

“When we searched the market for the latest technology we found Rocken and the FUJITSU PalmSecure™ system. The palm reader was perfect for our target market, with no margin for error.”

Walker Martins
Building Manager
Condomínio Chardonnay

Condomínio Chardonnay (the Chardonnay Condominium) installed an access system with FUJITSU PalmSecure™ palm readers, increasing security and reducing costs.

At a glance

Country: Brazil
Industry: Residential
Founded: 2012

Challenge

Condomínio Chardonnay used two levels of entry security due to the risk of criminal activity, but it was heavily dependent on visual memory to recognize residents. It wanted a technology that made access more secure without the problems associated with swipe cards and biometrics.

Solution

Rocken consultancy presented a solution including a FUJITSU PalmSecure™ palm sensor that is effective in authenticating elderly residents or those whose fingerprints are hard to read.

Benefit

- Effective reading of palm biometrics
- Reduced installation and maintenance costs
- Integration with registration that facilitates identification
- Residents can add users to their registration
- Easy to use by people of any age
- Enhances property value

Customer

Condomínio Chardonnay is a 120-unit residential condominium built in 2012. It is located in an affluent neighborhood which is experiencing major property development in the city of São Paulo. The population of the district of Morumbi is mostly middle to upper class and the condominium consists of a single tower block with a family-orientated resident profile. In total, it has approximately 400 to 500 residents. Eighty percent of people are resident owners, as well as a number of tenants.

Products and Services

■ FUJITSU PalmSecure™



Challenge

Condomínio Chardonnay stands in an area of São Paulo featuring a large number of open spaces and without a high police presence – factors which make residents feel insecure. The condominium has had a doorman since it opened, but the high number of people going in and out was making it difficult to recognize all residents and visitors.

Dependence on the doorman's visual memory raised the risk that the condominium could be invaded. Another problem was rotating security guards, working alternating shifts. "We searched the market for a solution that could identify the resident via an integrated system using some type of device that the resident could carry, or via biometrics or tags," says Walker Martins, Building Manager, Condomínio Chardonnay.

The condominium installed a system with a swipe card, but then identified a point of failure, that being if a resident loses or loans out their card. Furthermore, there were cases of attempted entry by unauthorized people, who were only held in the lobby because they looked suspicious. Less than 18 months later, the building manager decided to look for another solution.

The most commonly used alternative in other condominiums in the city is fingerprint biometrics with an attached code. However, many residents ended up not using this due to problems reading the fingerprints of certain groups, such as the elderly. The solution for Chardonnay was suggested by Rocken, a company that specializes in security systems for businesses and condominiums.

"When we searched the market looking for the latest technology we found Rocken and the FUJITSU PalmSecure™ system. With the palm vein reader, we felt that this tool could definitely reach the target market we were aiming at, with no margin for error," says Walker Martins.

Solution

The FUJITSU PalmSecure™ sensor is an authentication system based on the veins in the palm of a hand. Verification takes place by comparing the pattern of veins detected by the sensor against those previously logged in the access control system.

Due to the complex and distinct characteristics of veins in each person's hands, the FUJITSU PalmSecure™ biometric system is considered highly secure. As well as only working if blood is flowing through the user's body, the reader is contactless, making the process more hygienic.

The terminal with FUJITSU PalmSecure™ was installed outside the Condomínio Chardonnay entry porch. The resident places their hand on it, and the door into the vestibule area is opened. The doorman then confirms the identity of the resident on the monitor, with the automated registration access door only opening after that. After four months, all residents were successfully using the new procedure.

Residents have a unique and exclusive password to add more members of their household to the platform installed by Rocken. "The resident goes to the web, accesses a portal, registers, and connects the palm reading via the PalmSecure at the entrance. Today we have an integrated system, that residents can interact with directly. They effectively have a key to change who can and cannot enter their home," explains the building manager.

Benefit

Installation of the whole security system by Rocken, including the FUJITSU PalmSecure™ sensor, RFID tags for vehicle access and management software allowed Condomínio Chardonnay to dispense with one of the two security guards it had at the entrance, thereby reducing costs by 15-20 percent. As a result, the investment was recovered in approximately three months.

"This rapidly justified the investment and provided savings at a time of financial crisis. It's an advantage for the condominium because it greatly reduced the problem of residents not being identified at the entrance," says Walker Martins.

The building manager said there have also been attempts to attack the condominium, but the doorman now has a device that enables him to establish, without any doubt, those allowed to access the building. The FUJITSU PalmSecure™ palm reader proved effective both for elderly residents and adolescents.

Martins believes that using this technology could have added up to ten percent to the apartments' value. One sign of satisfaction with this system is that since it was installed in 2014 the percentage of resident owners has increased.

"All residents feel safer and this adds value. You get a good impression when you approach the building, you don't have a display of security people who are unnecessary and costly for the condominium. It's a subtle form of security that makes it a clean process," Martins sums up.

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