

from the field

a morse watchmans case study

think inside the box.



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Morse Watchmans Key Control Solutions Shine in Arizona Resort Community



With approximately 300 sunny days per year and an annual average temperature of 72 degrees, the greater Phoenix area offers an attractive alternative to the snow and cold of the northern climates, and the many local resort communities appeal to a wide range of winter residents.

One of the premier living communities in the area is Gainey Ranch, situated in the heart of Scottsdale. More than 1,000 homes are located in the walled and gated resort community, with manned entrance gates leading to the residential neighborhood. Within the community, security personnel are on duty 24/7 and each residence contains an alarm system for protection against intrusion and to alert fire, police or medical services.

Most home owners will leave a spare key with the Master Association to be used if management or emergency services need to enter a resident's premises in the event of fire, medical emergencies or other suspicious activity. Residents also often hire the services of outside contractors and require that, during the homeowner's absence, a key be provided to a contractor for on-site work. The Master Association is responsible for the keys and in the past held them in small envelopes kept in filing drawers. No tracking or auditing of held keys was performed and locks could be changed without notifying the Master Association or submitting a new key.

As there was serious potential for misplaced or lost keys, the manual system of storing and dispensing homeowner keys was becoming a huge liability for Gainey Ranch Master Association. Additionally it was worrying for homeowners to have a house key out of their possession without knowing when it was used or by who, as well as an inconvenience due to the need to make arrangements with security staff for keys to be available for any service work. For security personnel, there was no way of ensuring that borrowed keys were returned as scheduled or even brought back at all.

When Gainey Ranch embarked on an extensive capital improvement program in 2014, one of the first projects implemented was an automated key control and management system from Morse Watchmans. Now, instead of keys being stored in a folder and possibly lost or misplaced, the homeowner's key is secured to a locking fob and held in the KeyBank Touch system's tamper-proof, locked key cabinet. Accountability is assured because all access activity is automatically tracked and customized reports which can include information on historical key use, user activity and more are pre-scheduled to be automatically emailed to Gainey management.

The new system meets all of the community's security and convenience needs and more, according to Jim Funk, Executive Director at Gainey Ranch.

"The KeyBank Touch system removes the liability by ensuring that all keys are securely stored in the cabinet and are easily accounted for."

Jim Funk
Executive Director,
Gainey Ranch

"With the manual system, we had no reliable way of tracking the keys or even securing them," said Mr. Funk. "The KeyBank Touch system removes the liability by ensuring that all keys are securely stored in the cabinet and are easily accounted for."



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The key cabinet is accessed by biometric fingerprint identification and only pre-authorized Master Association personnel can remove keys. The time, date and identity of the individual accessing the cabinet are all logged, as well as any notes added by the user. Residents can easily make reservations to have a key released by simply going to the Gainey Ranch web portal and entering the information (who, when, for how long, etc.) in their account. When the individual arrives at the gate, security verifies the request from the information submitted by the homeowner. If the request matches the reservation, the guard enters the individual's name and phone number into the notes field for that key and then the key is released.



What makes the Morse Watchmans solution even more proactive is that the KeyBank Touch can be programmed to notify the homeowner by email or text that their key has been released along with any accompanying notes (identification information, phone number, etc.). And, if the key is not returned as scheduled, an email alarm is sent to security so they can follow up with the individual. The system also allows both the homeowner and the management office to be advised of the situation.

"The feedback from homeowners on the key management system has been extremely positive," adds Mr. Funk. "They're all quite tech savvy and they like the convenience of making arrangements through the website for key reservations and how usage of their key triggers notifications and follow up control."

Other useful features such as KeyFind – which lets users quickly find a specific key, determine what keys have not been returned and when a key will become overdue – as well as a bright, full color 7" touch screen/LCD display make KeyBank Touch efficient and easy to use for Gainey Ranch personnel.

KeyBank[®] TOUCH

FEATURES

- Bright 7" full color, touch screen
- Email notifications enable a tenant or owner to be alerted when a key to their residence is removed
- Common database for all KeyBank systems within a "Site"
- Enter custom notes and information via on-screen QWERTY keyboard
- New improved integration interface for 3rd party software
- "KeyAnywhere" allows keys to be returned to any KeyBank Touch within a site

True TOUCH[™]

SOFTWARE

- New access control style interface
- Extensive and detailed reporting options
- Flexible, email/SMS capable notifications
- Easy-to-read color reports (including PDFs)
- Schedule reports to email automatically
- Automatically sync changes
- Profiles – easily assign user access



Product door not shown in image
Fingerprint reader optional

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