

Large National Real Estate Investment Company Turns to NAVCO to Drive Operational Efficiencies with Cloud-Based Security Solutions

CHALLENGE

Outdated Systems Impact Productivity

With properties in 17 states, three corporate offices, and six regional offices, one of the nation's largest owners and operators of apartment homes reached out to NAVCO with its security challenges.

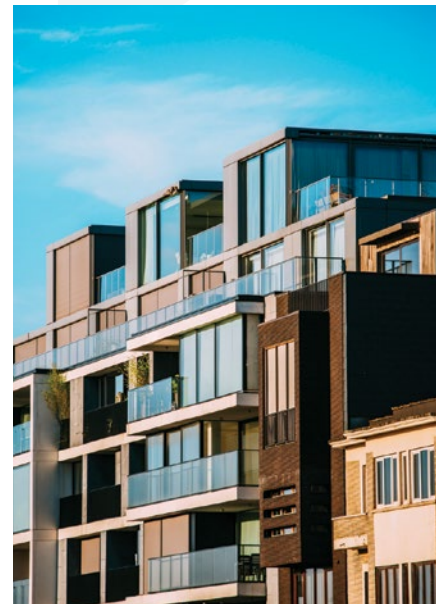
To date, the company had been relying on outdated and dysfunctional security technologies provided by multiple vendors that were difficult to manage. Maintaining this disparate equipment was proving to be time-consuming and costly. The company's staff found themselves performing simple tasks to keep their security equipment up and running—taking valuable time away from other more important responsibilities.

The outdated, patchworked security systems were clearly impacting efficiency, productivity, and revenue. The company wasn't alone in the challenges they were facing. According to the 2023 Property Management Industry Pulse survey conducted by the National Apartment Association (NAA), 62% of property managers reported improving operational efficiency as their top priority, while 57% indicated that reducing operating costs was their most challenging activity.¹

Survey results also pointed to disparate technology and vendor management as key pain points. 56% of property managers cited that a lack of technology integrations are a main source of lost time and money.

The company knew they needed to modernize and integrate their security systems to improve efficiency and productivity, as well as the security of their properties, assets, and residents. They also knew they needed to find a single, reliable, and accountable partner who could meet their complete electronic security needs. They found that partner in NAVCO.

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1. Property Management Industry Pulse 2023, National Apartment Association, August 28, 2023.
<https://www.naahq.org/property-management-industry-pulse-2023>

SOLUTION**A Unified System with Simplified Requirements**

After conducting a thorough assessment, NAVCO helped the client standardize and streamline their electronic security system across all nine corporate and regional offices. At the core of their new security system, NAVCO employed two state-of-the-art cloud-based solutions: OpenEye cameras and Brivo access control systems. Both solutions readily integrated with the client's existing home automation system.

NAVCO additionally installed CCTV at the perimeter, access points, parking garages, community spaces, fitness centers, pools, and package lockers/mail rooms across all locations. For expanded visibility, NAVCO added access control solutions at entry points around the perimeter of the properties, as well as at vehicle gates and across facilities.

To maximize the client's internal resources and efficiency, NAVCO ensured that every component of the entire security system worked seamlessly together. A true partner, NAVCO conducted onsite training for the client's staff and continues to provide ongoing service and support.

RESULTS**More Than a Security Solution, a Business Tool**

Since NAVCO completed the installation of its updated, fully integrated, and unified security system, the client has improved efficiency and productivity. The OpenEye cloud-managed platform for video security, is much simpler to manage and maintain. OpenEye combines and analyzes event data captured from video, alarm systems, and access control systems, translating these events into actionable insights that enhance security and business intelligence as well as profitability.

Brivo's open, integrated access control platform works to improve the client's operational efficiency as well, while providing the company with a comprehensive view of their properties from any device. With features like daily logs and data reporting, staff can now see who is coming and going in real-time, and easily manage the flow of tenants, guests, visitors, and deliveries.

Because both solutions are cloud-based, the client can take advantage of NAVCO's remote monitoring and management to ensure their security systems are operating at full capacity with minimal downtime, reducing disruptive and costly truck rolls.

They've also been able to administer its vast national portfolio from the company's corporate office instead of relying on each property to provide location-specific information. The client credits NAVCO with providing a valuable business tool and enhanced visibility that enables the company to better manage its locations and keep residents safe.

"The access control & video system on the properties has enhanced the security and comfort of the residents, thanks to NAVCO."

— Ron Van Der Loo, NAVCO National Account Manager



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