Case Study

**Joachim-Plattin adopts
smart credentials**

Landscape

Joachim-Plattin Ambulance District is a leading emergency medical services provider in Missouri. A 911 responder, Joachim-Plattin operates six different stations with approximately 60 employees. After years of battling the operating and maintenance issues that often accompany a key system—lost or missing keys, rekeying, etc.—Joachim-Plattin transitioned to smart cards via the BadgePass Access Manager system. The impact was immediate and included the ability to track and monitor users and openings instead of managing keys. While smart cards provided more security and convenience, their use led to another problem. Emergency responders reporting to weekend calls—often multiple times during a single shift—were regularly forgetting their card. As a result, they would call the station administrator—who may or may not be onsite—to gain access. With response time being a key factor in the emergency medical services industry, Joachim-Plattin needed a different credential solution that didn't delay entry.

Desired outcome

Greater convenience—accessibility for the appropriate emergency responders at all times—was the driving factor for a new solution. While the smart cards were a significant improvement over keys in terms of security and accountability, Joachim-Plattin was still encountering access issues because employees often reported for a call without their cards.

Encountering access issues because employees often reported for a call without their cards, Joachim-Plattin chose aptiQ™ readers and credentials from Allegion.

Solutions

Joachim-Plattin contacted Matt Buydos, an integrator with Elliott Data Systems, for input on how to resolve this weekend on-call issue. Buydos had helped Joachim-Plattin convert to smart cards and knew immediately what solution they could implement that would solve their problem and not require much extra effort or cost.

That solution was aptiQmobile™ from Allegion.

"While people will forget keys or ID cards, they typically always have their phone," explains Buydos. "aptiQmobile puts the credential right on the phone to grant access to a building."

Buydos says aptiQmobile was the logical and smart choice for Joachim-Plattin for many reasons:

- **aptiQmobile is already integrated into the BadgePass software.** BadgePass integrated the mobile credential into its software as part of its services. That means it's a fairly seamless process—for the end user and the integrator. "BadgePass and aptiQmobile are tightly integrated already as part of our system," says Lindsay Martin-Nez with BadgePass. "When a customer produces ID badges, they can set up access groups and send those access rights directly to an NFC-enabled phone—all from one screen."

- **aptiQmobile is easy to set up, use and manage.** "BadgePass has made this part of their system so the process is part of what a user already does to set up card credentials," Buydos explains. "But instead of assigning rights to a card, they assign them to a phone. There are no extra steps." To use aptiQmobile, users simply place the phone up to the reader. Additionally, the mobile credentials are controlled virtually from the BadgePass portal. Joachim-Plattin can add, delete or modify users and openings at any of its six locations from the BadgePass portal in real-time.

- **aptiQmobile is versatile.** When paired with an ID card system like BadgePass, aptiQmobile can be used with a host of other applications, including computer access, meal purchases, vending machines and more. "The functionality of aptiQmobile can grow right along with any company," says Buydos.

- **aptiQmobile is highly secure.** aptiQmobile is as sophisticated as it is simple. It cannot be easily cloned or duplicated and it is equipped with a number of features to ensure it delivers a higher level of security:

  - Screen lock feature to keep credentials safe if phone lost or stolen

  - Credential storage located in same memory area as other app passwords with sensitive information

  - A 128 bit AES encrypted credential that must be decrypted by the aptiQ access control reader

  - Patent-pending, anti-playback technology that changes every time it is used, so cloning one transaction won't work a second time

- **aptiQmobile works with aptiQ™ multi-technology readers.** Joachim-Plattin already had aptiQ multi-technology readers in place for its smart cards so there was no need to replace any reader equipment—allowing for a seamless and cost effective transition.

Managed by BadgePass software, aptiQmobile was the easy, cost-efficient access solution for Joachim-Plattin Ambulance District.

Result

Joachim-Plattin employees can now use their card or aptiQmobile credential to gain access into entry station doors, as well as medicine and equipment storage rooms, patient record rooms and administrative offices. Administrator/paramedic Curt Stueve says there was some hesitation at first because it's a new type of technology, but it quickly dissipated when employees realized how convenient aptiQmobile would be for them.

"I know they have adopted it because I used to get regular calls from employees who had forgotten their access card," he says. "No one is calling for that reason anymore!"

Stueve says the transition was easy and smooth. "It operates within BadgePass much the same way as our smart cards so we've not really experienced any hiccups as we've implemented it."

About Joachim-Plattin
Located 30 miles south of St. Louis, the Joachim-Plattin Ambulance District (JPAD) responds to 6,000-plus calls for service a year. Its emergency team consists of 29 full-time paramedics and 39 part-time EMT/paramedics. JPAD currently operates out of six stations located throughout the district. Joachim-Plattin is committed to providing the best possible advanced life support to the residents we serve—making it critical that its state-of-the-art medical equipment and advanced airway capabilities are easily access and properly protected.

About Allegion

Allegion (NYSE: ALLE) creates peace of mind by pioneering safety and security. As a $2 billion provider of security solutions for homes and businesses, Allegion employs more than 8,000 people and sells products in more than 120 countries across the world. Allegion comprises more than 25 global brands, including strategic brands CISA®, Interflex®, LCN®, Schlage® and Von Duprin®. For more, visit **www.allegion.com.**

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