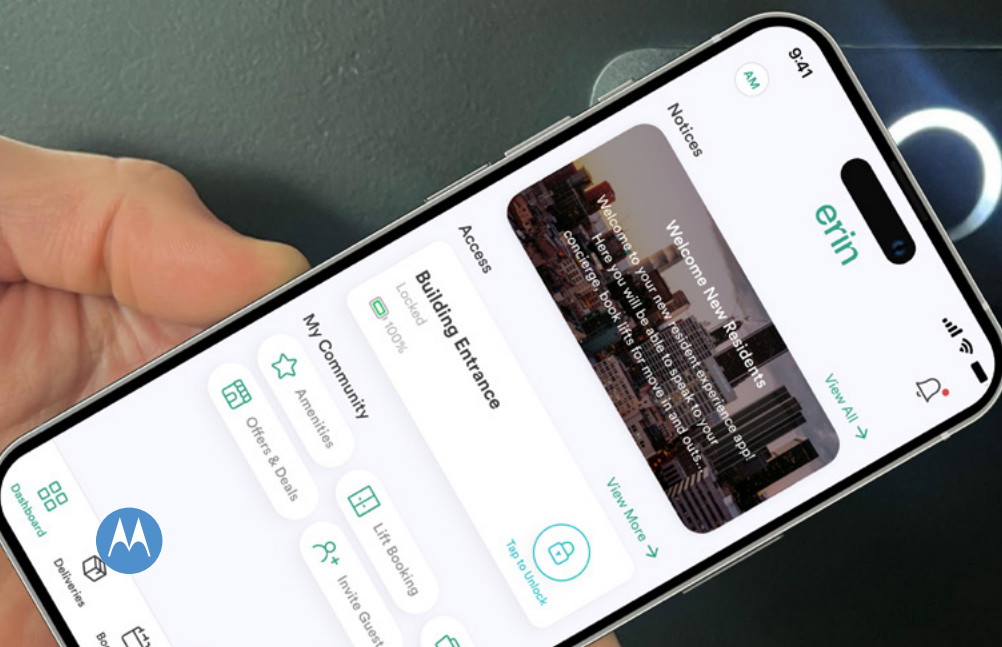
The two systems were selected for their ability to integrate as Avigilon Alta is built on open API standards to support limitless integration, including with the Erin app. This integration provides increased security, improved ease-of-use for users and an enhanced experience for residents looking to make the most of the building's amenities.

As part of the initial deployment, 10 doors have been equipped with Avigilon Mullion Smart Readers to provide security at key entry points to the building, as well as on-site amenities and spaces for hire. Avigilon Alta's scalable cloud solution makes it ideal for this type of phased rollout, along with the easy-to-install Mullion Smart Reader that comes with a sleek design, making it ideal for surface-mounting near doors where space is limited. In addition, the reader is packed with state-of-the-art access control features, including the patented Triple Unlock technology, which provides fast mobile access with sub-second unlocks, even during internet or service outages.

Residents use the Erin app on their mobile devices to access spaces within the residential building that are secured by the Avigilon Mullion Smart Reader. They can also easily share guest access with authorized non-residents from friends and family to delivery personnel or maintenance staff, enhancing the overall convenience and accessibility of the building.

“The seamless integration between the Avigilon Alta access control solution and our Erin Resident app has proved to be a big hit with residents. Avigilon Alta's open platform and SDK helped us offer an amazing digital experience for users, and we couldn't be more pleased.

– Chris Efthimiou, Sales Director, Erin Living Technologies





The benefits

Simplified visitor access without sacrificing security

Thanks to the Avigilon Alta access control – Erin Resident app integration, residents can use their mobile devices to gain access to the building and onsite amenity facilities with ease. This access method has proved convenient for users as they do not have to worry about carrying a physical key or a key card to gain entry, which can be easily lost or misplaced. This digital approach to access means residents simply need to carry their mobile devices and present them near an Avigilon Mullion Smart Reader to open a secured door.

This integrated solution also allows residents to share access with guests visiting via the Erin app. Equally important, the Avigilon Mullion Smart Readers help secure the building and its facilities from unauthorized individuals, improving overall safety and access management for the building team.

Efficient building management

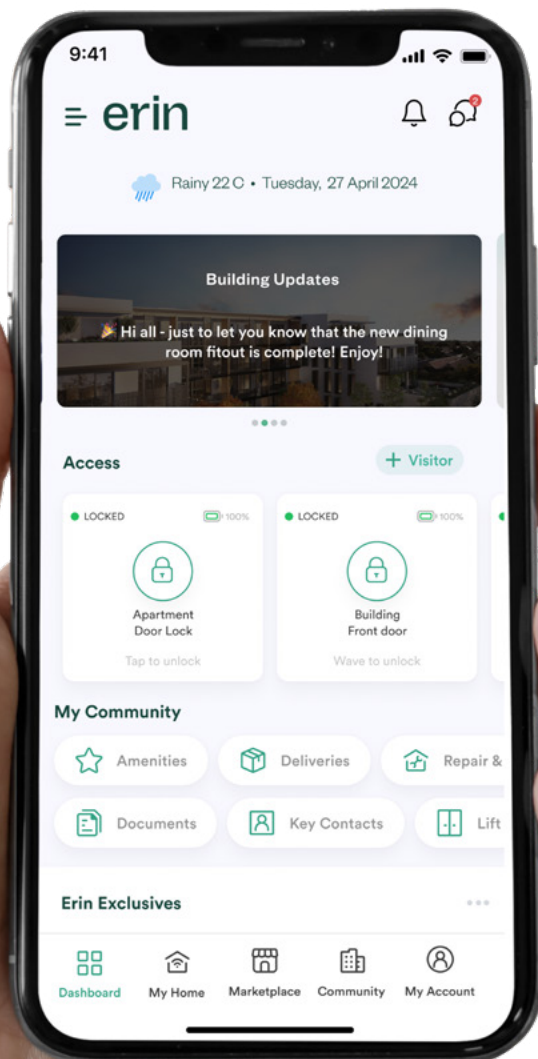
Residents aren't the only group reaping the benefits of the Avigilon Alta access control – Erin app integration. The building management team has seen a significant increase in operational efficiency as residents moving into or out of the building can be issued access credentials or have their permissions revoked digitally, removing the need to manage physical keys and passes. This digital-led approach has helped to reduce costs, improve access management and increase resident satisfaction.



Conclusion

This powerful integration has helped simplify security for the building management team and elevate the living experience for the residents of Thomas Street Apartments in Moonee Ponds. With the first building occupied by happy and safe occupants, stakeholders can move to the next stage of the construction master plan and focus on new building projects involving the Avigilon Alta access control – Erin app integration. Once completed, residents will be able to easily access the amenities across the precinct..

As apartment buildings rise from the ground in the coming months and years, Avigilon Alta and Erin Living Technologies are ready to elevate the living experience for residents, setting a new standard for a modern, interconnected living experience.



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Providing residents with a convenient and safe access solution was a big selling point. Users can easily book an onsite facility via the Erin app and seamlessly access the space via our integration into Avigilon Alta – it's a game-changer for residents!

– Chris Efthimiou, Sales Director,
Erin Living Technologies



To learn more, visit: www.avigilon.com



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