Smart and Sustainable Access Control: HID Transforms the Tenant Experience at Centro Empresarial Libertador in Argentina

Founded in 1969, RAGHSA is one of Argentina's leading real estate developers, with a distinctive focus on AAA corporate buildings and premium residences under the Le Parc brand. Its commitment to architectural excellence, operational efficiency, and sustainable design is reflected in every one of its projects, built under strict international standards such as LEED, Well, and NFPA.

Today, the company manages more than 120,000 square meters of rentable space in Buenos Aires, occupied by multinational companies that value the quality, security and technology of their premises.

Technological innovation is a core pillar of RAGHSA's strategy, a vision that takes relevance at Centro Empresarial El Libertador, where the implementation of mobile credentials for building access represents a turning point in user experience, operational efficiency and sustainable commitment.

HID

CHALLENGE

The credentialing process for people working at Centro Empresarial El Libertador was entirely manual and dependent on physical cards. Users had to request their credential via email, wait for activation and then pick it up in person to access the building. This process caused operational delays, logistical difficulties and security risks such as cloning or card loss. It also created an ongoing administrative burden for the management team, which had to coordinate in-person deliveries, replacements and validations.

Likewise, the use of physical credentials inadvertently contradicted one of RAGHSA's strategic pillars — its environmental goals. In line with its real estate developments, the company sought to reduce the use of plastic materials and move toward digital solutions that minimize the impact on natural resources.

The need for a safer, more practical and more sustainable alternative led the company to rethink its access model, committing to a technological and digital transformation that addressed both operational challenges and its corporate values.

SOLUTION

RAGHSA partnered with OnDesker, an Argentine tech company providing digital solutions for corporate spaces, to develop the a mobile app so the Centro Empresarial El Libertador tenants could conveniently and securely carry their own digital credential, without the need for physical cards or in-person procedures.

Powered by HID Mobile Access technology, the new RAGHSA app allows each user to carry their credential directly on their smartphone — an architecture that modernizes the access model in smart buildings by combining enhanced security, traceability, and convenience.

With HID Mobile Access, users can simply tap their smartphone or use it near a reader to enter authorized areas, eliminating the need for physical cards. The system securely encrypts credentials, ensures real-time access control, and provides detailed usage logs for improved building management.

"The integration process with HID was excellent. We received technical support at every stage, which allowed us to move forward with confidence and without friction," highlighted Juan Pablo Ganzabal, Co-Founder of OnDesker.

"Seos is the first fully encrypted, software-based credential that communicates via RFID, NFC, and Bluetooth protocols and is hosted on a microprocessor — both in physical credentials and in mobile devices," explained Juan Alonso, Regional Sales Manager for HID in the Southern Cone. "This multilayered system far surpasses previous technologies, offering a credential that is nearly impossible to clone."

The building's new system is complemented by HID Signo readers, designed to natively operate with Mobile Access. These devices feature integrated Bluetooth modules and support the "Twist & Go" function, which enables entry through gestures — combining convenience and protection.

Finally, credential management is carried out through a cloud-based web portal, enabling remote, efficient and traceable enrollment, revocation and assignment of access. Currently, RAGHSA has enabled 3,250 Mobile Access licenses.

"Always aiming to improve service to our clients, we decided to migrate to mobile credentials for three main reasons: security, practicality and sustainability,"

Juan Pablo Kiesel
Director and Commercial Manager
at RAGHSA

RESULTS

The implementation of the new access control system at Centro Empresarial Libertador completely digitized the credentialing process, eliminating the need for physical cards and the in-person activation process. Users can now access the building directly from their smartphones, streamlining the entry experience and significantly reducing operational challenges.

"By digitizing the system, we made the entire sequence of touch points — from when a tenant enters the building to when they receive their credential — more comfortable, practical and agile." said Juan Pablo Ganzabal.

From the tenants' perspective, the solution brings concrete improvements in convenience and autonomy. The mobile credential is always available on the user's device, eliminating the need to carry physical cards and reducing risks related to forgetting, losing or having them stolen.

For RAGHSA's administrative team, the impact has been equally significant. Credential management is now performed remotely via a cloud portal, enabling quick, traceable assignments without physical intervention.

This operational efficiency translates into time savings, reduced administrative workload, and greater control over user flow.

HID's solution was tailored to the RAGHSA's specific needs, contributing to efficient access management at turnstiles and doors through the integration into the app developed by OnDesker. While HID technology operates exclusively in the mobile credential system, the RAGHSA app also integrates other digital services such as parking reservations and internal communications.

"With HID's technology, we were able to carry out a gradual migration without interrupting building operations," said Juan Pablo Ganzabal, Co-Founder of OnDesker. "We completely digitized the process of generating and assigning credentials, which allowed each user to access from their mobile phone without in-person processes or physical collection — a substantial improvement for both administrators and tenants."

From RAGHSA's perspective, Kiesel emphasized that the partnership with HID addressed a functional need while reinforcing the company's identity as a digital transformation leader within Argentina's real estate sector.

The implementation of mobile access responds to the three strategic pillars defined for the project: security, user friendliness and sustainability. By eliminating physical cards, operational issues and environmental impact were reduced, while users gained faster, safer access to the building through their mobile devices — an implementation that establishes a digital access model aligned with international standards for data protection, efficiency and sustainable design.