# Delivering Ease in Access

## Bergen Protective Systems Solves Gated Community's Access Issues With DMP's Wireless Solutions

Since 1964, Bergen Protective Systems has been serving residents and businesses across New Jersey. Opening its doors in the small town of Leonia, Joseph Cioffi, Jr. moved his company in 1977 to Englewood Cliffs, just across the Hudson River from New York City. His sons, Joe and John, both grew up learning the business, and today, the family continues to meet customers' needs, using DMP security systems exclusively. Until their recent project at a 28-building gated residential community, John Cioffi says, "It's not very often that a customer uses the word 'cool' to describe their security system. But Virtual Keypad™ adds that 'wow factor.'"

In this case, that community had two disparate access control systems, one for the gate to the residents' swimming pool, and the other for two vehicle gates at the community's entrance. Every time the manager had to add or remove a resident from their database, it had to be done twice. With as many as 1,700 users, Cioffi says, "They'd been trying to work

> "It's not very often that a customer uses the word 'cool' to describe their security system. But Virtual Keypad™ adds that 'wow factor.'"
> —JOHN CIOFFI

with what they had, but it was much more efficient to streamline with one system."

Bergen did exactly that, replacing the two systems with a DMP XR150 Series panel. "We merged the two databases together with all 1,700 users."
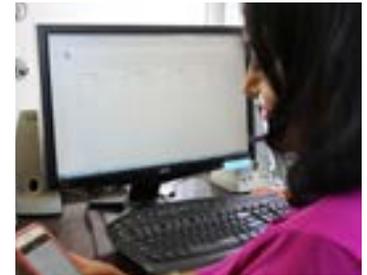
Now, Hetal Gore, the community's site manager, can easily administer changes to the users, plus arm and disarm the on-site Manager's Office, all from the simple yet powerful Virtual Keypad app on her phone, tablet or browser. "The Virtual Keypad app is very user friendly," Gore says. "And, I'm amazed at how much better our new system works."

## Making Access Easy With DMP Wireless

But that wasn't the community's only problem that Bergen solved. In fact, for many of the residents and management staff, the entrance gates often failed to work with their authorized users' cards. "The problems with those gates are what spurred their

decision to replace the existing system," Cioffi says. "Every time there was a problem, the manager had to drive out to the gate to fix it or call for service."

One of the main reasons for the gates' chronic problems was because the system relied on an underground telephone line to provide control of the card readers. "When they're underground, there can be a lot of problems with moisture – that's just inherent with landlines." As a result, the phone line wasn't connecting every time, and the modem frequently needed to be reset.

That wasn't all. The two gates, located on the community's perimeter, are about 1,000 feet from the Manager's Office, where the security panel is installed. With multiple buildings situated in between the office and gates, Cioffi says, "Extensive underground cabling wasn't an option. It would've been too costly in labor and time."

Cioffi chose DMP's Wi-Fi product to solve that problem. At the gate, his team installed an outdoor Wi-Fi access point and an external cabinet with two 734N-WiFi modules. As a result, Cioffi says, the gates are working flawlessly over the community's network. Plus, the management company was very happy they could save money by cancelling that telephone line.

Now that he's seen how well the wireless modules work, he adds, "I can't think of any manufacturer that we could've done all of this with. The capability to incorporate wireless access control sets us apart from other companies."

If you're looking for a system that hundreds of users can depend on, look to DMP for reliability. And if you need a solution for extended access like remote entrances, be sure to consider DMP's wireless access control modules. Combined with reliability, they can prove to be your most cost-effective solution.

## Saving Time, Money With DMP Wireless

"We finished the installation in two days' time," Cioffi says. "If we'd had to use a hardwired system, it would've taken us a week and tripled our cost."

As for the community's manager, she's happy too. The first time Cioffi showed her how to use her phone to open the gates, he recalls, "She watched the gates open on the camera, then she smiled and exclaimed, 'Cool!' Virtual Keypad lets customers see how cool electronic security can be."

Now Gore can quickly and easily manage the gates' access wherever she is. Describing the flexibility that gives her, she adds, "I love having the power and versatility at my fingertips."