

My CRM – Door Entry with SIP Integration Streamlines Security with Ultimate Convenience in the Workplace

Type of site:

Commercial

Location:

Newport, Isle of Wight

Number of users/doors:

- 4 users
- 1 door

Solution required:

- Reliable door entry system
- Visual verification of visitors
- Aesthetically appealing design

Result:

- SIP compatible for staff convenience
- Robust vandal resistant panel
- Scalable product as the company grows
- Intruder alarm integration
- Energy saving by controlling power to PCs

Paxton products used:

- Net2 Entry vandal resistant panel
- Net2 Entry monitor
- Net2 Entry control unit

Integration:

- Intruder alarm



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Mark Lee, Managing Director
Lifeline

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My CRM Group are a forward thinking software development company based in Newport on the Isle of Wight. Established in 2009, they specialise in the design of innovative software applications, specifically customer relationship management (CRM), providing solutions for clients all over the world.

Requirements

The company is rapidly expanding and recently sought smart new premises in the island's capital. With the highly productive team working in a fast-paced environment, it was of the utmost importance that their new offices were appropriately secured, with minimum disruption.

Alistair Dickinson, Managing Director, says: "When we arrived, the building had a very old and unreliable door entry system. People often had to bang on the window to get our attention and gain entry! We needed something that would provide visual verification of visitors, reliable security for our office, as well as a clean and tidy look."

My CRM sought the advice of leading island security company, Lifeline Security. With 25 years industry experience, Lifeline Security specialises in the design, installation and maintenance of electronic security systems and was therefore perfectly placed to recommend a solution.

Mark Lee, Managing Director at Lifeline says: "The My CRM offices had no dedicated manned reception area, they needed a door entry system that would allow them to grant visitors access without having to answer the front door in person or even leave their desks."

Solution

Having worked with Paxton systems before, Lifeline specified Paxton's door entry system, Net2 Entry. The Net2 Entry system comes with a smart, robust vandal resistant panel, which is installed at the main door and an intuitive



touchscreen audio/video monitor for inside the premises.

Mark says: "The scalability of a product is key to us and we find that extremely easy with Paxton. The kit is straightforward to use and install, it took us no more than four hours to fit the whole system. We know Net2 Entry can grow as the needs of the My CRM team develop and their business expands."

Net2 Entry is also SIP compatible; allowing clients with a SIP server to answer their door from any SIP enabled device like a tablet, smartphone or PC. The busy My CRM team can now answer their main door from the comfort of their desks.

Result

Alistair at My CRM says: "I like that there is a level of security around the building, it gives us peace of mind. Plus, being able to answer the door so conveniently means we can crack on with what's important to us – developing solutions and making sales!"

Lifeline Security and My CRM have also worked alongside Paxton's leading technical support team to integrate the company's intruder alarm system with Net2 Entry. Now, when the My CRM team arrive at work, they badge into the front door, disarming the alarm and triggering an action via the Net2 system that powers up their PCs ready for them to start their working day the minute they step into the office. Alistair laughs: "This sort of convenience is a must for us, it's all go here. I do sometimes let the team take time out for a cup of coffee though!"

