



SMARTAIR™  
Your Access. Your Control.



SMARTAIR™ brings  
real-time access control  
to a residential care home

TESA

ASSA ABLOY

ASSA ABLOY, the global leader  
in door opening solutions



# Easy, intuitive use for residents and staff is the key SMARTair™ advantage

*"SMARTair™ has adapted to our present and future needs. In a residence like ours it is critical to have real-time management that allows us to interact with a door at any time."*

Ernesto Serra  
Facility Manager at  
Casa de la Misericordia,  
Pamplona, Spain



## Project

**Company:** Casa de la Misericordia ([www.casamisericordiapamplona.com](http://www.casamisericordiapamplona.com))

**Location:** Pamplona, Spain

**Devices installed:** 120 SMARTair™ Wireless Online escutcheons & 4 wall readers with keypad

**ASSA ABLOY brand:** TESA

**ASSA ABLOY partner:** Jarauta Seguridad, S.L.

**RFID technology:** MIFARE®

**Year of installation:** 2015

## Challenge

### Access control in the residential care home sector

Caring for vulnerable or elderly people presents a unique set of security challenges. Crucially when it comes to access control, residents may find it difficult to adapt to new or complex technology. Yet at the same time, an advanced system can hugely benefit this client group. Access control that can feed back to site managers in real time, for example, can impact care quality directly, enabling staff to respond to incidents as soon as they arise. And, of course, residents aren't the only ones that use a care home's access system. Staff, volunteers and visitors must also be kept safe. What's needed is a system that is both easy to operate and equipped with advanced access control features.

### Installation at the Casa de la Misericordia

The Casa de la Misericordia is an assisted residential home spread between two buildings, a new build and an existing building dating to the 1930s. In total the two sites house 900 people: 310 employees, 45 volunteers and over 500 residents. Managers sought flexible, expandable access control which could be installed in 2 phases, starting with the new building.

## Key requirements:

- access control which enables efficient real-time control of the entire premises, allowing care and security staff to respond immediately to an incident
- a system which permits tailored access privileges, to adapt to the varied profiles of site users, which include staff, residents, volunteers, visitors and emergency workers
- wireless technology suited to retrofitting in an old building with large doors and walls up to 1m thick
- a flexible and scalable system, which allows staff to manage access to two separate buildings from the same control point
- a solution to the problem of mechanical key loss, and which also enables access rights to be amended instantly.



#### Time management

The system allows you to make real-time decisions and react instantly whenever anything crops up. Earn time for who really matters: seniors.

#### Solution

SMARTair™ Pro Wireless Online met every requirement. With the 2-stage project complete — including 650 additional SMARTair™-enabled accesses in the older building — access control to the whole Casa de la Misericordia site can be managed from one point. Because SMARTair™ components are installed without the need for electric cabling around the door, retrofitting the system in a building with thick walls and big doors caused no problems. Installation was also quick, and minimized disruption to day-to-day operation at the care home.

*“A wireless solution that allows us to install access control without wiring up the buildings is a big advantage,”* says Ernesto Serra, Facility Manager at Casa de la Misericordia.



The SMARTair™ system provides active warnings of what is happening at the installation, such as the handle use the detection for residents rooms.

SMARTair™ instantly upgrades security and convenience for both administrators and residents. With SMARTair™ Wireless Pro Online, system administrators can open any door remotely, without even being present at the premises. So, if there's an on-site emergency, a security manager can open a door for any member of staff, even doors for which staff don't usually have access permissions.

It's also easy to configure the system to detect use of an internal escutcheon handle. If a resident operates their room handle, the SMARTair™ system registers it as an event in real time, and can send an alert to security or care staff. With this feature,

residents have the independence to come and go as they please, while those responsible for resident care remain updated on their movements. A SMARTair™ Pro Wireless Online installation also allows administrators to amend access rights on-the-go, so staff can update their access permissions without having to visit an access control point, making workflows smoother and cutting wasted staff time. For administrators, SMARTair™ enables tailored, fine-grained levels of access to the main entrance, drug and medicine rooms, residents' private rooms, and any other configuration needed, for any individual.

Several practical features make SMARTair™ perfectly adapted to a care-home setting. There are battery-powered escutcheons and cylinders to fit wood, glass, emergency exit and fire resistant doors, barriers, elevators, and more.

The escutcheons can all be delivered with an antibacterial coating, for improved hygiene. A wide range of compatible credentials allows every individual to open doors in the most convenient way. So, patients can carry a bracelet and tag for easy door opening.

Managers can use the SMARTair™ app to open doors instantly from any Apple, Android or Windows Phone smartphone.

For staff, a standard RFID smart card is often the most convenient solution. The system also supports PIN and card+PIN multi-authentication, for an extra layer of security.



SMARTair™ app can also open doors instantly by using any kind of smartphone.

ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience.

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[www.assaabloy.com](http://www.assaabloy.com)



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TESA is the leading Spanish manufacturer and supplier of locking solutions and access control technology for the residential and institutional markets. TESA has a wide and complete range of products including panic exit devices, cylinders, security locks, knobs and handles, door closers, access control solutions with electronic cylinders, electromechanical and electromagnetic solutions and armoured doors. TESA exports to markets such as Latin America, Middle East, Europe, Asia Pacific and the North African countries.

**SMARTAIR™**  
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SMARTair™ is a powerful access control system that offers an intelligent, yet simple, step up from keys. SMARTair™ is the cost-effective alternative to a full high-security system. SMARTair™ contactless, smart card technology is easily incorporated into existing systems, with multiple management solutions. No bells, whistles, or wires, just sleek, reliable security.

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