

My Access

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Editorial

dorma+kaba starts promisingly



Much has happened since the merger of the two companies Dorma and Kaba on September 1, 2015. Since July 1 of this year, dorma+kaba has been operating in its new structures and processes. As one of the global top three companies in our industry, we offer you access to buildings and rooms with comprehensive products, solutions and services – from a single source.

Our aim is to make the lives of customers and users more secure and simple at every phase of development – from planning to maintenance. dorma+kaba stands for security, sustainability and reliability, with more than 150 years of experience and millions of installed products worldwide. And to ensure this remains the case, we continue to invest significantly in innovation and product development. Developing solutions to meet your demands and to fulfill your expectations – this remains our first priority.

Find out which global drivers make our market a growth industry, how dorma+kaba positions itself and the added value it brings to our customers in "Leveraging trust in a growth market" on page 4. With about 16,000 employees and numerous cooperation partners, we serve our customers and partners locally in more than 130 countries. From the Shanghai Tower with comprehensive access and security solutions to hotels worldwide and the optimization of operations at La Salla Bonanova school in Barcelona – discover highlights from our extensive product portfolio and diverse services. And learn more about harmonization of the dorma+kaba product design, which will bring more than simply aesthetic advantages.

And not least, experience our new brand with this magazine. Immerse yourself in the world of dorma+kaba!

Kind regards

Riet Cadonau, CEO dorma+kaba

Imprint

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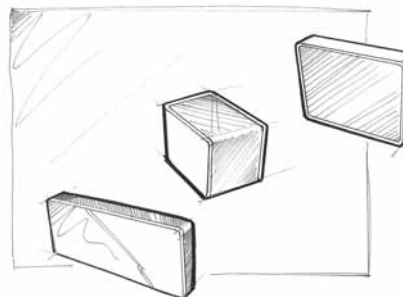


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Leveraging trust in a growth market dorma+kaba well equipped for the future

The market environment in which dorma+kaba operates is essentially a favorable one. The global air travel segment and its specific requirements offer a good example of the potential available.

With more than three billion passengers a year and revenues of more than USD 500 billion, air travel worldwide generated more income last year than ever before. The air travel industry is one of the main drivers of global networking, promoting both trade and tourism. The world is shrinking, and this industry is a primary mover.

Once at the airport, travelers expect fast processing times and convenient control procedures, such as autonomous scanning of tickets and passports. To minimize congestion at the check-in desk and security gate, advanced systems are required that keep the flow of passengers, visitors and airport personnel not only efficient but, above all, safe and secure. The increasing need for security is all around us. Operators protect their offices, hotels, shopping malls and sports centers against unauthorized access. And more and more private individuals are resorting to similar safeguards – implementing investment that in many countries may even be state-subsidized.

However, the market for access solutions is not driven solely by the growing need for security. Four further mega trends indicate positive potential going forward. Globally, there is a general increase in prosperity, particularly in the emerging markets with

their growing middle classes – and with this comes the desire for additional protection. At the same time, the average life expectancy of the population in the west and also in, for example, China is steadily rising. This is driving demand for barrier-free solutions in public buildings and private residences alike in order to enable people of advanced age to access areas with ease and therefore retain a degree of independence.

Urbanization around the world is leading to a growing number of million-plus cities and conurbations with exacting requirements for increasingly complex infrastructure and residential facilities, industrial parks and public amenities. Both buildings and property sites have to be protected, while pedestrian traffic flows need to be controlled efficiently and with a minimum of fuss. Not least, technological development is revolutionizing virtually every conceivable sector and segment: from digitization and the permanent change in user behavior, communications, business models and distribution channels to the independent interaction of products; for example, through the Internet of Things. Finally, innovations are developing at break-neck speed, breaking down inter-trade and industry boundaries, not least in relation to building technology.

All these factors contribute to increasing demand for smart and secure access solutions. And the new dorma+kaba Group with its comprehensive portfolio of products and services backed up by a global

The global umbrella brand was presented to the world on July 1 this year



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presence is destined to play a key role in this growing market.

A long tradition based on trust

The dorma+kaba Group, headquartered in Switzerland, came into being as the result of the merger between the two traditional firms Dorma and Kaba on September 1, 2015, and has since applied its efforts to extending the many years of individual success within the market for access and security solutions.

dorma+kaba currently holds the number three position within the industry worldwide, generating sales of more than CHF 2 billion per year with a workforce of about 16,000 employees, and branches and subsidiaries in 50 countries. Customers in more than 130 countries benefit from its comprehensive product range and the extensive services that it offers.

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Once at the airport, travelers expect fast processing times and convenient control procedures

Innovative smart access

The company's new umbrella brand was presented to the world on July 1 this year. It represents trust, communicating to customers a positive image of all that dorma+kaba stands for and reinforcing the positivity of trustworthy reliability inherent in its DNA. Top priority has been allocated to ensuring the provision of reliable products and solutions that exemplify quality down to the last detail. The merged product portfolio is continuously further developed along these lines in order to meet the ever-changing requirements of customers across the board. Security, convenience and ease of operation are among the key criteria applied to secure value-adding benefits for customers and users. By committing to these principles, dorma+kaba intends to both further extend mature partnerships for the benefit of both sides, and to establish new ones that offer dynamic development.

dorma+kaba is becoming synonymous with smart and secure access – for advanced, intelligent access control technology. Consequently, innovations take on particular importance within the company. Between 4% and 5% of its annual sales revenue is spent on the development of future-aligned

“We aim to be the innovation leader within our industry.”

products, solutions and services. Dr. Andreas Häberli is Chief Technology Officer of the new Group and as such is responsible with his team for the innovation process within the company: “Only innovative teams capable of developing outstanding solutions and technologies are likely to succeed in the market place going forward. It is essential to observe the trends and requirements of the market very closely and to respond to these in good time and in an appropriate manner.” He sees many advantages for his unit in the merger: “We are pooling the resources of Dorma and Kaba, sharing experiences and developing products across previous boundaries. We aim to be the innovation leader within our industry.”

Many products from dorma+kaba already apply state-of-the-art technology. A good example is the development of the web-based access solution Kaba exivo. Customers can individually plan, configure, personalize and install an access control system based on a dynamic approach to permission allocation, as is described on page 23.

With this networked solution, dorma+kaba has adopted the position of service provider and is an industry pioneer in the digitization field, with a future-aligned business model along the lines of “access control as a service”.

dorma+kaba as a reliable partner

Both Dorma and Kaba have maintained long-term partnerships with their customers going back several decades. In a customer survey

carried out last autumn, the majority of respondents expressed their great satisfaction with both companies and their products. With above-average frequency, customers cited high credibility, reliability, good service, high quality and good technical support.

dorma+kaba focuses on continuing these partnerships and on building trust in the drive for joint success going forward. It aims to enhance its reputation as provider of the best quality within a given application environment – a reliable partner capable of solving all problems relating to access safety and security. Outstanding and reliable products, appealing design, committed and experienced employees and direct, close contact with customers are all facets that feed into this commitment.

Secure access and everything for the door from a single source

The respective Dorma and Kaba product and service portfolios fit together very well. The shared vision of developing innovative, smart and secure access solutions for the buildings of the future has united two high-performing partners as a global entity bonded by expertise in the provision of intelligent and secure products and solutions. The Group's portfolio not only contains Dorma and Kaba but also other valuable brands, including, for example, Farpointe Data, Madinoz, La Gard and Saflok for Access Solutions; for Key Systems, proven brands such as Silca, Ilco and Advanced Diagnostics; and for Movable Walls Modernfold and Dorma Hüppe.

The comprehensiveness of the offering is well illustrated by the example of the airport. There, passengers, visitors and personnel expect fast and convenient processing procedures despite a significant increase in security processes. Waiting times at the control points need to be kept as short as possible to avoid the formation of long queues. In addition, architects and specifiers expect an open and enticing design concept.

dorma+kaba offers Airport Solutions from a single source, capable of meeting the full range of associated requirements. All its products combine safety, security, convenience and design excellence: from the automated boarding card control system based on sensor gates and barriers for airport personnel through to non-contact

access control with automated doors in the VIP area. Transparent horizontal sliding walls provide an excellent full-width shop window to exhibit the range of goods available in the airport shop. And should the need arise, emergency escape systems serve to facilitate efficient evacuation. For airport operators, such automated systems ensure effective, cost-optimized procedures and smooth operation. And with its extensive network of branches, subsidiaries and international partners, dorma+kaba is further able to offer expert support on all continents.

The many and varied application possibilities available with dorma+kaba products in airports and in many other types of building can be experienced anywhere in the world with the aid of the award-winning app 360° City. In this virtual 3D world, users are provided with an accurate overview of the solutions and fields of application covered by dorma+kaba. The app lists features and benefits, provides drawings, offers finish and material configuration functions, and contains many other useful items of information.

Wide-ranging, smart service solutions

Besides a comprehensive offering, customers also regard a well-functioning customer service as an essential prerequisite. A defective automatic door at a shop entrance that stops customers from entering the store may result in lost sales. The faster the door can be repaired, the better. Here again, dorma+kaba offers its customers smart access with an intelligent approach to problem solving. In Germany, for example, a new free service app for building operators enables users – with just a few clicks – to quickly and easily report the damage to a sliding door, revolving door or automatic swing door. The user simply scans in the barcode at the door or enters the service ID number, describes the problem and hits "Send". The customer service unit of dorma+kaba receives the information instantly and contacts the customer as soon as possible.

dorma+kaba CEO Riet Cadonau explains the idea driving the products and services of the new company as follows: "We constantly ask ourselves how we can further develop our products and services so that customers are able to work with them as easily and simply as possible. We strive to find solutions that are so simple and ingenious people ask themselves why it hasn't been done before."

The new dorma+kaba Group

- Top three position in the global market for security and access control solutions for building and room protection
- Annual sales of CHF 2 billion
- Established company group with more than 150 years of experience
- About 16,000 employees worldwide
- Headquartered in Rumlang near Zurich, Switzerland
- Branches, subsidiaries and production facilities in more than 50 countries
- Local partners in 130 countries

Further information

For further information relating to the dorma+kaba Group, go to www.dormakaba.com.

The corporate brochure is also available to download.

dorma+kaba offering



Door Hardware

Long-life, attractive door technology solutions – for greater on-site convenience, easy assembly and reliable functionality from a single source.



Entrance Systems

Automated access solutions – for convenient, automated building access.



Electronic Access & Data

Electronic access control and workforce management – for efficient access management, security and data collection.



Services

Tailor-made services and customized maintenance – for the long-term functional integrity of all types of access and security solutions.



Master Key Systems

Optimal security with flexible allocation of access rights – for the best possible control, low costs and greater convenience.



Lodging Systems

Hotel locks and locking systems as well as access management solutions for holiday homes – for reliable yet convenient and efficient protection of all kinds of property.



Safe Locks

Security locks – for optimal protection of goods, valuables, information or hazardous substances against unauthorized access.



Interior Glass Systems

High-quality system solutions made from glass – for a wide range of everyday and office applications.



Key Systems

Key blanks and key-cutting machines as well as automotive solutions ranging from vehicle keys up to programming devices – for every access situation.



Movable Walls

Flexible, efficient partition wall solutions – for individual space configuration in hotels, conference centers, studios and other venues.

Revolving at spiraling heights



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The Shanghai Tower is an impressive building in every respect

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With a height of 632 meters and 128 floors, the Shanghai Tower is China's tallest building

Shanghai is a city of superlatives: with approximately 24 million inhabitants, it is not only one of China's biggest cities, but also one of the largest on the Asian continent. Shanghai is a popular tourist destination renowned for its historic landmarks, museums and theatres, nightlife and its extensive skyline, with many breathtaking skyscrapers. The newest and most impressive addition to the latter is the Shanghai Tower, in itself

a super building to the core. With a height of 632 meters and 128 floors, it is China's tallest building and is surpassed in height only by the Burj Khalifa in Dubai.

Construction work on the tower started in 2008 and was finished in 2015. It achieved the LEED Platinum standard (LEED = Leadership in Energy and Environmental Design) with a reduction of its carbon foot-

print using advanced design techniques. The key strategy in achieving this is the double-layered facade around the tower. This additional skin insulates and reduces load on the climate control systems while letting in natural light. The areas between the two facades are landscaped with lush greenery for a cooling environment, creating living spaces for its occupants.

Due to the special design of the tower's facade, which completes a 120° twist, the wind load on the building is reduced by 24%. That in turn reduced the use of structural steel by 25% compared with a conventional design of similar height. Furthermore, the double-layered facade is designed to collect rainwater for air conditioning and the heating system.

Reliable and capable partner

On its 128 floors, this super tower hosts different residential and commercial areas, such as hotels, offices, shops and bars – all in need of smart and secure access. As dorma+kaba has an international reputation of being able to handle big projects – for example, it provided comprehensive access solutions for the Burj Khalifa – a wide range of the company's products and solutions can be found in the Shanghai Tower as well: physical access systems, comprising several

lanes of Argus HSBs and Charon HSDs at elevator entrances on multiple floors, more than 2,700 different types of door closers, about 135 complete swing doors, 150 automatic door devices, 2,000 door handles, locks and hinges, various e-locks, cards and readers, and last but not least 53 revolving doors, from the ground floor up to floor 121, 532 meters above sea level.

Playing a sustainable role

Reduction of the building's carbon footprint was one of the main considerations during the planning phase. This is why revolving doors play such a vital role when planning such huge buildings, as they offer superior insulating capabilities compared with other door types. Thus, revolving doors are the natural choice for the entrances into the living spaces, and a large number of them were needed: 53 units in total, most of which were custom-designed just for this project, based on input from the architect.

As revolving doors are usually installed in the later phases of such massive construction projects, it meant that the 53 doors had to be delivered in a very short time frame. Due to the relative proximity of the construction site and dorma+kaba's Suzhou plant, special transport frames were used in order to shorten dispatch times and save on wood packaging materials.



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53 revolving doors were installed: Right from the ground floor up to floor 121–532 meters above sea level



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Reducing the building's carbon footprint was one of the main considerations during the planning phase

Furthermore, transport of large pieces of equipment to such heights in an environment under construction comes with its own logistical challenges: the doors had to be packed to fit into the elevators, with multiple transfers between elevators to reach the top.

However, dorma+kaba's long combined experience of complex jobs means it offers more than just the product – its vast expertise in project management and engineering plays a large part in making another of the world's super buildings accessible to the public.



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In 2014, the school
celebrated its
125th anniversary

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Smooth operations at school

A new access system for La Salle Bonanova in Barcelona

The sharp peaks of the Tibidabo stretch into the dark blue sky over Barcelona. The smell of the palm trees signals that the beach is not far away. Parked cars are lined up like a string of pearls along the sandstone wall around La Salle Bonanova. From the outside, the private high school looks like an ancient palace, but the plans of the architect D. Ignacio Romana were actually inspired by the monastery of Poblet, a little village in Catalonia.

La Salle Bonanova was inaugurated in 1889 by the Brothers Institute of Christian Schools, a Roman Catholic teaching order. Since then, the private high school has shared the values of Catalonia with its students. It is part of the network of La Salle Catalonia, which currently comprises 24 centers, including colleges and universities. The entire building complex consists of eight pavilions with accommodation for 177 students.

Scooters are passing by. The last three cars bringing children to school have just left. Juan Carlos Jara Reig is standing calmly at one of the high windows, looking at the enormous palm trees in front of the building. All his students arrived on time – without any hold-ups or stress. For him, as the director of La Salle Bonanova, that is more than good news. This operational smoothness has a profound impact on the entire organization of his school. As a recognized private high school, La Salle Bonanova needs to make a difference.

“Since we started working with dorma+kaba, our organization has improved in many ways,” Juan Carlos Jara Reig smiles. “Teachers are less stressed, because they know exactly which student has entered the school area and which one is absent for any reason. Parents feel assured, because they know that their children arrived at school and are attending classes. We were also able to

lower our costs in many ways. And these are only some of the benefits."

To solve all the concerns associated with the functioning of the school, dorma+kaba proposed a comprehensive physical access and access control system. At the core of the

"Since we started working with dorma+kaba, our organization has improved in many ways."

solution is Exos 9300, a flexible access management system for securing buildings, rooms and areas, and for the monitoring and control of various building services. Physical components such as road barriers, turnstiles, mechanical locks and cylinders complete the set-up along with electric drives and door closers. Together, they make access easy and secure.

"Every student gets an identification card," Juan Carlos Jara Reig explains. "It contains all required information and gives individual access to predefined areas of the building. So our responsible authorities know at any moment which student is present and in which of the buildings they are located. This information helps us in many ways – for example, to manage the traffic of parents who pick up their children by car."



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Every student gets an identification card that contains all required information and gives individual access to predefined areas of the building

Lunchtime. An ocean of voices is flooding the silent corridors. Despite their different ages, all the students have one common direction: the lunchroom, another place where the dorma+kaba access system is bringing its strengths to bear.

Each student has a different schedule. Some of them have food allergies, others bring their own food. Some have paid their lunch only for one day, others have a weekly pass. Thanks to the dorma+kaba access solutions, the kitchen crew are able to plan how many meals of which kind have to be served at which time. A benefit that pays off in multiple ways – it not only streamlines the preparation, but also reduces costs.

"Since dorma+kaba organized our access, lunchtime has become a moment of real recovery," says Juan Carlos Jara Reig. "All the students get the food they want and need, and our kitchen crew is sure to have prepared enough at the right time. And the profitability of our services have improved as well." For him and for the entire organization this means a profound feeling of peace of mind. And this was only the beginning: other common areas have benefited where control is absolutely crucial. "The success of the solution inspired us," the director adds. "My main objective is the personal development of the children and the development of our school. Exos 9300 enables us to ensure safety and control, which is paying off for both. I am happy to face future challenges together with dorma+kaba as our partner."

Everything in one system

Exos 9300 forms the basis of your company-wide access management solution. It is a modular standard system that covers not only all the necessary access control and recording functions, but can also be customized and extended to suit your demands and processes. It is ideal both for groups with several sites and small and medium-sized enterprises. Exos 9300 also offers optimum safety and investment security, even if your needs profile changes in the future.

Simple hotel room access

Physical and virtual access management

Scandinavian avant-garde

The first rays of sunlight enter the room gently. Those who have not drawn the curtain properly the night before might rise from their bed with a slight shock on their first visit to Stockholm. Missed the alarm clock? Overslept? False alarm. Here in summer, the sun rises well before 4 am. The early start of people in the Scandinavian metropolis may be a reason for their pioneering role in fashion, design and cuisine. And why waste time looking for small change? From take-away coffee to bus tickets and collections – notes and coins have run their course and cashless payment is on the rise. Intelligent apps for cell phones are already displacing credit and debit cards. With Mobile Key by dorma+kaba, guests of HTL hotels (to be rebranded as Scandic in October) now also benefit from fewer cards in their wallet. With the help of Bluetooth Low Energy (BLE) technology, they can enter their rooms directly without checking in at reception.

And they carry their access rights in the device with which they booked the room,



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Mobile Key by dorma+kaba grants access to the hotel room via smartphone

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ordered breakfast in bed, checked directions to the Royal Palace – and with which they will rate the hotel afterwards. Their smartphone.

Reliability in Cologne

The construction of Cologne cathedral lasted for more than 600 years before the last scaffolding vanished from the gothic towers. It was well worth the effort – the UNESCO World Heritage site attracts about six million visitors each year – with many of them staying overnight. In contrast to standing in line for the landmark, guests do not accept long waiting periods when checking into a hotel. They take convenient access for granted. Toni Rübsteck, project leader and technician at the Cristall boutique hotel, wanted to fulfill these expectations better by updating the out-dated master key system: "We were looking for a convenient, reliable system that would require us to make as few modifications to our doors as possible." After a thorough review of different manufacturers, the decision went to the Kaba Confidant RFID system, which fulfilled both the technical and economic requirements. At the same time, the access system based on Mifare Classic RFID technology convinced with a clean, straight design and good manufacturing quality. As the system is a self-contained unit without exposed electronics, it could be installed on the existing lock on the outside of the door by the in-house technician Toni Rübsteck: "The system has worked perfectly from the beginning, with daily operations going on as usual." All the fittings were exchanged and programmed gradually. The guests were not disturbed and received their card – with which they can now easily unlock their room door – after completion of the modernization. The cards were programmed with the help of the front desk unit, an easy-to-use programming station.

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The master key system at the Cristall Hotel in Cologne was easily installed during daily operations

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With Mobile Key, hotel guests now also benefit from fewer cards in their wallet



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"We are very satisfied with the hotel master key system and the professional consulting by dorma+kaba. All our expectations were met: the system is convenient and easy to install."

Teatime in Michigan

European elegance does not always have to be limited to Europe, as the multiple award-

winning Townsend Hotel in Birmingham (Michigan/US) proves in an exceptional way. Beautifully situated in the Great Lake State with more than 11,000 lakes, the scenic destination appeals to both sportsmen and nature lovers, and is only 20 miles from Detroit, origin of the automobile industry. Traditional afternoon tea is tastefully

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European elegance
in Michigan, US: the
Townsend Hotel

05
Kaba Saflok Quantum
RFID offers high
comfort combined
with security



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enjoyed in the magnificent lobby with English décor, crystal chandeliers and custom murals. And in the 150 spacious rooms and suites, fine bedlinen and Italian-made duvets allow a wonderful night's sleep. Similarly, the access system offers high comfort combined with security, with the Kaba Saflok Quantum RFID hotel locks and the System 6000 key

card management access control system, which can be upgraded to access via smartphone as required. Steven Kalczynski, Managing Director, is enthusiastic: "There is a good fit between the Townsend Hotel and dorma+kaba. Our relationship is more than 10 years old and there is a feeling of trust in the products it has provided."

Flexibility at all times

Horizontal sliding walls from dorma+kaba

The Akwa Ibom stadium in Uyo, Nigeria, is an eye-catcher. Since its completion in 2015, the multipurpose arena with a capacity of 30,000 has not only been the home of Akwa United FC, a football club in the Nigerian Premier League. In future, it will also host football World Cup qualification matches and national athletics venues. In the VIP area, eight horizontal sliding walls HSW-R from dorma+kaba guarantee an unrestricted view. The VIPs can have a quiet conversation when the HSW is closed, or can experience the stadium's atmosphere when the panels are opened.



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The Akwa Ibom stadium is located in the provincial capital of Uyo in the south of Nigeria

A sweet Dutch answer

Integrated access control solution



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A truck every 100 seconds, thousands of tons of sugar beet each day, five factories in two countries and a highly seasonal number of employees, contractors and visitors: these are but a few of the challenges faced every day by Suiker Unie, the biggest Dutch developer, producer and marketer of sugar products. As its existing access management systems were outdated and offered no consistent

solution for the entire company, a tender for a new, uniform system to encompass all locations was launched. dorma+kaba Netherland managed to prevail against competitors with its comprehensive access solution and extensive product portfolio. The Exos software is at the heart of the new access management system. It enables the central control of passenger flows at all locations and facilitates exchange between the five managers in charge of the sites.

"Exos has been integrated seamlessly into our IT landscape and offers many additional opportunities that we would like to implement in the future. The system is very user-friendly, especially due to the fact that a dedicated Dutch language version of Exos has been introduced," says Arjan Oostdijck, Information Manager at Suiker Unie. In addition to the software, further products such as the half-height turnstile Charon HSD-E03 and the tripod turnstile Kerberos TPB-E02 were also installed.

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Arjan Oostdijck, Information Manager at Suiker Unie, in front of a Kerberos turnstile

The world's most modern restroom

dorma+kaba equips project in Stockholm

Public restrooms do not enjoy the best reputation: dirty, unhygienic and cold are what usually spring to mind. However, there are other ways, as Wall from Berlin proves: the company will deliver 50 systems of the "most innovative public toilet in the world" to the city of Stockholm by the end of 2016. Convenient access to the high-tech toilets, which will be located at various public places in the Swedish capital, is provided by the automatic sliding doors from dorma+kaba.

High-tech in the smallest space

"The development time for such a project is usually 24 months," says Michael Wittner, technical manager at Wall GmbH. "However, the city of Stockholm gave us only six months." Combined with the fact that the external dimensions prescribed by the municipality were only slightly larger than the internal dimension standards –

and therefore a lot of technology had to be stored in a minimal space – these requirements posed a not inconsiderable challenge to the developers at Wall.

The result is an unprecedented public toilet when it comes to innovation. The toilet interior is fully cleaned after every use with only one liter of water, which is treated after every visit. Furthermore, the complete interior is fully disinfected every night. The toilet seat with its non-stick surface and antibacterial effect also contributes to the hygiene. Built-in laser sensors ensure that no cleaning takes place while someone is still inside the toilet. A transparent heating foil built into the ceiling provides a pleasant temperature – even during the extremely cold Nordic winter with temperatures in the minus double-digit range.

Energy-efficient and barrier-free

Optimal insulation properties are also provided by the dorma+kaba automatic sliding doors ST Flex Green with ES Technology. Due to thermally separated profiles, very good insulation values are attained – even the most unfavorable sizes still meet the strict EnEV2014 energy-saving regulations. In addition, the profile system for escape and emergency routes according to DIN 18650 and the automatic sliding door standard AutSchR offer in principle an unhindered and barrier-free access. The door is closed and opened by a pressure switch that appeals to the senses: seeing, feeling and hearing.

The municipality of Stockholm is enthusiastic about the result – and the toilets have also attracted attention elsewhere: Wall is in talks with the city of San Francisco for the provision of public restrooms of the same model.

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The city of Stockholm will receive 50 innovative public toilets by the end of 2016 – with dorma+kaba automatic doors



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The "most innovative public toilet in the world" comes to Stockholm



02

Service success

Australia and New Zealand reaches millionth milestone

The dorma+kaba service organization in Australia and New Zealand recently processed its one millionth work order, marking a milestone. It is a proud moment for all members of the service department – and an indicator of a continuously improving relationship with its customers.

Jones Lang LaSalle (JLL), a well-known facility management company across Australia, was dorma+kaba's one millionth work order customer, for a building in

"Solutions and services complement each other optimally."

Rundle Place, South Australia. The former Dorma service organization had had an ongoing relationship with JLL for 10 years, with many structures in JLL's portfolio looked after by the South Australian team.

Rundle Place was built in 2012 and Dorma had held the planned maintenance and reactive breakdown repair contract since its inception. The service contract comprises nine automatic doors and 10 roller shutters.

Comprehensive and tailor-made service solutions

The dorma+kaba service operation provides a tailored, local resource for the servicing and maintenance of all Dorma and non-Dorma automatic, manual and industrial doors and movable walls. It provides various service packages, designed to meet diverse customer requirements, and is backed by the largest service network in Australia and New Zealand.

The service calls are received and logged in from a central location at the head office in Hallam, known as the support center. It receives on average 338 telephone calls and 289 emails for actioning per day. From 2012 to 2016, the service revenue in Australia and New Zealand increased by 44%.

ServiceMAX offers higher transparency and improved processes

A key driver in this impressive growth rate is ServiceMAX, a software solution that was introduced in 2011. The initial set-up was not without its challenges, but after the successful implementation, it has streamlined processes across the business and created a central database for both Australia and New Zealand.

ServiceMAX has also enabled the implementation of a customer support center, allowing customers to have the same stress-free customer service experience each time. dorma+kaba's customers receive enhanced customer service with ServiceMAX, with

provision of the service report directly to the customer as soon as they sign. This system also allows life-cycle reporting, complete quoting history and service level agreements to be identified in the system.

As ServiceMAX evolves, it continues to give more functionality and features to enable the service business to grow and work more efficiently and effectively. Success has been gained internally by greater visibility, enabling managers to drive their teams and increase motivation.

Future looking bright

The future brings dorma+kaba closer to the goal of offering customers a comprehensive range of high quality products, solutions and services for secure access to buildings and rooms from a single source.

Together, the merger of Dorma and Kaba multiplies strength and complements solutions and services.

The development of dorma+kaba services sees tailor-made services and customized maintenance for the long-term integrity of all types of access solutions.

Rob Adams, Service Director Pacific of the dorma+kaba business segment Access Solutions APAC, says: "This is a major milestone for the company. To reach a million service work orders has required astonishing teamwork from all members of the service department, along with support from the rest of the dorma+kaba team. I know the future holds many more milestones, as we continue to improve efficiencies and create real added value for our customers."



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The future brings dorma+kaba closer to offering customers a comprehensive service

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From left to right: Simon Pfahlert (Senior Operations Manager), Paul Lemmey (Director – Engineering & Operation Solutions), Kate Jarman (Centre Manger – Rundle Place), Grant Lisk (SA Contract Manager), Craig Newlyn (SA Service Manager)



Keys for the mobile-minded

Distributing access virtually

The use of traditional mechanical locking systems can be complicated and expensive, particularly for frequently accessed facilities with changing users, such as vacation homes and student dormitories. Managing and replacing physical keys when they are lost or stolen takes up a lot of the facility manager's time and increases maintenance costs.

With this in mind, dorma+kaba set out to develop a system that would simplify access management for buildings of this type – for both facility managers and residents. Kaba Mobile Access is a web-based access system combining security with convenience. The intuitive smartphone app is used instead of a physical key, which means that “keys” are distributed virtually. When the facility manager grants a resident access via their computer, they receive a link to directly download the app. This app then serves as the key during the entire length of the stay.



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The Kaba Mobile Access system combines security with convenience

This system can also be used to easily grant and revoke various access rights to individual rooms and buildings.

More information

Please email logan.stewart@dormakaba.com



Anti-theft protection 2.0

Manage locks remotely in multiple locations

With more than a million Cencon locks sold, dorma+kaba is the market leader in anti-theft protection of cash in ATMs. The new Cencon O2 enables organizations to upgrade from a standard offline product to an online system that allows them to take advantage of multiple cost and efficiency enhancements. Users are able to remotely manage locks in multiple locations by connecting directly to the ATM PC network, or to a dorma+kaba network appliance. This online capability allows authorized managers and adminis-

trators to remotely issue keys and operating codes, and to audit the lock activity from distant locations.

Cencon O2 has already been released and is installed at a variety of financial institutions.

More information

Please email info@kml.kaba.com



Invisible and silent

Privacy and space with movable walls

Glass panels turn opaque by magic. Movable walls insulate sound despite their light weight. The new generation of partitioning walls offers elegant design and more discretion and space.

Magic Glass – from clear to opaque

Transparency is an essential design component in any modern room configuration. However, exposure of partitioned rooms to full view is not always desirable – conferences, customer meetings and working groups may well wish for some privacy against disruption, disturbance or prying eyes.

The innovative Magic Glass allows a temporary and individual switch from transparent and translucent to milky opaque. The phenomenon is made possible by liquid crystals in a conductive layer: as soon as an electric current is passed through the two, the glass element becomes transparent – at a flick



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01 + 02

Magic Glass allows a temporary and individual switch from transparency and translucent to milky opaque (Photo 02: David Churchill)

03

The remarkably slim Variflex 88 allows effortless listening pleasure



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03

of the wall switch or by remote control. An intelligent and simple trick to meet changing demands.

Variflex 88 – quiet and light

Offices and conferencing areas in buildings offer space for dynamic interaction. Acoustic quality is one important prerequisite for ideal communication and a convenient room atmosphere.

The new movable wall Variflex 88 is thinner than a traditional wall, but provides high sound absorption to promote both verbal understanding and effortless listening pleasure. Through its slenderness of just 88mm and reduced weight, it saves space in the parked position and reduces construction costs. The acoustic insulation reaches a value of up to RW 58 dB, which corresponds to a radio or standard conversational sound level, and thus increases comfort in rooms for more discretion and peace of mind.

More information

Please visit www.dormakaba.com/en/products/movable-walls



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Thanks to Kaba exivo, at Zühlke Engineering an easy solution was found to manage constantly changing access rights and to maintain confidence towards customers at all times (planning: RBSgroup, photographer: Arnold Weihs)

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Kaba exivo

Simple access control

Small and medium-sized companies increasingly ask for a control access solution to their rooms, and to gain a better overview of the constant movement of people – without the need to invest high sums in IT infrastructure or people. With Kaba exivo, dorma+kaba offers an easy-to-use, efficient and transparent access system tailored to the needs of small and medium-sized firms. Thanks to the web-based platform, the access control system and the rights management can be accessed 24/7 via smartphone, tablet or PC from any location. The customer can choose whether system support, rights management and administration are managed by a Kaba exivo partner – with gradual service packages – or by itself.

Kaba exivo can be installed easily without interruption of business and can be enhanced at any time – as and when the company grows. Thanks to low initial investment and constant monthly costs, Kaba exivo customers always remain in full control of their expenditure. This web-based access control was developed in an innovation collaboration with Zühlke Engineering. dorma+kaba with

its broad knowledge and extensive experience in access solutions and Zühlke Engineering as a specialist in digital transformation were the perfect partners for this project.

“The teamwork between dorma+kaba and Zühlke was my personal highlight. Together, we worked towards one target and managed to bring an innovative solution to market within the given timeframe,” says Nicolas Durville, member of the senior management at Zühlke. After the successful launch, Kaba exivo was installed at Zühlke immediately. Markus Thoma, Facility Manager at Zühlke Engineering, is delighted with the new solution: “The remarkably easy usability of Kaba exivo is unique and its flexibility makes it the ideal solution for a medium-sized company.”

More information

Please visit www.kaba.com/exivo



Order Silca products with an app

Placing a new order sounds easy, but it used to be a time-consuming job for locksmiths due to Silca's vast product portfolio: more than 60,000 key blanks, several hundred accessories, different key cutting machines and various spare parts. With this in mind, Silca wanted to simplify the ordering process and thus created a mobile application.

The "MySilca Bar Code Ordering" app is based, as the name suggests, on barcodes. To place an order, the locksmith simply takes a picture of the product's barcode with his mobile phone.



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Order Silca products via smartphone with the new app "MySilca Bar Code Ordering"

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The app automatically translates this picture into a precise product description, and also offers the possibility to customize the quantity from Silca's standardized product quantity. If the customer deals directly with Silca, the order is incorporated into the order management system (SAP). If they are purchasing via a wholesaler or distributor, the app automatically generates an email and sends it to the commercial partner. In both cases, the order process yields benefits for all parties.

To maximize customer value, the app has an integrated function to help prevent typing mistakes; it also remembers recent and most frequent orders, and updates itself on a daily basis with all current and new product barcodes. The app can be downloaded free of charge from Google Play and Apple's App Store.

More information

Please visit www.silca.biz



Four-in-one control

The newest addition to the Ilco product family is a remote control that allows the operation of up to four garage doors and gates with only one device. This remote controller completes Ilco's product range of key machines, key blanks, automotive programming equipment, and cylinders perfectly. The Ilco EZ 4U sleek, pleasing design, light weight and low price are attractive benefits. The remote control is programmed within minutes on location. The Ilco EZ 4U is compatible with the most popular brands on the market.

More information

Please visit www.ilco.us



Simple elegance, easy installation



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The manual sliding door system for any situation

The Muto manual sliding door system will complement any interior – from commercial premises to private home. The slender aluminum frame, with finishes in white, silver and mock stainless steel, blends seamlessly into almost any architectural space, with sliding panels of timber and glass offering exceptional design scope.

The system also comes with a number of optional functions for enhanced convenience: a damping element (the Dormotion mechanism gently guides the panel to its end position) and other auxiliary equipment, such as a self-closing mechanism or integrated lock, can also be provided without the need for an external power supply. The locking device is

operated by means of a wall switch or remote control. An optional status indicator enables the door to be integrated within a building management system for remote monitoring.

Even with the full range of functions included, installation and adjustment could not be easier or safer. Thanks to special clamp and glue technology, laminated safety glass can be used without the need for any additional glass preparation.

More information

Please visit www.dormakaba.com/en/products/interior-glass-systems

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Muto offers many features for more comfort

Merging design

Harmonization of product design and technology brings many advantages

Specifying, combining, ordering and installing products from different manufacturers can be a big challenge – particularly when the companies are rooted in different countries. The key to success lies in leveraging the strengths of both parties, combining the best of both and as a result creating something better. This applies to many aspects of dorma+kaba's merger, and it is especially true of product design. The harmonization of award-winning design and technology from Dorma and Kaba will bring about many benefits for customers and partners, from the ordering process to maintenance.

prises goes much deeper than heritage and reputation.

"The aesthetic product design languages of Dorma and Kaba are based on similar principles," explains Bernhard Heitz, Head of Product Design at dorma+kaba. "Both are rooted in the Bauhaus philosophy with its combination of craft and fine art. This simplifies the merging of both aesthetics in many ways. The merged dorma+kaba product design will align both Dorma and Kaba design languages. It will keep the uniqueness of both, while looking into the future at the same time."

"Swiss Made and Made in Germany are established global trademarks."

Swiss Made and Made in Germany are established global trademarks. They represent inventive talent, creativity, systematic thinking, excellent quality and programmatic design. A strong common heritage and a powerful reputation that Dorma and Kaba have enjoyed for more than 150 years. But the connection between the two enter-

The consistent application of the branding, the icons in the user interface and the alignment of colors are just some aspects of the new dorma+kaba product design. Framing and layering, for example, will be important design principles in future developments. The characteristic Kaba framing, which adds a case around readers or access devices, will be combined with the layered composition of Dorma, which uses several layers of different materials, such as the award-winning design of the Mundus patch fittings.

To ensure consistency in design and functionality across the various product segments globally, the key principles of the new product design are summarized in the dorma+kaba design manual, with a toolbox available for everybody involved in the development process. The toolbox



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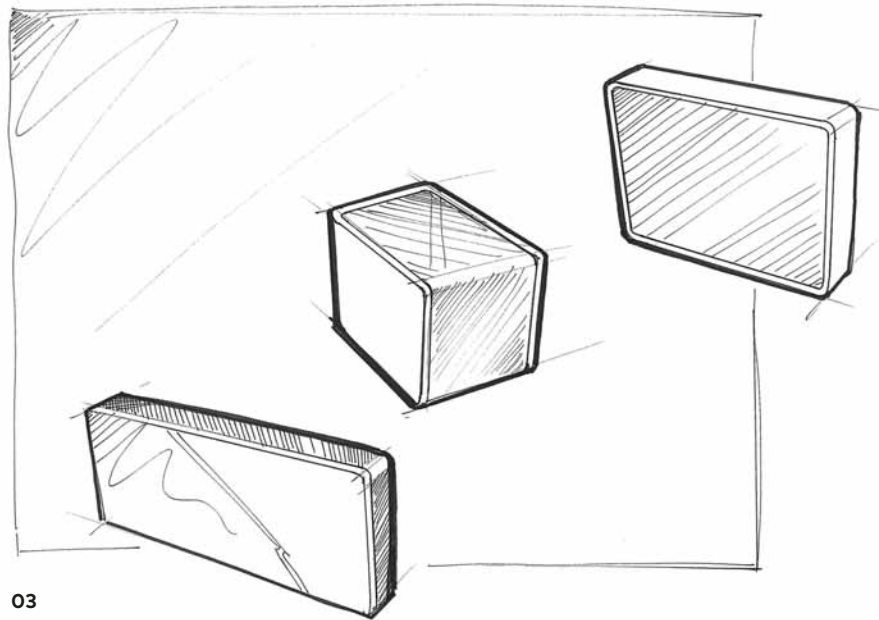


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The layered composition of different materials is typical of Dorma products

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The design illustrates the characteristic Kaba framing around readers and access devices

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The new dorma+kaba aesthetic design merges the best of both worlds



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represents a strong basis for the formal design of all future dorma+kaba products. By providing guidance and continuity in design, it forms an essential platform for innovation and creativity. And it does much more than that: it serves as an effective guarantor of increased product quality and compatibility, thanks to its consolidation and simplification of development and production processes.

The benefits of this for customers and partners throughout the world are obvious – dorma+kaba products can be easily combined. Shapes, colors and surfaces and a consistent look and feel of products and

interfaces make planning, installation and maintenance easier and more efficient. In addition to the design aspects, the technological unification will allow seamless cross-linking of products with intelligent building automation.

“We aim at creating products that are plug-and-play, easy to use and easy to understand,” says Bernhard Heitz. “In other words, we want to give peace of mind to customers and partners at all times. Simplicity is the result of a thorough design process. dorma+kaba design is a big step to ensuring this.”

Trade shows

Health & Care

28.09.–30.09.2016
Ghent, Belgium

Security

29.09.–30.09.2016
Essen, Germany

Screwfix live

30.09.–02.10.2016
Farnborough, UK

EAD Leading Age Services Australia National Congress

09.10.–12.10.2016
Gold Coast, Australia

ATM Security

11.10.–12.10.2016
London, UK

Architect@Work

12.10.–13.10.2016
Vienna, Austria

Master Locksmith Association Annual Conference & Trade Exhibition

13.10.–15.10.2016
Perth, Australia

Total Security Summit

17.10.–18.10.2016
Northamptonshire, UK

Security Canada Central

19.10.–20.10.2016
Toronto, Canada

VETECO

25.10.–28.10.2016
Madrid, Spain

Architect@Work

09.11.–10.11.2016
Berlin, Germany

NeoCon East

09.11.–10.11.2016
Philadelphia, USA

Philconstruct

10.11.–13.11.2016
Manila, Philippines

HX The Hotel Experience

13.11.–15.11.2016
New York, USA

ISC East

16.11.–17.11.2016
New York, USA

EAD, EF&C Australian Airports Association National Conference

21.11.–25.11.2016
Canberra, Australia

Architect@Work

07.12.–08.12.2016
Stuttgart, Germany

BAU

16.01.–21.01.2017
Munich, Germany

BBA

09.03.2017
London, UK

Total Security Summit

13.03.–14.03.2017
Stansted, UK

Worldbex

15.03.–19.03.2017
Manila, Philippines