



HID Powers Seamless Access Control Upgrade at Xinhua Financial Plaza, Elevating Security and Convenience

As a leading property management subsidiary of Xinhua Real Estate Group, Xinhua Tianyi Services manages almost 100 projects, covering a combined service area of over 20 million square meters. For a number of years, the corporation has been consistently ranked among [China's top 300 property management companies](#).

Located in Hefei, Anhui Province, Xinhua Financial Plaza is a landmark commercial office building managed by Xinhua Tianyi Services. The Plaza features three high-rise towers, each standing over 100 meters tall, together occupying a total construction area of 150,000 square meters. The complex serves over 10,000 tenants and employees.

CHALLENGE

Since first opening its doors, Xinhua Financial Plaza has relied on physical access cards to manage the entry and exit of staff and visitors. However, as smartphones and digital technology have made many aspects of life easier and more convenient, tenants have increasingly requested the ability to access the building via smartphones instead of via a separate card.

The property management team later discovered that several tenants had duplicated their non-encrypted access cards onto mobile devices without authorization. This development made it difficult for security personnel to accurately verify identities, posing significant security risks to the facility.

Tenant feedback following this discovery highlighted the urgent need to upgrade the access control system. "We wanted an innovative access control solution that would deliver a seamless mobile experience while maintaining strong security controls," said an employee from Xinhua Tianyi Services.

SOLUTION

Following a thorough evaluation, Xinhua Financial Plaza selected HID Mobile Access® to upgrade its existing access system, with the solution comprising highly secure credential technology, readers and a cloud platform.

The team adopted a phased upgrade strategy to ensure minimal disruption during the transition.

“With nearly 10,000 daily entries and exits, our goal was to achieve a ‘seamless’ upgrade — enhancing user experience and security without impacting daily operations,” explained a member of the Xinhua Tianyi Services team.

“HID readers installed a decade ago had already been designed with future mobile access capabilities in mind. This foresight and compatibility allowed us to maintain the existing infrastructure, making the digital upgrade smoother, more accessible and more cost-efficient,” they added.

RESULT

Today, over 7,000 employees and tenants at Xinhua Financial Plaza use HID Mobile Access to gain access to the complex. By using smartphones or wearable devices with activated credentials, users can effortlessly navigate secured areas — including office doors, lobby turnstiles, elevators and restricted zones — simply by tapping their device near a reader.

Given the wide variety of mobile devices that now exist, the property management team initially worried whether potential instability could cause congestion during peak periods. However, HID Mobile Access has proved highly stable and responsive across different smartphones, significantly improving traffic flow and earning widespread praise from users.

Security was simultaneously elevated. Powered by HID Seos credential technology and built-in security features that come with smartphones, the solution prevents unauthorized card cloning and protects user privacy. HID’s internationally certified readers and cloud platform further enhance data security.

Property managers and security personnel now benefit from improved operational efficiency. Through a cloud platform, they can create, issue, manage and revoke credentials remotely and instantly, monitor real-time access activity and generate customized reports at ease.

During the upgrade process HID’s local partner, Anhui Taidi Information Technology, also enhanced the visitor management system of Xinhua Financial Plaza. Visitors now enjoy a streamlined experience with all appointments now scheduled online in advance, as well as self-service access procedures. The upgraded system also allows tenants to approve visits online, providing the utmost in convenience.



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A member of the Xinhua property management team

SOLUTIONS

- HID Mobile Access
- HID Seos® credential technology
- HID Signo™ readers
- HID Origo™ cloud platform

FUTURE OUTLOOK

With HID Mobile Access in place, Xinhua Financial Plaza has not only eliminated security risks and modernized user experience but also streamlined property management processes.

Looking ahead, Xinhua Tianyi Services plans to further integrate HID Mobile Access with additional systems to achieve smarter, more unified management, including:

- Synchronization of personnel and access rights with property management systems
- Integration with surveillance systems to bolster security
- Linkage with attendance management systems to enhance efficiency and accuracy
- Integration with energy management platforms to promote sustainability

Today's commercial real estate market is increasingly driven by younger generations who expect digital, mobile-first experiences.

The upgrade at Xinhua Financial Plaza perfectly aligns with these trends. In partnership with HID, Xinhua Tianyi Services successfully deployed this revolutionary mobile access solution. Moving forward, both companies will continue working together to create greater value for tenants and for the city.

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Yu
A member of the Xinhua property management team



hidglobal.com

North America: +1 512 776 9000 | Toll Free: 1 800 237 7769
Europe, Middle East, Africa: +353 91 506 900
Asia Pacific: +852 3160 9800 | Latin America: +52 55 9171 1108

For more global phone numbers click here

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