



Galaxy Cloud Technology Creates New Business Model for Commercial Real Estate Provider



had a number of strict requirements. The company had to be well established, with a national presence and a proven track record in access control and security. It was equally important to Advanced Access Security to work with a US-based company who manufactured and supported their products in the USA as well.

Looking to the future, they required a provider with mobile technology and the ability to develop new advanced

Customer

Advanced Access Security is a company located in Northern Virginia with commercial clients throughout the United States. Their typical customer base is comprised of commercial property managers, individual tenants, multi-family buildings, and high rise condominium buildings. Recognizing a need in the commercial real estate industry, Advanced Access Security built their business to deliver a better access control and monitoring solution with excellent service, enhanced technologies, and competitive pricing.

Challenge

In searching for an access control provider to partner with, Advanced Access Security

technologies for and with Advanced Access Security. In particular, they wanted to be able to provide a cloud-based solution that would offer the convenience of control from anywhere in the world – so they needed to find an access control company with the industry expertise and know how to design such a system.

“The flexibility of Galaxy’s boards allows us to respond to our clients with a resounding “yes” . . . the line continually displays its unlimited capabilities, and provides the flexibility to support any access controlled situation.”

Mike Lee, Operations Manager

Solution

After a thorough search, Galaxy Control Systems was selected as the partner of choice. Galaxy not only met all requirements but exceeded them. Together the companies developed the first suite of solutions for Advanced Access Security to offer to their market. These included cloud-based access control software with mobile apps, access control hardware designed to work in the cloud, multi-tenant access control with robust reporting, and central station monitoring.

Through the versatility of their cloud-based solution, Advanced Access Security is able to interact, troubleshoot, and consult with the Galaxy team in real time, with tangible results immediately available. When Advanced Access Security personnel is working on site they can verify adjustments and improvements as they are made, getting a true picture of the customer's daily experience with the product. The cloud solution gives Advanced Access a marked advantage over their competition, making it possible for them to observe, monitor, and respond extremely quickly. Ultimately, their greatest benefit is peace of mind, with a 24/7 support team available to provide their customers with service any time.



Quotes

“The personal level of support we receive from Galaxy could not be found anywhere else in the marketplace . . . an enormous improvement over the industry standard.”

– Mike Lee, Operations Manager

“Advanced Access Security performed a seamless installation, and our building's security systems were greatly enhanced over the system that we used to have. None of the tenants were disrupted throughout the process, and our technology and monitoring services are top notch with Advanced Access Security!”

– CBRE Property Management