



Use Case:

Making lockouts a thing of the past with TouchStar ATC



Almost everyone can identify with the feeling of being locked out of a location they need to get into. The frustration hits in two parts as not only are you unable to gain access to where you need to go, but you also have to deal with sourcing a new key or access card and feeling powerless as you wait.

For building managers who oversee tenant access to main entrances, flats and even individual bedrooms such as in student accommodation, lockouts are a cause of even more headaches.

A tenant's lost key or card may seem like a minor inconvenience, but it can cause significant workload for managers as well as health and safety risks for tenants, dissatisfaction with lengthy processes and ultimately a cost that cannot be recouped.

In today's digital world it is perhaps unsurprising that technology has the answer. But it's the speed and simplicity of the latest access control systems that can make all the difference when it comes to dealing not just with lockouts but with the management around them for both tenant and building manager.

Access control systems provide a simple solution for lockouts. At its core, access control offers a system that can operate at all levels in a building, from the perimeter to individual rooms, and give centralised control to building managers. That means that when a lockout occurs, managers can identify tenants and allow access safely and securely.





Getting access right with TouchStar ATC

Consider student accommodation as an example of a typical lockout scenario. These situations often involve students using proximity cards to access the perimeter of a site, then again to access a building and then once more to access their room. If a card is stolen or lost, students often have to use an intercom at the first controlled entrance to contact security.

From there, the student will have to wait for someone from security or management to physically come to help them gain entry – creating a safety risk for students as they wait – while managers will have to scramble to revoke the credentials from the lost or stolen card and create a new card for the student to use.

Using the latest technology, TouchStar ATC can provide an access control system that is effective, easy to use and offers a simple solution to lockouts.

In many situations a biometric solution is the easiest and most secure technology to implement. If we consider the scenario above again, a biometric solution would involve the student using their fingerprint to gain access to the building in case of a stolen or lost card.

Once the student is safely inside the building the student can access a safe and warm waiting room to contact security and gain access to their bedroom.

This effective response to lockouts is made possible by TouchStar ATC's in-house developed Microtrak Evolution software, Door Controllers and ievo Biometric readers. MicroTrak Evolution software is an integrated access control solution designed to satisfy the complex security needs of the most demanding organisations.



TouchStar ATC can deliver:

- **Efficient management of tenant safety.**
- **Reliable and secure technology to facilitate quick and seamless movement of tenants to an area of safety.**
- **Effective security for the building perimeter.**
- **Door monitoring (door forced/door left open).**
- **Personnel monitoring (identifying in the event of an incident).**
- **Traceability (biometrics allows for full traceability at both perimeter and door level).**

Summary

With over 50 years in-house experience, and extensive third-party technology partnerships, TouchStar ATC works with clients to help them overcome the challenges they face when managing the daily flow of people, monitoring high security areas, tracking resources and recording personnel attendance.

TouchStar ATC products don't just capture and control the actions and movement of people but also provide critical data that helps organisations improve efficiency and performance.

TouchStar ATC delivers three key capabilities:

CAPTURE - devices that capture information about where people are.

CONTROL - devices that intelligently control and monitor the access given to people.

MONITOR - a software layer that monitors and manages devices that sit on the edge of the network and allows them to easily connect with the core of the network.



TouchStar ATC can:

- Create tailored, bespoke solutions developed and manufactured by TouchStar ATC to fit individual requirements.
- Offer a complete end to end management service from specification through to project management, implementation and post sales.
- Provide UK-based support.
- Share extensive knowledge of third-party hardware and software solutions, allowing us to propose a cost-effective integration with pre-existing hardware and software.
- Provide a complete and integrated solution that is scalable and futureproof with modular systems.

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