

Number 05

Best of DOM

Investing in the world
around the lock

INDUSTRY INSIGHT

Towards a better business

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Let's move forward!



Dear readers,

In an era of rapid change, the security industry is embracing a profound transformation driven by the digital revolution, sustainable development, and the economic landscape. We see this change as cultivating a progressively positive environment, characterized by heightened digital consciousness, eco-friendly innovation, and a dedication to customer satisfaction.

At DOM Security, we confidently lead these changes, seizing opportunities to grow and improve as we develop more advanced, user-friendly security systems.

We are driven by the potential positive impact we can have on the world, actively creating solutions that address security challenges while fulfilling our responsibility to the world and people around us.

In this issue you'll discover captivating stories that highlight our involvement with the Olympics, our development of greener products, our help in providing suitable migrant housing, our contribution to setting standards for access control software and even our use of artificial intelligence in security systems.

As a group of companies across Europe, we take immense pride in the work we have achieved, which is a testament to the talent and commitment of our employees. But this journey of transformation isn't over, we continue to push boundaries, immersing ourselves deeper into the expanding world of security-technology, while unwaveringly upholding our standards of quality, service, and reliability.

Join us as we celebrate the progressive momentum of security for people and industry, in pioneering change and addressing the needs of our interconnected world. Together, let us shape a future where security, sustainability and innovation go hand in hand.

I hope you enjoy reading this magazine as much as we enjoyed creating it.

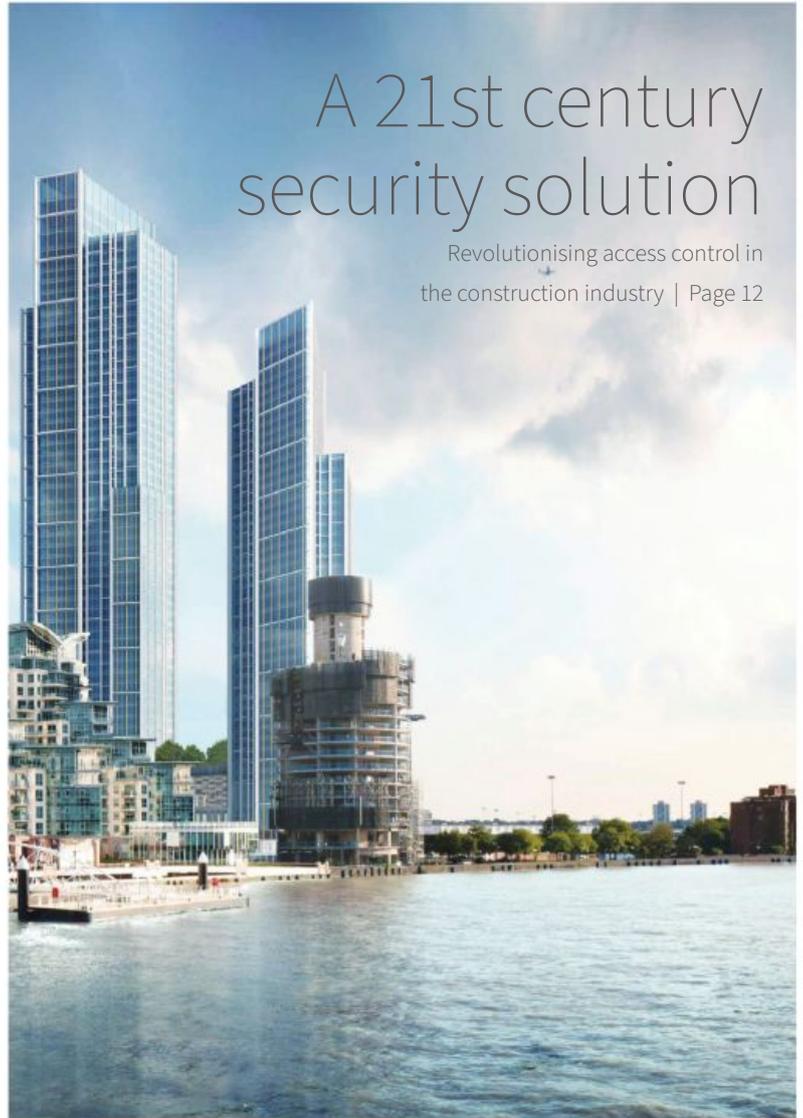
Best regards,

Jerome Denis
Deputy CEO DOM Security



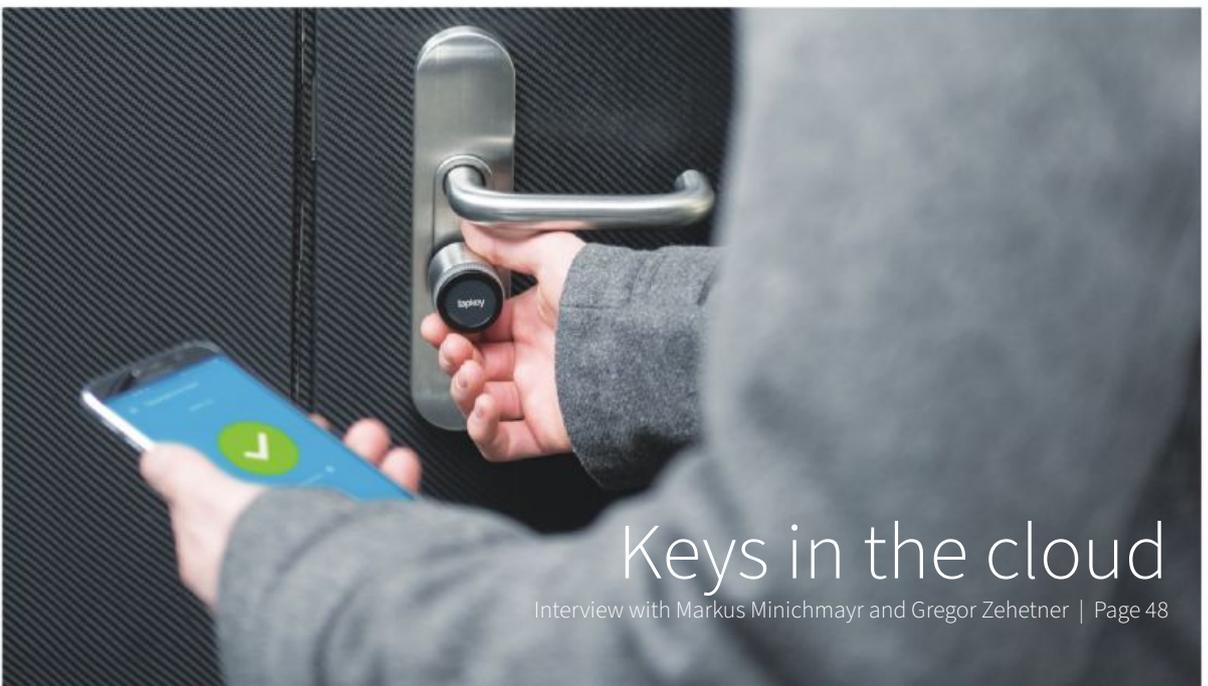
Coupling ideas with ambition

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A 21st century security solution

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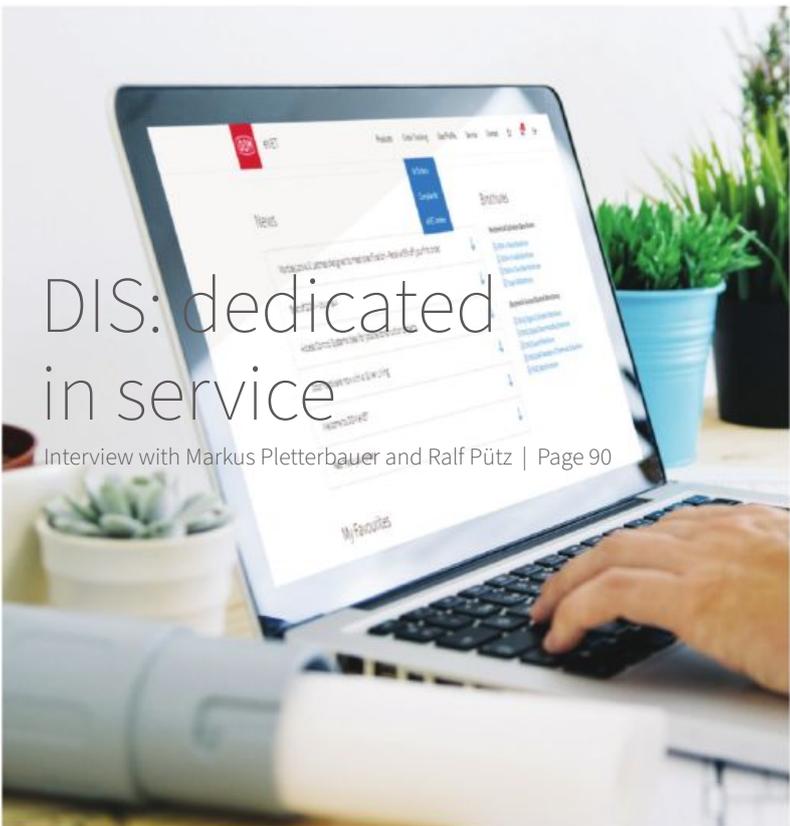
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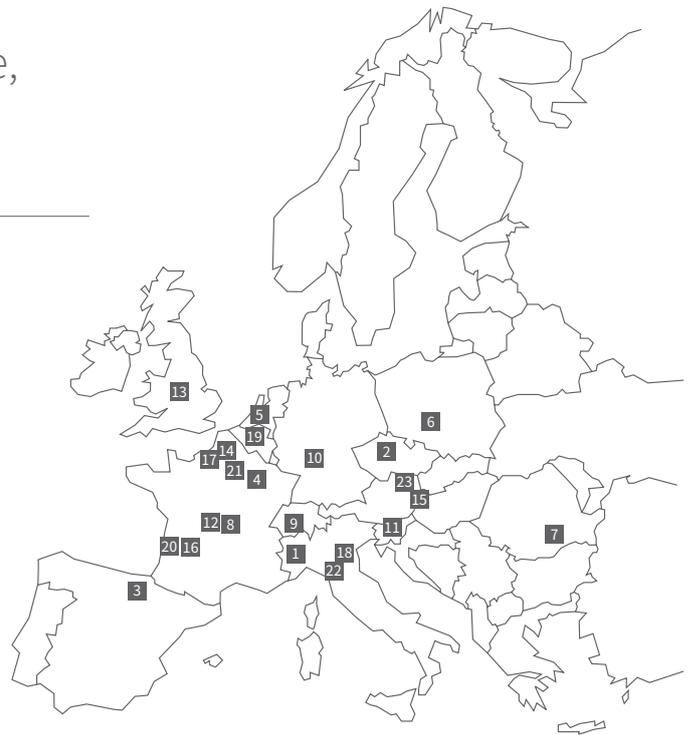
THANKS TO: Leila Sharif, Davide Consoli, Zsolt Kopacz, Andrea Pitsch, Tschaka Roussel-Milner, Robert-Jan Rodrigues Pereira, Elder ER. Ramos, Roberto De Gregorio, Aqeela Chaudhry.

We are DOM Security

and we believe that everyone
and everything of value
deserves to be kept secure,
without any compromise.

With 23 companies and more than
14 product brands, we serve millions
of costumers throughout Europe.

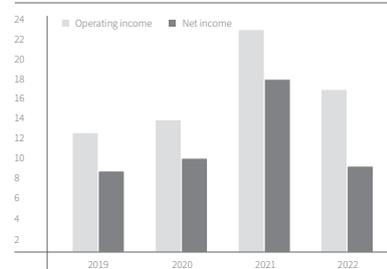
Our dedicated experts are on a
constant mission to create innovative
high quality locks and access control
solutions for every situation.



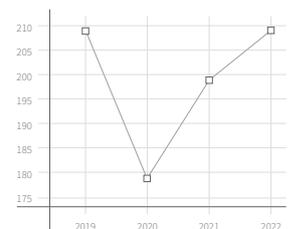
We are strategically located
in all parts of Europe

1	DOM CR	13	DOM UK LTD
2	DOM CZECH	14	DÉNY SECURITY
3	DOM MCM	15	DOM ELZETT
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Operating income
and net income in € million



Revenue in € million



DOM Security belongs to the SFPI Group (Safety for People and Industry) that was created in France in 1985. SFPI is a group of companies designing and manufacturing solutions in and around buildings. SFPI Group generates a turnover of more than 569 million, employs more than 4,100 collaborators and delivers solutions such as building security and convenience, air-treatment and energy saving, both for industrial and private markets.





“DOM is proving that a commitment to industrial responsibility can drive positive change.”

Sophie Morel - Group General Secretary



Towards a better business

DOM Security's commitment to corporate responsibility is setting new standards for excellence.



Right now, trust and transparency is essential for business. That has always been the case. But what's increasingly clear is that it's not just what you do - but how you do it - that matters.

Integrity has always been at the core of DOM Security's values - if you're in the business of providing security, it has to be. But as we've grown, together with our parent company SFPI, it's been important to formally describe what our vision for industrial responsibility is. And we've seen a transformational effect in doing so.

Our corporate social responsibility has crystallised into four areas: commercial, managerial, environmental and financial - fundamentals that allow us to be efficient while protecting the things that are most valuable to us.

SHARING EXCELLENCE IN EFFICIENCY

For example, in the area of financial responsibility, Antipanic, our panic device specialist, which is widely recognised for its excellent quality of service, has been working to develop a new level of excellence in administrative performance. Regulations in Italy require companies to keep their accounts

in electronic format, and by digitising their accounts and archives, they have made significant progress in regulatory compliance, operational efficiency and reduced costs.

With more than 5 years' worth of paperwork digitised, it is estimated that staff have saved up to a week's time by not having to physically visit the archives or manually create records. Antipanic now intends to pass on this expertise to other companies in the group, so that they too can benefit from the advantages of digitisation.

GATHERING ENDORSEMENTS

In Brühl, the base of DOM Security's German operations, the team had been reporting high levels of customer satisfaction for some time, but recently took their commercial responsibility a step further. By introducing a Net Promoter Score, they can now track not only customer satisfaction, but also enthusiasm - measuring how likely customers are to recommend DOM to others. Such an endorsement is a strong indication that we are doing things right. The data collected can also be used to set standards for best practice, which in turn translates into concrete actions to address any potential shortfalls in customer experience.

Not only does this lead to better service, but the customer-centric approach has a cumulative benefit. Solutions are also fed back to customers, which strengthens our relationship with them. In addition, the project has the transformational effect of including more employees across the business in a customer focused culture.

A THRIVING WORKFORCE

The new offices secured by Omnitech Security were born out of a desire to help it's people thrive, so it fits well with our corporate responsibility objectives. As a software specialist that creates security solutions for many different environments, it made sense that the company also consider the space it provides for its staff. Omnitech Security has a wide range of expertise as an IT-based security business from design to installation to sales and support functions - many of which require their own working area.



ANTIPANIC
Member of DOM Security



DOM GERMANY



OMNITECH SECURITY
Member of DOM Security

By designing a mix of spaces for its new building - intimate and communal, indoor and outdoor, formal and relaxed - Omnitech Security has opened up ways for colleagues to focus on their own tasks while still collaborating with the wider team.

“As the company continues its mission to continuously improve, the ripples of social benefit will grow.”

The ability to bring the different parts of the business together in a variety of ways leads to greater trust between teams. There is greater understanding between departments, information is shared more quickly and objectives can be realigned more easily.

REDUCING CONSUMPTION

When it comes to environmental responsibility, our Slovenian-based office, DOM Titan, has made investments that exceed European regulations. The factory has always relied on hydroelectric power from a local water mill, but to become more sustainable, energy conservation had to be improved. By upgrading lighting and heating systems, regularly auditing energy use and waste, and

modifying working patterns to reduce demand, the company has achieved a 25% reduction in gas consumption. Further improvements are expected, particularly with the introduction of an energy management dashboard and staff involvement in reducing the company’s environmental impact. Activities that have already led to an increase in employee satisfaction with their working conditions.

Reflecting on the recent changes made by DOM Security, Sophie Morel, General Secretary at SFPI commented: “DOM is proving that a commitment to industrial responsibility can drive positive change. From reducing energy consumption to improving customer satisfaction, their actions show that

efficiency and social impact can definitely go hand in hand”.

These initiatives help to illustrate the group’s wider vision for industrial responsibility. By focusing on innovation, human-centred design and customer satisfaction, DOM is not only creating greater value for its customers and employees, it is transforming the way we do business. We can be proud of what we have achieved, but there is still more to do. As the company continues its mission to continuously improve, the ripples of social benefit will grow, and with them our confidence in securing a better future for all.



DOM TITAN
Member of DOM Security





Customer story:
Nine Elms, London

A 21st century
security solution

Construction company Multiplex has introduced a cutting-edge digital site access system in the heart of London, revolutionising access control in the construction industry.

A short stroll over the River Thames from the Houses of Parliament, along the Albert Embankment, will take you to Nine Elms, a district on London's South Bank. Positioned just across from the area where James Bond was supposed to reside, Nine Elms was historically the industrial heart of the city, boasting iconic power stations, gasworks, breweries, and warehouses. Today, it is undergoing a remarkable transformation with ambitious development plans, including the construction of 20,000 new homes, making it an attractive destination for new business investments.

At the heart of this prestigious quarter, next to the newly built US Embassy, is Number One Nine Elms, a flagship UK venture for global group, R&F Properties. Promising to be one of Europe's tallest residential buildings,

it will captivate onlookers with its striking double summit, comprising two towers that soar 56 and 42 storeys high. Multiplex, a leading construction company, is nearing completion of this landmark project, which encompasses apartments, penthouses, a luxury hotel, and retail space.

However, to complete the interior of this premier building, Multiplex had to overcome a common challenge. With hundreds of tradespeople, contractors, and suppliers constantly coming and going, the issue of managing multiple keys was a concern. To address this, Multiplex embarked on a groundbreaking initiative, becoming the first contractor in the UK to adopt a new digital site access cylinder system, activated via smartphone.

PIONEERING SMART SECURITY IN CONSTRUCTION

London Architectural Hardware Ltd, the architectural ironmongers for One Nine Elms, teamed up with DOM Security and their partner, EasySecure, to find a technology solution. The collaboration leveraged the power of our newly devised DOM Key app, which integrates with DOM's ENiQ® Pro V2 Smartlock digital cylinders to provide secure digital access via users' mobile phones.

With the new system in place, site personnel can simply request access via the EasySecure access control management platform. Once approved, a digital key is promptly sent, allowing them to open the ENiQ® Smartlocks.



“Gone will be the days of waiting for keys, losing keys and security provided through handwritten names and signatures”

Supporting this innovative solution is DOMConnect®, a digital integration system that enables the DOM Key app to seamlessly integrate with EasySecure’s cloud-based software. This real-time and flexible solution empowers management to track individuals accessing the site and efficiently manage workforce profiles.

Owen Boothby, DOM’s UK National Sales Manager, played a crucial role in securing the contract and explained, “ENIQ® Pro V2 cylinders accept DOM Mobile Keys, receive access rights and updates via The Cloud and use BLE/NFC technology to operate the system. The DOM Mobile Keys allow facility managers greater flexibility and control by providing the tools to manage access control systems in real-time.”

A REAL DIFFERENCE TO EVERYDAY LIFE

Daniel Blackwell, Commercial Director of London Architectural Hardware Ltd, was pleased to supply the innovative technology:

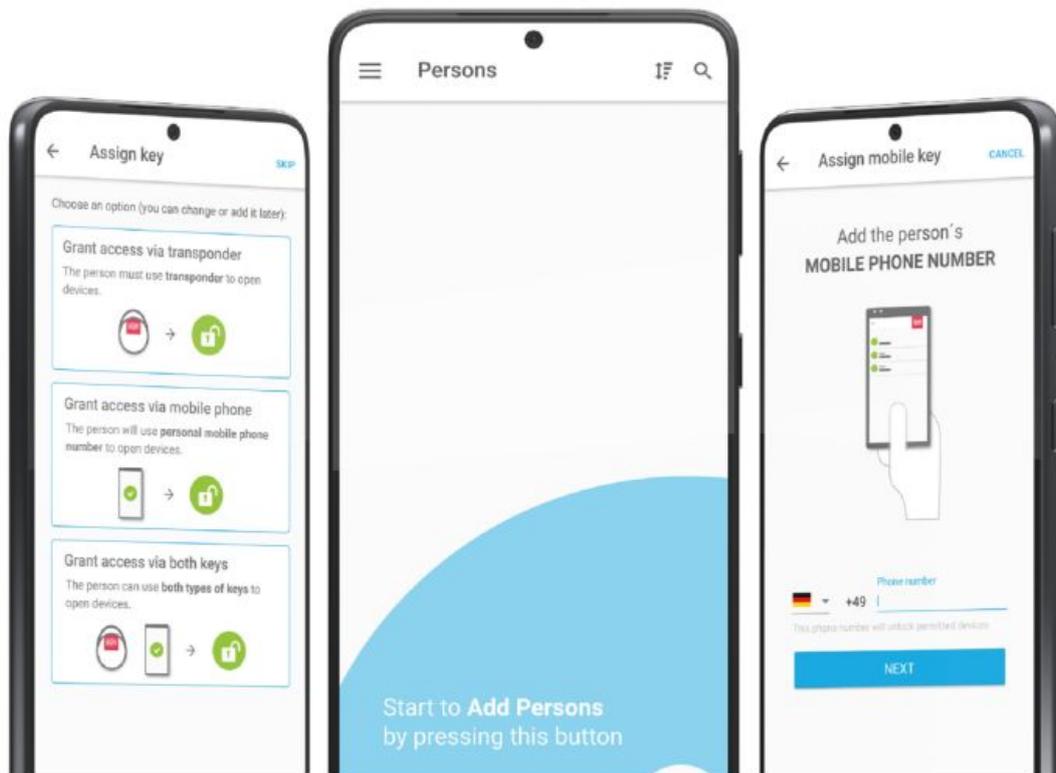
“We are proud to be working with our partners at DOM Security and EasySecure to deliver a new game-changing technology to our client, Multiplex. This is the type of technology which will make a real difference to everyday life on a construction site.

“This technology utilises strong, high-quality hardware combined with innovative electronic components, equating to a secure system which has a long-life cycle.

“Gone will be the days of waiting for keys, losing keys and security provided through handwritten names and signatures. These are archaic practices which can now be overcome.

“With this new system, we can improve accountability and lessen the possibility of theft and damages to properties throughout the construction – meaning our clients increase security, save money and become more efficient.”

Traditionally, most construction sites rely on mechanical locks, with staff signing for physical keys. However, if keys go missing or there is theft or damage on site, illegible handwritten names can mean that often problems often go unresolved or reoccur. In contrast, this new technology



provides robust records of who has access to specific areas at specific times. Moreover, there is no limitation on the number of keys available for access, eliminating delays and increased costs caused by lost or overdue keys.

Daan Kalkman, the Chief Operating Officer of EasySecure International, highlights their contribution to the project:

“We developed a cloud platform (EasySecure Software) that allows you to easily manage your construction site from any location in the world. You can give access to your contractors and sub-contractors with a click of the button and you can decide which documents and security checks are mandatory before getting

access. The hired contractors and sub-contractors can easily manage their own employees and request access.

“All you have to do is check the incoming requests and approve or deny them. After approval the selected sub-contractors automatically receive a mobile key and are able to open the approved doors within a specific time period.”

The introduction of the new system at One Nine Elms has received positive feedback from the site’s workforce. Many appreciate the time-saving benefits it offers, and are keen to recommend its implementation at other construction sites. According to survey responses, the application is described as “easy to use and

very useful,” and the electronic lock is praised for its speed and intelligence. One respondent even exclaimed, “The smart lock system is more secure than a key, [it] avoided carrying a heavy bundle of keys, and saved time to work.”

The consensus is that this innovative solution has streamlined operations, enhanced security, and reduced unnecessary hassle.



DOM ENIQ® PRO

DEFINING THE FUTURE

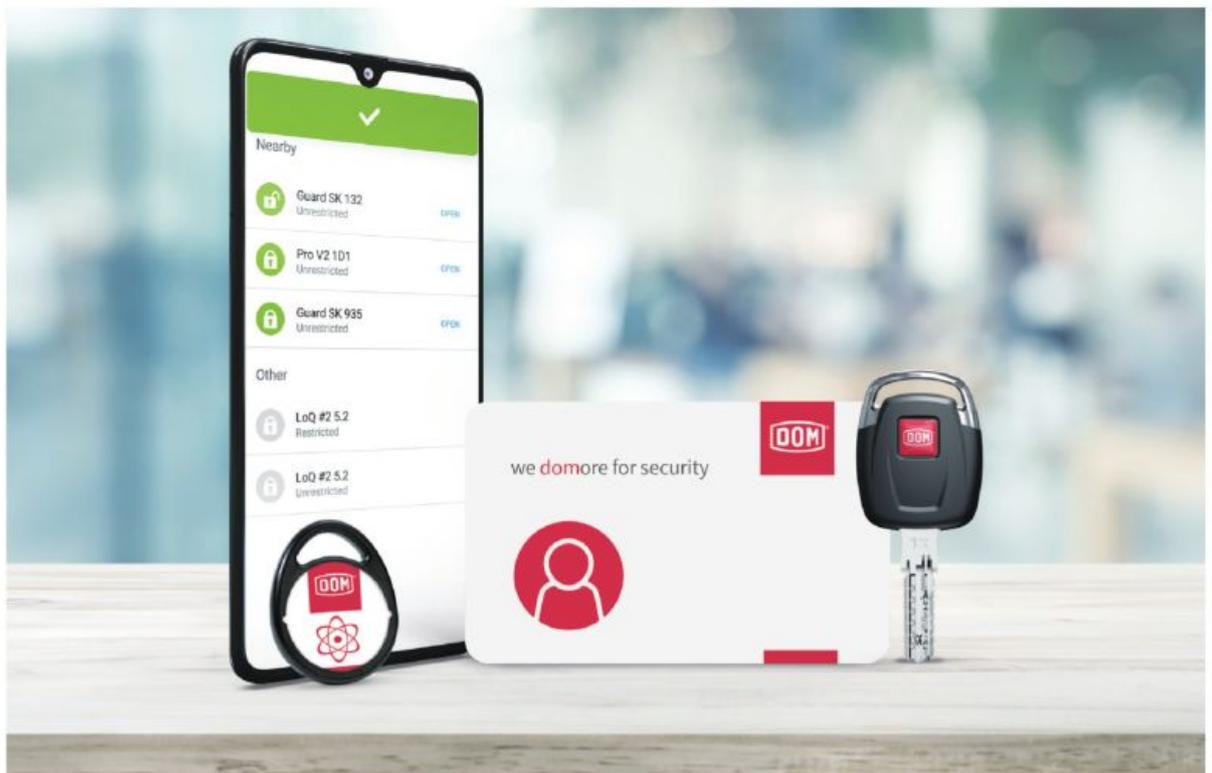
The satisfaction with the access control project underlines the transformative potential of smart technology in various aspects of the construction industry. Writing in the Architectural Ironmongers Journal, Daniel Blackwell sees this as a step forward and believes that, “Innovations like this will define our industry in the 21st Century.” He is justifiably proud to have fulfilled Multiplex’s ambitions with this project.

Andrew Richardson, Head of Fit Out for Multiplex agrees:

“As a contractor working on some of the most prestigious schemes in the country, we have been looking for a smarter way of providing controlled access rather than relying on mechanical locks and keys.

“With the assistance of London Architectural Hardware, DOM and EasySecure, we have developed a unique system which allows access to be provided via smart phones. The benefits are clear with time saving for contractors, easy accessibility and countability, which ultimately increases the efficiency for all.”

A 21st century security solution, tailored to meet the needs of a forward-thinking company like Multiplex... potentially reducing on-site crime and protecting progress at the heart of London. It sounds like security worthy of a super spy novel.





Customer story:
Project Liget, Budapest

Securing a cultural heritage

The world's oldest public park is undergoing a dramatic transformation. DOM's team in Hungary had the privilege of being part of the project.

A HISTORY OF INNOVATION

Hungary's capital, Budapest, can proudly claim to be a city of innovation, with a history linked to the invention of the ballpoint pen, the identification of vitamin C, electric railways, opera glasses, the telephone exchange and even the Rubik's cube. Today, the people of Budapest are once again rewriting history. Budapest's Városliget (City Park), arguably the oldest public park in the world, is being transformed into a 21st century garden of culture and enlightenment.

Boasting prestigious institutions such as the Vajdahunyad Castle, the Széchenyi Thermal Baths and the Romanesque Hall, the 200+ year old park, with its eighteenth century roots, is now a venue for modern activities and recreation.

Not only is there a zoo and a circus, but also a lake for boating, an ice rink, sports fields, children's play areas and even playgrounds for your dog.

The estate is also home to new awe-inspiring attractions such as the spectacular Ethnographic Museum, the upcoming New National Gallery, and the House of Hungarian Music - which has won several international architecture awards since opening in 2022. Over the past two years, nearly five million visitors have enjoyed the park's new developments and revitalised spaces.

FINDING THE RIGHT KEY

The park's massive transformation project, known as Liget Budapest, is overseen by Városliget Zrt. whose Facility Manager, Ágoston Heim, was tasked with implementing new

master key systems in both the new and renovated buildings. His challenge was to develop a master key system that would be suitable for cultural institutions with both open public spaces and high-security private zones.

Many of the buildings, such as the National Conservation and Storage Centre, the House of Music Hungary, the Museum of Fine Arts, the House of the Hungarian Millennium and also the Museum Underground Parking, all must adhere to strict security standards while also allowing for some flexibility for the convenience of key users.



“During the installation stage, we were able to request some minor changes and modifications to the master key structure and these were handled quickly and smoothly in a cooperative manner.”

A SECURE HERITAGE

As a result, Ágoston chose to work with DOM, who assisted in the development of a ix Twido® and RS Sigma master key structure. With all the master key systems being produced by the same company, the whole process of setting up access control for various buildings was much simpler.

“The systems have eased daily access,” reports Ágoston Heim, “with a reduction in the number of keys required, clear evidence of access rights and the useful ‘keyed alike’ feature.

“And the fact that I have not received any specific feedback is a real sign of their efficiency – it means there are no concerns or issues that need to be addressed.”

DOM was nevertheless available to complete any necessary adjustments to the systems, as Ágoston Heim confirms, “During the installation stage, we were able to request some minor changes and modifications to the master key structure. These were handled quickly and smoothly in a cooperative manner.”

The Liget Budapest Project has embodied the pride of the Hungarian people, revitalising their history and serving as a global symbol of cultural enterprise. As a European brand, DOM Security is not only pleased to contribute to this iconic setting, but also celebrates its role in securing this magnificent heritage.



DOM IX TWIDO®







“We will continue to pursue these goals to ensure that DOM-Security produces the finest cylinder systems on the market.”

Alex Weis - Senior Product Manager



ALEX WEIS
Senior Product Manager

Interview with Alex Weis

DOM Security cylinders - the next generation

Alex Weis, Senior Product Manager at DOM, has an unwavering enthusiasm for mechanical cylinders and access control hardware. After thorough market analysis, he has used his expertise to develop two new generations of cylinders - the rs Sirius[®], for a cost effective option, and the ix Twintec[®], which will help open up the access control industry at the highest level.

Alex Weis is the Senior Product Manager for Mechanical Cylinders and Access Control Hardware at DOM, but he started his career as a worker on the DOM factory floor in Cologne. His foundation was painstakingly taking the time to pin the cylinders, learn how mechanical cylinders work and where their strengths and weaknesses were. This led him to study engineering and project management to gain an understanding of DOM locking systems from the top down as well as the bottom up.

It is this lifelong passion he now brings to the development of each and every DOM product he covers, including two new generations of DOM cylinders: the rs Sirius® and the ix Twintec®. Both cylinders have been designed to satisfy a different element of the market. The ix Twintec® is a top of the range product and will bring DOM's engineering to a whole new field, while the rs Sirius® is destined to command a more economic position.

WHY DO WE NEED TO MAKE SURE THAT OUR LOCKING SYSTEMS REMAIN SECURE AND UP-TO-DATE IN SUCH A RAPIDLY CHANGING ENVIRONMENT?

All locking systems go through a lifecycle. They must be thoroughly tested to meet the latest security standards. As criminal techniques become more sophisticated, security systems must stay one step ahead. Even low cost keys require advanced develop-

ment to prevent unwanted copying; and insurance companies are constantly updating their standards as to what makes a secure access management system. The market is constantly evolving: doors are thicker, security fittings are smaller, regulations have become more demanding, and customers rightly want the latest and best products.

WHAT BENEFITS DOES THE RS SIRIUS OFFER THAT MAKE IT A STRONG CONTENDER IN THE MODERN MARKET FOR LOCKING SYSTEMS?

More than 12 months of development work has gone into the rs Sirius® in order to meet modern market requirements. We conducted intensive market analysis to create a brand new cylinder system that could still be produced at a high volume with low costs. A top priority was that the key could not be copied easily. Surveys among security specialists have indicated that this is vital and, with competitor products being so strong, there is no room for cutting corners.

The end result is a cylinder system that will benefit locksmiths and suppliers for years to come. Even though it has a conventional design, the rs Sirius® key can't be copied using DIY key-cutting machines such as EasyEntry – the grade of key design means that users will have to rely on a professional for duplication. The rs Sirius® is also excellent at deterring burglaries, has a long patent life, and is well placed for use in complex master key systems.

WHAT MAKES THE IX TWINTEC® STAND OUT IN TERMS OF SECURITY AND DESIGN?

The ix Twintec® is an entirely different kind of cylinder. It is built for optimal security, with a 10-pin locking system and a moveable element on the key to prevent it from copying. It can be used single-coded to deter duplication or as part of a master key system. The key comes with a personalised security card for replacements, and every step in the distribution process has been reviewed to ensure a service with fast delivery.

Recently awarded the maximum three stars by SKG for its high security profile, the ix Twintec® is also pleasing to the eye. It has a high-end look and feel with plastic hats for a perfect grip. We hope to offer it to our Spanish and Italian customers in particular. For partners in this region, it should strengthen their market presence and open up new opportunities.



DOM IX TWINTEC®



DOM RS SIRIUS®

HOW DID THE RESEARCH AND ANALYSIS INFORM THE DEVELOPMENT OF THE RS SIRIUS AND IX TWINTEC® LOCKING SYSTEMS?

The development of both cylinders has been backed up by meticulous research. Regional preferences were studied, features were analysed to meet market expectations and competitor audits were carried out. We took the products through a detailed Quality Function Deployment assessment to combine all the customer requirements with the technical features available. Essentials were clarified using

techniques such as the House of Quality and Kano method. The results were different from country to country so we had to study this carefully, and scientific analysis has constantly refined the design of the two systems.

I strongly believe that these products will thrive in the key-cylinder market. They have the potential to win many new customers and build a strong sense of confidence in DOM Security products over time.

WHAT ADVANCES AND DEVELOPMENTS CAN WE EXPECT FROM DOM SECURITY CYLINDERS

TO ENSURE THEY STAY AT THE CUTTING EDGE OF SECURITY IN A CROWDED MARKETPLACE?

As time goes on, DOM Security cylinders will be improved even more. The development of thicker, more eco-efficient doorsto help reduce heat loss is demanding longer cylinders. At the same time, government standards require that cylinders are made with ever safer materials. We will continue to pursue these goals to ensure that DOM Security produces the finest cylinder systems on the market.





Customer story:
Planet Smart City, Turin

Building a smarter city

Real estate developer Planet Smart City incorporates access control technology into its new centre for imaginative urban regeneration.

REVOLUTIONIZING AFFORDABLE HOUSING

Planet Smart City is all about the future. The real estate developer uses innovative ‘proptech’ and ESG planning to empower local communities and build affordable housing for everyone. With projects in Europe, South America and South Asia, the company relies on smart technology to create modern and eco-friendly solutions for urban development.

However, Planet Smart City’s recent acquisition of the Palazzo Stabri as their new headquarters in Turin, Italy, shows that while they are firmly fixed on the future, they also take their inspiration from the past. This beautiful and historic palazzo

office is intended to become a hub promoting digital and sustainable real estate innovation.

The Palazzo Stabri is an elegant early 19th century residence. Its grand staircases, imposing halls and beautiful frescoes are perfect examples of nineteenth-century design. With its wide open spaces and enormous fireplaces, the building looks back to a different but no less innovative era of urban development. This was a time when Turin underwent a major modernisation that transformed the provincial town into a major industrial centre.

At that time, spacious boulevards were established to accommodate the new automobiles, particularly the

distinctive Fiat models being built in Turin. Meanwhile, the city’s rapid population growth necessitated the construction of new neighbourhoods and investment in infrastructure, including new water and sewerage systems.

21ST CENTURY LIVING

Now, in the 21st century, Planet Smart City is continuing the tradition of enriching its real estate with the latest technology. Environmental and cost saving initiatives such as solar lighting bricks, smart irrigation, interconnected pavements and community apps are helping the developers to keep housing affordable and accessible for people from every section of society.



To make their headquarters suitable for a hi-tech business, Planet Smart City looked to DOM to equip the Palazzo Stabri with its DOM ENiQ® access control system. The ENiQ® ecosystem fits well into Planet Smart City's proptech profile, while the product range's sleek aesthetic blends well with the office's palatial detail.

To enhance convenience and flexibility, the ENiQ® MobileKey solution allows users to access different areas of the building using only their smartphones. There is no need to carry access cards or keys, which reduces the risk of loss or theft. Meanwhile, the ENiQ® system's online management software provides real-time access control to ensure safety and security inside the ornate office.

Along with the online ENiQ® software, the system includes 25 ENiQ® Guard digital handles, 2 ENiQ® Pro digital cylinders, 3 AccessManagers, 11 NetManager communication modules, and a total of 30 access points. The system has been designed to allow 250 users access to different areas of the building by using their smartphones via the ENiQ® MobileKey solution.

SEAMLESS INTEGRATION

The ENiQ® access control system is also a cost-effective and scalable

solution for Planet Smart City with potential to work well in Planet Smart City's large real estate developments.

Planet Smart City are pleased with how the DOM ENiQ® ecosystem has provided a high level of security and ease of use for their employees. With the integration of the ENiQ® system into Planet Smart City's digital platform via DOM Connect, the solution opens up a world of possibilities.



DOM ENiQ® RANGE



DOM ENiQ® APP







Customer story:
Ronald McDonald Kinderhilfe, Salzburg

Feeling safe, exploring security in the Kinderhilfe

Photo credits: ©Wildbild

Emotional and physical security combine at Ronald McDonald Kinderhilfe charity in Austria.

A SAFE SPACE

There are few things more important than helping a child recover from a serious illness. This is the mission of the Ronald McDonald Kinderhilfe of Austria. Over the past 36 years, the charity has provided rest for thousands of families in need of temporary accommodation at hospitals where their children received treatment. This includes Houses in Graz, Salzburg and Vienna.

It's not only a kind gesture. When a child is close to family, their recovery is usually a third faster. The Ronald McDonald houses remove the stress of physical and emotional distance. They also help remove the financial burden of constant travel to doctors' appointments.

In keeping with the motto "Nähe hilft" (closeness helps), the Kinderhilfe homes are safe, comfortable spaces for family-centred care. Children can enjoy a normal experience of home-cooked food and play with siblings within the comfort of a private family space. They are designed with purpose, with lots of natural light, green spaces and communal areas that provide room to breathe and a chance to relax. Staff are available around the clock to listen, answer questions and offer emotional support. Crucially, the Ronald McDonald House is right next to the hospital. This ensures secure, immediate access at any time of the day or night.

PHYSICAL SECURITY IS ESSENTIAL

This feeling of peace and security is vital, but it's also about physical security as much as it is emotional. When the Kinderhilfe chose to expand its Salzburg location, it quadrupled the building's capacity to house up to 16 families at the same time. As part of this, over 40 doors had to be fitted with new locks and, having considered the options, it was the ENiQ® digital locking range that was most suitable. Operations Manager Maximilian Steiner explains:

"Choosing the right locking system was very important, especially due to the number of frequently changing guests. With the challenge of keys often not being returned, choosing an erasable key was the right way to go."



Photo credits: ©cap'n brandy

“When a child is close to family, their recovery is usually a third faster.”

The new security system offers superior protection and increased convenience for users. It comprises three types of locks: the ENiQ® Pro digital lock, the ENiQ® ACM key tag reader and writer, and the ix Twido® locking system. The ENiQ® Pro locks and wall readers are ideal for securing sensitive areas of the facility, with a choice of keypad entry or contactless scanning. Features such as automatic door locking and temporary passwords guard against unauthorised entry and provide peace of mind for the Kinderhilfe staff, visitors and residents. Moreover, it is easier to manage or replace the key tags handed out to visitors.

Where physical keys are necessary, the ix Twido® offers traditional key access of the highest standards with enhanced security features and versatility for it to adapt to complex masterkey systems and various applications.



DOM ENIQ® ACM HISEC

SAFEGUARDING THE VULNERABLE

According to Maximilian Steiner, the convenience of the DOM Security fittings has led the Kinderhilfe to decide to install the same security system in each of their houses throughout Austria,

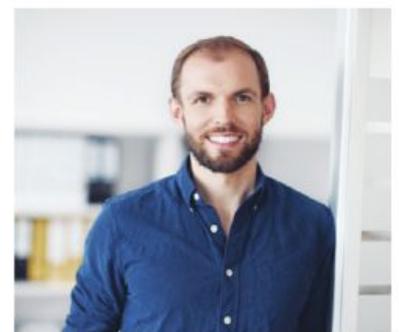
“After DOM presented the product to us and responded to our individual wishes, it quickly became clear that we wanted to equip all our facilities (including existing ones) with this system.”



DOM IX TWIDO®

When it comes to security, nothing is more important than the safeguarding of children. It's a core belief at DOM Security that not only are our possessions valuable, but so are our people: Everyone & everything of value deserves to be kept secure without compromise. These values are vividly demonstrated in such projects as Ronald McDonald Kinderhilfe.

Again, from Maximilian Steiner: “The focus of the Kinderhilfe is on families, their security and safety. With the locking systems from DOM, we have a competent partner who optimally covers the versatile requirements of Kinderhilfe today, as well as in the future. Intuitive operation, flexible expansion options and first-class customer support are the basis and core of our strong cooperation. With DOM locking systems we can secure all Austrian Kinderhilfe locations optimally and sustainably.”



MAXIMILIAN STEINER
Manager



DOM ENIQ® PRO



Photo credits: ©Wildbild

The persons from left to right: Andrea Hofer

(House management) Ronald McDonald, Karin

Schmidt (Executive Board Kinderhilfe)



“We can offer classic or protected key solutions and we can guarantee our locks and ensure their uniqueness.”

Frédéric Tillet - Sale Manager for DOM Ronis



FRÉDÉRIC TILLET
Sales Manager for DOM Ronis

Interview with Frédéric Tillet

Interlocking: Protecting lives with logic

Interlocking technology saves people's lives, but what is it? And how is it connected to the Paris Olympics? DOM-Ronis Sales Manager, Frédéric Tillet, explains.

**TELL US ABOUT YOUR
EXPERIENCE WORKING ON
THE INTERLOCKING RANGE?**

Ronis practically invented trapped key interlocking. The mechanism became so well used that today it is often simply called 'a Ronis lock'. The original company started in 1916 and developed the interlocking

concept to protect people from dangerous machinery.

The innovation was to keep the keys to machines and machine doors in a separate locking mechanism. By taking people through a strict sequence of steps, you can ensure their safety.

For example, if a person wants to enter a hazardous area, they have to stop the machine and put the key in a box or lock. Then they cannot get the key back until they leave the danger zone and lock the door.



Ronis' role is to help its customers understand the logic of interlocking and then recommend products. My role is to look at projects that require more bespoke products or projects where we have to move large volumes of the same product. Interlocking products are often very specific devices designed to protect people. But I'm also working with wholesale partners who can help distribute more standard products from our interlocking range.

SO TO SELL MORE STANDARD PRODUCTS, WE GO THROUGH OUR WHOLESALE NETWORK?

Well, with Interlocking, even 'standard' products are not so standard. We have products with standard shapes and features: isolation locks, exchange locks and access locks. But each time the logical schematics are different. Each time the numbers are different.

This means that each time we work with our customers to define the logic system and the numbers they need.

SO WE ADAPT THE SOLUTION TO EACH CUSTOMER CONFIGURATION. SO IT IS TAILOR-MADE BY DESIGN?

It is tailor-made each time, yes. Some logics can be similar. For example, customers who use high voltage electrical transformers will always use the same scheme but there will be an individual approach each time.

WHAT ABOUT THE VARIOUS APPLICATIONS WE ADDRESS?

We deal with everything related to energy. It's not just industrial power stations; manufacturers also use high voltage power supplies where we provide interlocking services, likewise the railway sector, underground transport and transport in general.

For the nuclear industry we provide interlocking and other product ranges specifically for nuclear power plants. There are now proposals for a new EPR 2 range of nuclear reactors and we hope that Ronis will be able to supply products specifically for this new development.

But basically we work wherever there is energy and electricity!



RONIS ELP DOOR LOCK



RONIS EL BOLT LOCK



DOES THAT MEAN NEW BUSINESS OPPORTUNITIES WITH THE DEVELOPMENT OF NEW ENERGIES?

Yes, with wind power and renewable energy in general, there's a new need for safety. We either work directly with the manufacturers of the wind or tidal turbines, or we work with those who specialise in creating electrical engineering offices - they design systems and will specify our products.

CAN YOU NAME SOME OF THE CUSTOMERS WE WORK WITH?

We've worked with SNCF, Schneider and ABB. Our Ronis interlocking products are present on the new 'Grand Paris' metro line being built for the 2024 Paris Olympics. We were the supplier of choice for Vinci Energies, now part of Omexom.



RONIS ELC EXCHANGE LOCK

We've also been working on a major contract for a project in New Caledonia. In this case, an interlocking system for an offshore power station. The factory was upgrading all its electrical equipment, so they built an offshore barge with all the electrical systems, connected to land by underwater cables.

We work with some very large electrical equipment manufacturers. Some of them only order a few thousand products a year. The New Caledonia order was for just 200 locks but the work is still significant. Winning important projects can lead to repeat business. Once we're recognised by partners such as ABB or Omexom, they specify us to end customers for different types of projects. Securing references from original equipment manufacturers is a worthwhile challenge given the amount of auditing that is involved.

ARE THERE ANY NEW INTERLOCKING PRODUCTS ON THE WAY?

We have recently launched a new solenoid range that combines our mechanical system with an electrical



RONIS SOLENOID LOCK

system. The lock works by delaying and controlling other electrical assets. For example, if a 50,000 volt electrical system is switched off, it will send 'commands' to lower voltage elements below it, and our lock will be able to detect this and allow (or refuse) the release of the mechanical key. This is useful where you have machinery that continues to generate power - you should not be able to use the key until it has stopped completely.

HOW DO YOU SEE THE FUTURE OF INTERLOCKING FOR RONIS AND WHAT ABOUT THE MARKET TRENDS?

We are seeing an increase in requirements for safeguarding people according to their role on site. This is where Interlocking can continue to grow because we offer stronger security procedures.



“With wind power and renewable energy in general, there’s a new need for safety.”

For example, we were asked by Alstom, the railway company, to develop a lock that only releases a key when the train hatch is closed - to prevent people from opening several hatches at once. It’s a mechanical safety solution that doesn’t use electricity, so it’s a departure from the usual interlocking scheme.

There’s also an increase in sites with multiple power sources: in the past, for example, you’d have one big transformer that needed a lock. Now you can have ten wind turbines on one site, so you need one lock per turbine and one lock for the plant at the end.

CAN WE SAY THE RONIS RANGE OF INTERLOCKING PRODUCTS PROVIDE THE HIGHEST SECURITY LEVEL?

Because there is no legal requirement to install an interlocking system, we are able to lead the way with an example of best practice. We can bring our know-how and adapt to the customer’s need, present the logic of our solution and address it with our hardware.

Our products are high quality and there’s added value in the service we bring. We can offer classic or protected key solutions and we can guarantee our locks and ensure their uniqueness. This last point is very

important because you never want to be in a situation where two people have the same key. The whole purpose of interlocking is to protect the individual and prevent these types of mistakes being made.



RONIS STANDARD & HIGH SECURITY KEYS





Customer story:

Hotel San Francesco al Monte, Naples

When technology meets beauty



Set on the slopes of one of Naples' highest hills, the Hotel San Francesco al Monte is one of the most elegant hotels in the Parthenopean city. Here, hospitality and ancient history converge to create an artistically important site that has been preserved with wisdom, care and imagination.

AN ANCIENT HISTORY

As a former monastery overlooking the incredible panorama of the Gulf of Naples, the Hotel San Francesco al Monte holds a very long history. Located between the monk's ancient abodes and the modern spectacle of the city, the hotel offers an unforgettable experience and a fresh perspective of Naples.

The Hotel San Francesco al Monte is the result of a bold project to restore and transform the left wing of the monastery of Santa Lucia al Monte. The monastery dates from the 16th century having expanded from an original single cell dug into the hillside in an isolated area then known simply as "the mountain".

It's thought that the original monk was Friar Augustine Miglionico, of the Order of Friars Minor Conventual, otherwise known as the "Barbanti" for their flowing beards. Over time, the first cell became the Church of Saint Lucia Vergine e Martire, and a more extensive and organised religious building developed alongside the hill.

A UNIQUE PLACE OF BEAUTY

The project to convert the ancient monastery has skillfully protected several fascinating and precious elements of the former construction - including fragments of frescoes, ancient majolica, and decorations - visible in every corner of the hotel.

The building has also preserved a votive chapel that today is one of the most enchanting spots of the entire property.

Moreover, on the top floor of the Hotel stands a roof garden with no equal, especially considering the 360-degree view of the whole city, the Gulf of Naples, Mount Vesuvius, and Capri. The terrace has a roof garden of rare beauty, with walkways and pergolas and where in former times, the monks used to cultivate their vegetable gardens.





CHOOSING THE BEST SECURITY FOR THE BEST VENUE

The Hotel rooms had old mechanical cylinders and no way to improve the system. DOM's contribution, therefore, lay in being able to replace the old cylinders and create a new general master key system (GMK) with a mechanical product supplied through a local professional partner, and which would be, most importantly, durable, certified, and reliable over time.

Ferramenta Tortorella, a DOM Keystone Partner based in Naples, was in charge of establishing the first contact with the Hotel. After a preliminary evaluation of competitors' products, DOM was successfully chosen as the brand the Hotel could rely on. Given the excellent quality, price, and professional approach of the offer, the final decision was for DOM Sigma cylinders, complete with a natural brass finishing.

“The subtle yet hi-tech solution perfectly suited the artistic yet fragile background”





The choice of a bronze colour was inspired by the need to install the cylinders in an antique and artistically unique environment. A natural brass finish was the ideal solution in this respect, as it integrated perfectly into the particular surroundings.

After a technical inspection in 2020, and a break due to the Covid-19 pandemic, the installation was completed in 2022. The work took longer than expected because the old cylinders were now rusted, requiring

the locksmiths to proceed carefully in order to preserve details of high historical and artistic interest.

The final outcome was a great achievement in terms of security and quality. The subtle yet hi-tech solution perfectly suited the artistic yet fragile background, all the while enhancing the hotel's historical heritage. This, together with the care and attention that characterised the installation procedure in such a sensitive

location, was critical to DOM's success - meeting the needs of a setting where knowledge and craft combine in the service of beauty.



DOM RS SIGMA



Customer story:
Ruigrok, Aalsmeer



Open to all – assisting
temporary housing

What happens when smart-security buildings and social benevolence are combined? A new standard of temporary housing with privacy and dignity for all.

PROVIDING DIGNIFIED HOUSING

It can't be easy to be a migrant worker: travelling far from home to work in an unfamiliar country. There's a chance to make money but there's also the risk of exploitation. It's one of the reasons the Dutch temp-agency, Ruigrok, prides itself on its employee services.

Ruigrok is not your average employment agency. It contracts workers, mainly from Poland and Ukraine, to support a range of businesses, particularly the Dutch flower industry. Aware of the vulnerability of its employees, the group offers to help with arranging transport, social security, accommodation and health care.

The group uses a mix of properties to provide accommodation for its workforce. More recently however, Ruigrok has started to build its own apartment blocks, complete with laundry facilities, common rooms, wifi and outdoor spaces. Far from being cramped and overcrowded, the rooms are spacious and well-furnished, each with its own kitchen and bathroom.

For the founder, Peter Ruigrok, decent housing is a basic right: "We want people to feel at home as much as possible, because if the basis is good, people will enjoy going to work and clients can count on motivated employees. That's so important!"

However, with such a transient community, access control has proved to be a real challenge. The group found that they were spending up to €30,000 on keys, largely because residents forgot to return them.

A SOLUTION FOR TRANSIENT COMMUNITIES

Ruigrok already had an accommodation management system in place, so the team looked for an access control solution that could be integrated with their own software. They chose the Tapkey Web API because it complemented their platform and offered the ability to use a keyless access system.



“Whether you are young, old, starter, transferee or international employee. A good and safe place to live is of great importance.”

The result has streamlined the whole process. Having equipped the building with DOM Tapkey digital cylinders, all keys can be automatically provided using Tapkey’s Mobile app or MiFare tag. The employee is registered and assigned a room directly via the planning application. Ruigrok retrieves this information into their middleware platform, and via there they use the Tapkey Web API to grant physical access.



DOM TAPKEY APP

No more handing out keys, chasing people to return keys, changing locks etc. The whole process is fully automated—from creating users, to granting and revoking keys, to deleting users. Not to mention that it’s not just the rooms that employees need access to.

They also require access to the main door, laundry room, common area and much more. With the Tapkey integration, the process of granting and then revoking access is automated, making it much more cost-efficient while also improving everyone’s security.



DOM TAPKEY RANGE

JOINING FORCES

The simplicity of the system lends itself to serving other social needs too. Ruigrok worked closely with local government in Aalsmeer to ensure the migrant hotel can be used for the good of all, including emergency seekers when necessary.

As alderman Robert van Rijn said at the opening of the Aalsmeer Ruigrok

Tower: ‘As the College of Aalsmeer, we believe that everyone should be able to live well in Aalsmeer. Whether you are young, old, starter, transferee or international employee. A good and safe place to live is of great importance. It is also great that we have concluded a covenant with owner Peter Ruigrok so that emergency seekers in Aalsmeer can also be temporarily housed here. With this we join forces. And we can also help our own residents who have housing problems.’

Peter Ruigrok is also positive about the benefits of the housing project: “In our ideal image, we also make this form of housing for other target groups such as starters and the elderly, preferably in combination with migrant workers. Our experience with that combination is good. In an earlier project, we soon saw that the Polish and Ukrainian people were doing the shopping for the elderly in their complex.”





“Our collaboration doesn’t just pave the way for the future of DOM and Tapkey, but also for DOM’s extensive dealer and integrator network and, most importantly, for our shared customers.”

Gregor Zehetner - Co-CEO & Co-Founder



MARKUS MINICHMAYR
CTO & Co-CEO



GREGOR ZEHETNER
Co-CEO & Co-Founder

Interview with Markus Minichmayr and Gregor Zehetner

Keys in the cloud

The synergy between DOM Security and Tapkey offers customers a powerful cloud-based access control solution that combines the convenience of mobile access with secure digital locking. Two of Tapkey's founders, Markus Minichmayr and Gregor Zehetner, reflect on the convergence of the two brands.

WHAT IS TAPKEY AND HOW DOES IT WORK WITH DOM'S OTHER PRODUCTS?

GREGOR: At its core, Tapkey is a cloud-based access control platform that enables physical access to doors,

gates, cars, and other physical entry points via people's smartphone. With Tapkey, users can grant access permissions to other users and remotely control access to physical spaces. It works with a range of

compatible locking devices for different types of access scenarios, including digital locks, mortice locks as well as furniture locks and carsharing boxes.



From left to right: **MARKUS MINICHMAYR**, CTO & Co-CEO and **GREGOR ZEHETNER**, Co-CEO & Co-Founder

The Tapkey Connect Platform is designed as an open platform with flexible integration capabilities. It can either be used as a ready-to-use solution (e.g., the Tapkey App), or our Mobile SDK and Web API can be integrated into different solution provider's apps and platforms (like 'anny' or 'Storeganise'). An example for the latter being the integration with DOM products — enriching DOM locks with smart access. These Tapkey-enabled smart locks, combined with either the Tapkey App or partner solutions, can be used to manage access to offices, rental properties, storage units, and other types of spaces. Of course, it can also be used by individuals to manage access to their own homes or other personal spaces.

MARKUS: Tapkey's access control system being cloud-based means that it is hosted on Tapkey's servers

running in remote data centres instead of on-premise components. This approach offers several benefits to customers, such as easy installation and maintenance, as they do not have to invest in or maintain physical infrastructure for storing and managing access permissions, such as databases, server software, or appliances. Moreover, Tapkey's servers are located in data centres that follow the highest security standards, and our expert engineers manage and maintain them, ensuring optimal security, performance and reliability.

In contrast, on-premise solutions require customers to invest in physical infrastructure, perform updates and backups, and maintain physical and digital security measures. These can be costly, time-consuming, and error-prone. By hosting all the components in the cloud, Tapkey eliminates these concerns, offering a

hassle-free, scalable solution for customers to manage an access control system of any size.

HOW DOES THIS PARTNERSHIP HELP MEET MARKET DEMANDS?

GREGOR: There is a growing demand for access control solutions that are easy to use, scalable, and highly secure. Mobile technology and cloud-based platforms are becoming increasingly popular for managing access to physical spaces, as they offer greater flexibility, control, and convenience compared to traditional access control systems. The partnership between Tapkey and DOM Security provides exactly that. A range of powerful access control solutions that combine the convenience and flexibility of mobile access with secure digital locks — addressing the market needs of target groups from small to large sized customers as well as integrators.

HOW DID TAPKEY AND DOM FIRST DEVELOP A RELATIONSHIP?

MARKUS: In 2016, Tapkey embarked on a search for a strong partner to launch a full range of compatible electronic locking devices that could be integrated with the Tapkey App. Our search led us to DOM Security, a leading European provider of electronic locking systems with an extensive range of devices and a wide-reaching dealer network. Similarly, DOM recognized cloud-based access control as the future of the industry and was searching for a solution like Tapkey.

After initial discussions, we collaborated to develop an integration between Tapkey's cloud-based platform and DOM Security's digital locks. The primary goal was to create a seamless customer experience that would enable users to manage access to

physical spaces easily, directly from their smartphones. By working together, we were able to create a solution that combined the strengths of both companies and offered customers an easy and secure way to control access to their spaces.

Since then, the partnership between Tapkey and DOM Security has continuously led to new offerings for cloud-affiliated customers as well as for the on-premise solution market. And finally, as of October 2022, DOM Security became an official part of Tapkey by joining as a majority shareholder.

WHAT MAKES THE PARTNERSHIP BETWEEN DOM AND TAPKEY A GOOD ONE?

GREGOR: DOM Security and Tapkey are both leaders in their respective fields, with DOM specializing in digital access hardware and Tapkey in

cloud-based access control solutions. By leveraging the strengths of both companies, we were able to usher in a new era of cloud-based access control, offering products that are unparalleled in terms of simplicity, security, and quality. Our collaboration doesn't just pave the way for the future of DOM and Tapkey, but also for DOM's extensive dealer network and, most importantly, for our shared customers and integrators.

WHAT PROJECTS ARE DOM AND TAPKEY WORKING ON TOGETHER?

MARKUS: We have collaborated on a number of projects, ranging from the integration of our respective technologies to the development of new access control solutions. Currently, the main focus lies on making our solution the best choice for certain high volume verticals. A few examples of our joint initiatives — from the past as well as the future:



Tapkey and DOM Security are both members of the OSS Association, which is a non-profit organisation that promotes open standards in the security industry. As part of this initiative, we have worked to develop open standards for mobile-based access control solutions, with the goal of promoting interoperability between different vendors' systems and products. Only last year Tapkey, together with DOM and the connection-technology firm phg, presented a showcase of the upcoming OSS-MA Standard. This was the first time the upcoming OSS Mobile Access Standard was showcased, involving different vendors' solutions, as well as the combination with the traditional, card-based OSS Standard Offline technology.

Furthermore, we are currently working on extending our functional

capabilities to serve multi-tenant buildings in the Tapkey App as well as connecting the Tapkey App with leading cloud platforms for coworking, hospitality, tenant experience and more. We are really excited about this, as it will bring a lot of added-value to larger scale customers and those who recognise the need to automate their business processes.

Other topics involve the development of new devices and services that will make it even more attractive for large customers to migrate to the cloud while continuing to support the classical access schemes they already have in place, including different kinds of RFID transponders.

WHAT GOALS DO TAPKEY AND DOM HOPE TO ACHIEVE TOGETHER IN THE NEAR FUTURE?

GREGOR: One of the major goals is to significantly gain market share in

the security integrator sector. There is rapidly growing demand for mobile keys, cloud-based technology, support for standards like OSS-SO and OSS-MA, and integration capabilities. Combining all these aspects into an easy-to-integrate package is key to continuously strengthening our highly competitive position in the security integrator market and beyond.

Another objective that we are working on is to broaden our range of cloud-based solutions. By doing so, we aim to digitally transform certain verticals such as multi-tenant buildings with easy-to-use access control. This will make it easier for property managers to provide secure access to their buildings, while also streamlining operations and improving the overall tenant experience.



OPTICAL



1



Customer story:
The Nunnery, Isle of Man



An ancient cloister is brought up to date with the installation of smart access control cylinders.

A REFUGE FOR PRAYER AND STUDY

In the middle of the Irish Sea is an ancient land known as the Isle of Man. Just outside the island capital of Douglas is an ancient Manx estate which is now being restored to its former glory, thanks to a partnership between education and business.

Known to locals simply as 'The Nunnery', it is one of the Isle of Man's most historic establishments and is now equipped with an extensive and versatile range of beautiful purpose designed suites. Currently host to the University College Isle of Man's higher education programme, it also serves as a venue for corporate or private hire functions with its fairy-tale setting and hospitality to match.

The legendary date for the founding of The Nunnery is the 6th Century. It is said to have been established by St Bridget of Kildare, who became the first Abbess. Within The Nunnery, the Cistercian order of nuns would have had a secluded cloister, a place of for spiritual reflection away from unwanted visitors and the hustle and bustle of everyday life. Even then, the security of the premises would have been of great importance, with solid walls surrounding the cloister and an imposing gate.

Today, the Nunnery is more open to visitors. Its quiet charm and beauty provide the perfect setting for academic study or special occasions and, while guests are welcomed to explore and appreciate what remains of this remarkable site, the importance of access control still applies.

THE MODERN ESTATE

The modern Nunnery Estate comprises of the ancient Chapel, various lodgings and a distinguished Mansion House which sits in the heart of the estate. While only fragments of the original chapel remain, the mansion dates back to 1823 and now takes centre stage amongst formal gardens, surrounded by landscaped parkland.

As a central hub for start-up businesses and education, the estate required a more modern access control system to ensure that the facility is protected from unauthorised access. The Nunnery is therefore in the process of introducing an automated system that will allow secure access to the buildings, while providing an efficient means of managing bookings.





SMARTER IN EVERY WAY

The estate management tasked local craftsmen MC Locksmith Services with providing a high quality, simple access control system that wouldn't compromise the aesthetics of the historic building.

They opted to use DOM Tapkey Pro digital cylinders as they are low-maintenance, come in a range of sizes and are presented in deluxe finishes such as stainless steel or brass. The smart cylinders also feature a long battery life, a revolutionary clutch mechanism and are easy to set up and install.



DOM TAPKEY PRO

In the same way, the Tapkey App is easy to set up and operate and will activate Tapkey devices via NFC (Near Field Communication) or Bluetooth on a smartphone. Because the Tapkey App is simple to download and provides time-restricted access rights to users, it works well with the Nunnery's wide range of clientele.

The installation shows how security need not be compromised when protecting a historic site. Modern access control can be fitted to historic properties without detracting from their beauty. Thanks to the Tapkey Pro's low-maintenance and aesthetically pleasing cylinders, the Nunnery can throw open its doors to visitors and remain secure for generations to come.



DOM TAPKEY APP





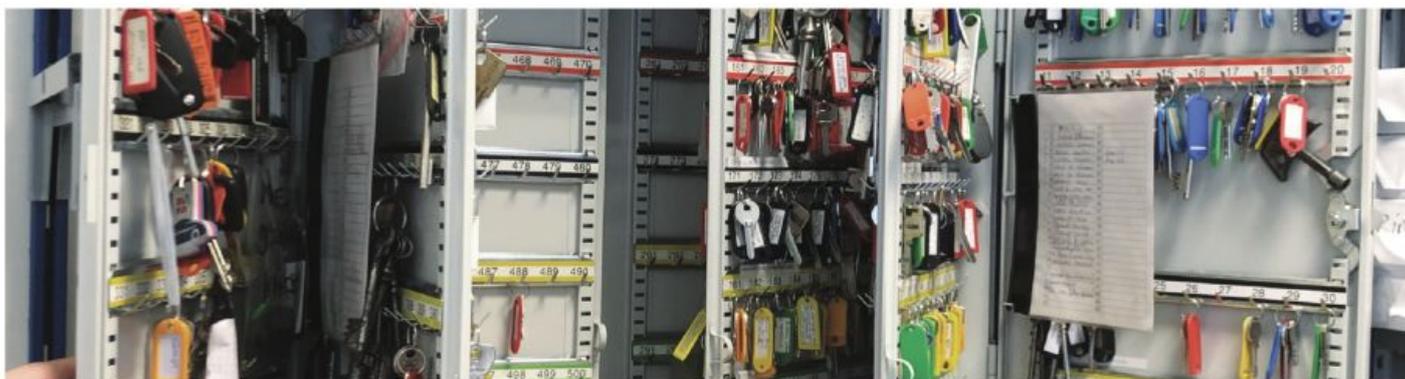
“Modern access control can be fitted to historic properties without detracting from their beauty.”

Customer story:
Igoville, Normandy

Igoville: Key management made simple

With its comprehensive access control solution, Dény Security were able to answer all of the French town's door security issues





Located in the Seine Valley in France, the town of Igoville provides its 1800 inhabitants with numerous buildings (town hall, school complex, library, assembly room, creche, etc.) regularly used by various local services, suppliers and civic associations. These are all municipal facilities that need to be secured and for which the management of keys can quickly become a real headache. A challenge that Natalie Breemeersch, elected mayor of the town in June 2020, and her municipal team soon discovered.

To remedy the situation, the local authority called on the expertise of Dény Security, which, in addition to assisting with the design of their master key system, offered them a hybrid solution combining mechanical and electronic access control.

SIMPLIFIED KEY MANAGEMENT AND INCREASED SECURITY.

Like all municipalities, Igoville has several buildings with main external access points and internal rooms that were locked in the usual way. This multiplied the number of keys that had to be maintained. Although lost or unreturned keys were a security issue, the main difficulty was often in identifying the right key for the right

door, despite the existence of a dedicated cabinet with a numbering system. Furthermore, as mayor of Igoville, Nathalie Breemeersch was also responsible for drawing up the town's statutory emergency response plan (Le plan communal de sauvegarde (PCS)) and had to be able to access any room immediately at any time.

For a year, the municipal team searched hard to find an answer: "A universal key that opens everything, almost magical," explains the mayor with a smile.

After consulting several companies, Dény Security was soon the clear choice. In addition to offering the complete package, from access control to management software, it was the quality of support they provided that finally convinced them. Dény helped define the design specifications and master key system, so that an entire solution was created to meet Igoville's precise needs.

As part of their service, Dény also supplied decorative hardware to replace the historic locks of the Igoville town hall, a beautiful château built in the 18th century. These fittings (pictured left) were created by Maison Fontaine,

a Dény subsidiary renowned for over 300 years of decorative locksmithing.

CONTROLLING THE PERIMETER OF BUILDINGS WITH AUTONOMOUS ACCESS CONTROL

In order to protect access to municipal buildings, Optimal Lock Mifare® electronic cylinders have been installed on the main external entrances and linked to Dény's Logyca access control software. Thanks to this, the key management team, consisting of three people from the town hall, can freely issue badges to authorised persons for entry/exit at set times. In the event of a problem, they can quickly deactivate them and check the event history.



DÉNY OPTIMAL LOCK MIFARE®

Another advantage of this solution for the town has been the speed and simplicity in replacing the old locks. The new locks are totally self-contained and, because they are battery-powered, do not require any cabling to be run to the door.



From left to right: MR GONZALES, Councillor responsible for works, MRS BREEMEERSCH, Mayor of Igoville and ANTOINE DOUVILLE, Deputy Managing Director for Dény Security.



This convenience enabled significant cost savings during installation.

SECURING THE MECHANICAL LOCKS

Not all doors in municipal buildings require electronic access control. For this reason, Dény Security recommended that Igoville council install the SATYX Twin® mechanical cylinder which, in addition to the heightened security of 24 different coding elements, has two special features:



DÉNY SATYX TWIN®

First, the SATYX Twin® has a patented reversible key with stamped recesses, which considerably reduces the risks of illegal copying - reproduction is subject to prior validation by the team in charge of key management, then carried out solely by Dény Security. Another advantage is that by simply adding a Clip Tag transponder to the Mayor's key ring, just three Master keys can lock and unlock all locks, whether mechanical or electronic. This was a real revolution for Natalie Breemeersch, who previously had to "carry around a bunch of keys worthy of Passe-Partout".

Second, it has a two-in-one function which, in the event of loss or theft of the Master key or a single key, offers the possibility of ordering a second set of all the keys to re-encode the

cylinders without changing them, and thus deactivates the lost key at the same time.

Dény Security supported the municipal team throughout the design of the mechanical master key system. They helped define exactly who can enter, where, when and with which key, as well as to determine the number of keys required. In addition, the team now uses Dény's Logiclés software to check online the latest version of the system, the history of orders and, above all, to easily manage all sets of keys. No more chasing unreturned keys for example. From now on, each person who receives a key is registered. If the key is not returned on the scheduled date, an alert is automatically sent by e-mail or SMS.





“The MCM brand is very well known and respected for the quality of our products and also our high service level.”

Interview with Santiago Rodríguez



SANTIAGO RODRÍGUEZ
General manager

Moving in lockstep: MCM & UCCEM unite

Santiago Rodríguez discusses the challenges and triumphs of merging two companies in today's market.

TELL US A BIT ABOUT YOURSELF AND DOM-MCM:

My name is Santiago Rodríguez, I am 54 years old, and I live in Eibar.

After studying economics, I began working in an automotive industry company with three plants across Europe, eventually rising to the position of Deputy General Manager. I continued to study in business at the same time because there's always

room for advancement. I joined MCM in 2009, when the Spanish economy was in serious decline; the deep crisis in our sector lasted until 2013. In 2015, after a period of negotiation, MCM was acquired by the DOM Security.

DOM-MCM specialises in the manufacture of entry and medium-level cylinders, with complementary services like masterkey systems, and a wide

range of locks. We have a selection of locks primarily for wooden doors, but also for PVC and aluminium doors. We're particularly strong in multi-point locks but we also make mortise, knob and rim locks. We produce door closers and panic devices, and also manufacture and commercialise electronic devices for access control and hospitality.



WHAT LED TO THE MERGER WITH UCEM?

Both UCEM and MCM have a history in Spain. UCEM was actually the first lock company in Spain, founded in Mondragón, and MCM was also set up in Mondragón in 1932 by people who came from UCEM. Telesco, our third brand, had its own legacy in Barcelona.

UCEM was the first to join DOM Security in 2011 and then, in 2013, Telesco integrated into UCEM and relocated from Barcelona. Meanwhile, back in 1968, MCM had moved down to nearby Vitoria-Gasteiz where logistics were easier. So, when MCM joined DOM in 2015, the decision was made to move UCEM to the same facilities in Vitoria too.

For some time we had two companies in the same factory led by one management and sales team. However, we'd been operating as two cultures, with two different VATs, two different invoices and two different ERP systems. Finally, in 2021,

we united our systems and were able to start operating as one company and that has simplified things quite a lot.

However, the process of a merger does not finish in one year. For example, we've got one range of locks by MCM and another from UCEM and some of them are quite similar, so now we have the job of unifying the models and components in order to work more efficiently. The Spanish market is familiar with all our historic brands so we have to take this next phase of unification carefully.

The merger has been very helpful because it is much more effective

to monitor one company. For our customers it is also much easier to contact one company with one order management system and one portfolio with a full range of solutions.

WHAT IS THE MARKET LIKE FOR SECURITY LOCKS IN SPAIN?

It depends on the market segment. As with everywhere, there is a lot of competition but we see that there are possibilities to grow with our mechanical products, mainly with wooden door manufacturers and locksmiths, and there's also a large market for access control solutions.





DOM and MCM are very well known and respected for the quality of our products and also our high service level, but this is mainly for mechanical products. Thanks to DOM Security, we are able to provide a wider range of solutions in Spain and Portugal.

We're also developing a market for DOM's higher grade cylinders, which complement our current range really well. We're looking forward to introducing new cylinders like the Twintec to locksmiths in Spain and we hope that more professionals will join our Keystone membership.

We also want to position the DOM-MCM brand as a provider not only of mechanical solutions but also of electronic access control solutions. These products cover a wide range of solutions, and the market for access control is not so mature here, the margins are bigger and we believe there's room to grow. We have recently completed some worthwhile projects in this area.

AND NOW YOU'RE INVESTING IN NEW MACHINERY AS WELL?

Some of the machinery we inherited needed updating, so in 2021 we started investing about €3 million in new manufacturing equipment mainly for cylinders: a new transfer machine, a new turning machine, a semi-automatic masterkey systems assembly machine and a new final assembly machine.

The new hardware will allow us to manufacture more technically complex cylinders and offer additional services like a fast service for master keys. We will increase our production capacity considerably and will be able to reduce our production cycles and consequently the costs too. This will improve our competitiveness and service level, which hopefully leads to more profitability.

YOU MADE THE INVESTMENT DURING THE PANDEMIC, AND NOW INFLATION IS ON THE RISE. DOES THIS MAKE BUSINESS DIFFICULT?

Life has its surprises. The last few years have been exciting. You have to be optimistic and believe that things will improve. Relocating the UCEM factory

was no small undertaking, but we did it. Now, by integrating two cultures, we're creating a more agile environment for our business. Through it all, we've learnt to anticipate potential challenges and started to work as one team.

Of course, economic winds of change can have an impact on business, but we're not alone and we're learning to adapt. At the moment, the market in Spain is behaving more normally, so it's a good opportunity for us to develop and grow.

WHAT IS YOUR AMBITION FOR ACCESS CONTROL?

We need to transform the market perception of DOM-MCM from a producer of mechanical products to a provider of global entry solutions, including Access Control. The DOM ENiQ® range in particular is very comprehensive and the quality is very good. We think there is room to grow here.

Now that we've completed the merger, we can dedicate more to research and development, promoting our solutions and improving our service.





*“This lock provides security
and fire safety for commercial
and public buildings.”*

The EML: Passing through the fire

An ideal solution for securing sensitive areas, the EML electromechanical lock is compatible with any electronic access control system and recently passed its EI2 30 fire resistance test.



SENSITIVE SECURITY REQUIRES DEEPER AWARENESS

Investing in a building's security is rightly seen as securing the safety and success of its occupants and assets.

This is normally perceived in terms of keeping the wrong people out, however, some buildings house particularly fragile or sensitive materials, like hospital pharmacies,

museums, laboratories or server rooms, which require special protection against dangerous levels of contaminants or disruption.



While it's important to keep such valuable resources safe from unauthorized access, it's equally crucial to ensure that workers can quickly access and exit the space swiftly when required.

And, particularly in emergency situations such as a fire, a room must never be so secure that it is impossible for people to escape. This is why sensitive buildings or environments require a range of security measures, including access control, surveillance, cybersecurity, environmental monitoring, and fire prevention.

EML'S BAPTISM OF FIRE

As part of its access control range, DOM Security has developed an electromechanical lock, the EML Emergency Mortise Lock, to meet the standards for lever handles and push pads on emergency exits as defined by EN 179 and the requirements of EN 1125 for panic exit devices operated by a horizontal bar.

This lock provides security and fire safety for commercial and public buildings, making it an ideal solution for ensuring optimal security, especially in busy areas.

The EML is compatible with any type of electronic access control while providing a solution to the dual need for automatic locking and free exit. As a result, the EML can be used in situations where handle-controlled unlocking needs to be combined with mechanical security requirements.

The electromechanical lock has also recently passed the EI2 30 fire resistance test for metal doors, with further certification on the way. The assessment, carried out by Efectis, tested both sides of the door block and found the lock to be highly resilient. Already certified to EN 14846 for its strength, security, durability and function, this classification, together with EN 179, is now

updated with the results of this new level of fire resistance.

RELIABLE AND ADAPTABLE

Equipped with a 70 and 72mm axis and a 50, 55, 60 and 65mm centre distance, the EML adapts to all types of wood and metal doors. It is easy to install and designed to be intuitively reversible to fit right or left hand doors. Only the external handle is electronically controlled. Mechanical opening via the cylinder is always possible. The main parameter to set is whether the lock should open or close in the event of a power failure.

With automatic locking, the unit is fitted with a counter-bolt that automatically activates the deadbolt when the door is closed, preventing retraction of the ½ turn bolt. This provides an additional level of security by locking automatically when



the door is closed, therefore making any forced opening more difficult.

The EML lock connector allows remote monitoring of activity on the lock components with microswitches providing a link to a building management system. A manager or security agency can remotely monitor any action on the door: Deadbolt extended or retracted, counter-bolt retracted, handle or cylinder actuated,

sabotage of a function if one of the power cables is cut, door closed - all data is collected.

As a dual voltage electromechanical device, the EML is compatible with all types of autonomous electronic access control systems such as badge readers, code keypads, and biometrics. In accordance with EN 14846, the EML can withstand up to 200,000 open/close cycles, proving to be a

reliable and robust safety device throughout its service life.

Overall, the EML lock is a reliable and efficient way to secure sensitive areas and ensure the safety of people and property. It's available in a mechanical-only version and a pre-install model for temporary installation on construction sites prior to the final installation.



DOM EML LOCK

A woman with her hair in a bun, wearing a white lab coat, stands in a doorway. She is holding a black bag and a smartphone. The background shows a modern interior with glass and metal elements.

We have developed a product line that holds its own in all respects when compared to competing products

István Balogh - Consultant Engineer



ISTVÁN BALOGH
Consultant Engineer

Interview with István Balogh

The MultiModul: Coupling ideas with ambition

Newly launched in 2023, the MultiModul is DOM's potential silver bullet for every multi-point lock frustration.

The lock's modular design results in a range that is more ergonomic, cost-effective and eco-friendly.



MM TECHNOLOGY, Development team

ISTVÁN, PLEASE INTRODUCE YOURSELF!

The intertwining of DOM Security and my career began almost three years ago, when I applied for the position of Consultant Engineer/ Sales Representative. Even though I consider myself to be rational-minded, my emotions did influence my decision. I might come from the other side of the country but I have a strong connection to Sopron, DOM's base in Hungary. I studied wood industry engineering here.

At a young age, I was captivated by the beauty of woodworking and later became a plant manager for a window and door manufacturer. I continued to use my knowledge of wood industry technology working in sales, and I am still in the fortunate position of now being able to combine that theoretical knowledge, creativity and business experience.

WHERE DID THE IDEA FOR MODULAR MULTI-POINT LOCKS COME FROM?

When I arrived, the range of multipoint locks available was not wide enough for DOM Elzett's sales to thrive. The market for multi-point entrance

door locks is intensely competitive. To counter this, we could reduce the price; but that response is fragile: someone can always introduce a cheaper product. The other option is to offer a solution that covers almost every need: which is the MultiModul.

In this case, the MM multi-point lock can be made to be different lengths, with adaptive locks and bars without the need for extensions.

We have developed a product line that holds its own in all respects when compared to competing products, even surpassing them in several technical parameters. By carefully exploiting the benefits of modularity - broad configurability and practical sales logistics - we can give all participants involved in the process (DOM, locksmiths, lock dealers, door manufacturers) a competitive advantage

THE DEVELOPMENT OF A PRODUCT LINE OF SUCH COMPLEXITY USUALLY TAKES LONGER, OFTEN SEVERAL YEARS. WHAT WAS THE SECRET TO GETTING FROM THE CONCEPT TO A TANGIBLE RESULT SO QUICKLY?

The professional knowledge, opinions and support of our managers and sales team was fundamental for the formulation of the business and our marketing goals. Every aspect was evaluated as we brought the product to market.

As part of the conception process, we took into account the outcomes of our decades-long well-proven developments, our existing tools, and technological capabilities. We made only minimal changes to the components appearing in our new products (lock, side lock, secondary lock structures, traditional and mushroom head rollers) and the technologies and working methods used during production. This is reflected not only in the short turnaround time, but also in the low level of costs incurred.

We estimated the value of every colleagues' input: developers, technologists, toolmakers, etc. and analysed their achievements so far. With everyone working on this together, we were able to use these findings to reach the final phase of implementation.



DOM MULTIMODUL

WITH MODULAR, COMBINABLE ELEMENTS, LIKE LEGO OR IKEA, THE ADVANTAGE IS FLEXIBILITY. WHAT ADDITIONAL BENEFITS DOES THIS SOLUTION PROVIDE FOR OUR USERS?

The modular structure of the MultiModul range allows the user to choose several different types of locks (handle-operated, key-operated, roller latch lock) at various backset distances when configuring the complete locking mechanism, or replacing it with another type, even after installation.

In addition, the new product has significant energy efficiency. The entrance door structure guarantees an extraordinary air tightness and this is important for both the door manufacturer and the end user. Here, the multi-point locking mechanism provides clamping pressure for easy handling - regardless of the security level - and the rollers will still freely rotate.

The product is unique on the current lock market in that, even with the appropriate selection and installation of its modular elements, the extreme locking points (in the case of a lock joint height between 1680-2580 mm) are always located within a distance of 200 mm from the corner. This ensures air-tightness and increases the security of the door.

When designing the product, we couldn't ignore the burglary safety aspects. This purpose is served by the self-adjusting safety rollers with mushroom heads and the various (pin, hook) additional safety locks

and secondary deadbolt lock. The additional locking points are always located next to a locking roller, so they do not have to apply clamping pressure when closing, and as a result, the locking mechanism is not subjected to additional load through them.

Last but not least, the new, modular design reduces service costs incurred during the life of the product and the resulting ecological burden by making it possible to replace individual parts in the event of a breakdown. In addition to the uniform raster designs recommended for industrial use, we offer a wide range of traditional and generic elements for users and service providers, and these are interchangeable with the most common, already used multi-point locks, targeting the retrofit market.

ARE THE ABOVE POSITIVES CONFIRMED BY CUSTOMER FEEDBACK SO FAR?

Our partners, who are not interested in selling cheap bulk goods, but primarily consider the quality of the product and the solutions offered with it, have confirmed our preliminary expectations and look forward to our successfully bringing the product line to market.

THANK YOU FOR THE INTERVIEW. I WISH YOU MORE STRENGTH, HEALTH AND INSPIRED IDEAS FOR YOUR WORK.

Thank you for the opportunity to cooperate, to introduce myself, and to present the results of the development.

Customer story:
Aarau, Aargau

City of Aarau:
Where old-time charm
meets aspiration

Two worlds collide in Switzerland’s picturesque town of Aarau as it introduces a future-proof locking system for maximum security and efficiency.

A BLEND OF TRADITION AND INNOVATION

Aarau is a beautiful town in north Switzerland, nestled by the river Aare amidst the Jura mountains. Situated midway between the larger cities of Zürich, Lucerne, Basel and Bern, it’s an ideal location for businesses and entrepreneurs. The inspirational views unite with an historical reputation for educational enlightenment and revolutionary spirit. Traditional trades such as the manufacture of mathematical instruments now sit alongside a growing number of high tech companies.

It is this rare combination of heritage and progression that makes Aarau so fascinating. As you walk down old passageways, look up and you will see the town’s famous decorated gables – even Aarau’s historic streets and

buildings conspire to combine old-time charm with aspiration. Public buildings, such as the town hall, continue to be a symbol of strength, while the municipality’s school buildings are often a mix of historical prestige and modernisation.

HIGH SECURITY AND EFFICIENT ACCESS

The public use of these buildings is high, with more than 3000 daily visits to various sites, ranging from the city library and school to the fire department. The town of Aarau is dedicated to providing a safe and secure environment for its citizens.

To this end, they have recently undertaken an initiative to update their access control systems in public buildings throughout the area.

After an extensive evaluation process including cost, technical competence

and product lifecycle, the town council’s Head of Public Buildings Operation and Maintenance, Pascal Müller, decided in favour of the DOM ENiQ® system: a digital locking solution which offers a future-proof system with complete control for both physical and digital security.

The initial rollout began in 2020 with a target to complete the installation of the entire system within six years. The community hired Pasinelli AG as a specialist electrical planner and Mauch Controls GmbH as an expert for the installation of locks.

Both were familiar with DOM’s range of first-class locking systems - the ENiQ® Pro digital cylinders (in Swiss round and European profiles), ENiQ® Guard digital handles, LoQ® furniture locks and the ACM transponder tag readers and writers.



City of Aarau



City of Aarau

By the beginning of 2022, there were approximately 800 devices installed with 3,000 tags set up and ready for use. The combination of ENIQ® cylinders, access control terminals and locks have allowed the town to guarantee high security while maintaining efficient access control. The system features a centralized administration platform with cloud-based technology, allowing for remote maintenance and updates. This was especially important during the COVID-19 pandemic, when visits to public buildings had to be limited due to social distancing measures.

INTERCONNECTIVITY

The solution met all the town community requirements. For example, the ability to create locking schedules offered additional security, while the high level of flexibility afforded by the ENIQ® system allows additional locking plans to be introduced at the highest standard.

Combined with the GLS building management system, the locking system is connected to other security platforms, such as intruder alarms and a time registration system.

This seamless connection provides greater security and makes it easier to use each system. Management and programming can be achieved by either inserting a data card into a slot or via an online platform.

Pascal Müller, was impressed by the overall result. “The combination between offline and online devices and the integration into the building management system is a of very high standard.”



PASCAL MÜLLER
Head of Public Buildings Operation and Maintenance



DOM ENIQ® RANGE



DOM ENIQ® APP



During the process of installing the new access control, there were some challenges to overcome. Andi Jurt, Access Control Project Manager, observed that, “Continual usage of the properties had to be managed safely and the pandemic inevitably caused some logistical issues. But despite these complex challenges, our shared partnership of knowledge and expertise has kept the project on track”.

The current plan is to continue adding ENiQ® devices to buildings where possible, with the capacity to increase to about 3000 devices in the near future.

Managing complex sites, such as office buildings or schools, can be a daunting process. Fortunately, the work in Aarau town has shown how multiple online and offline devices can be integrated into

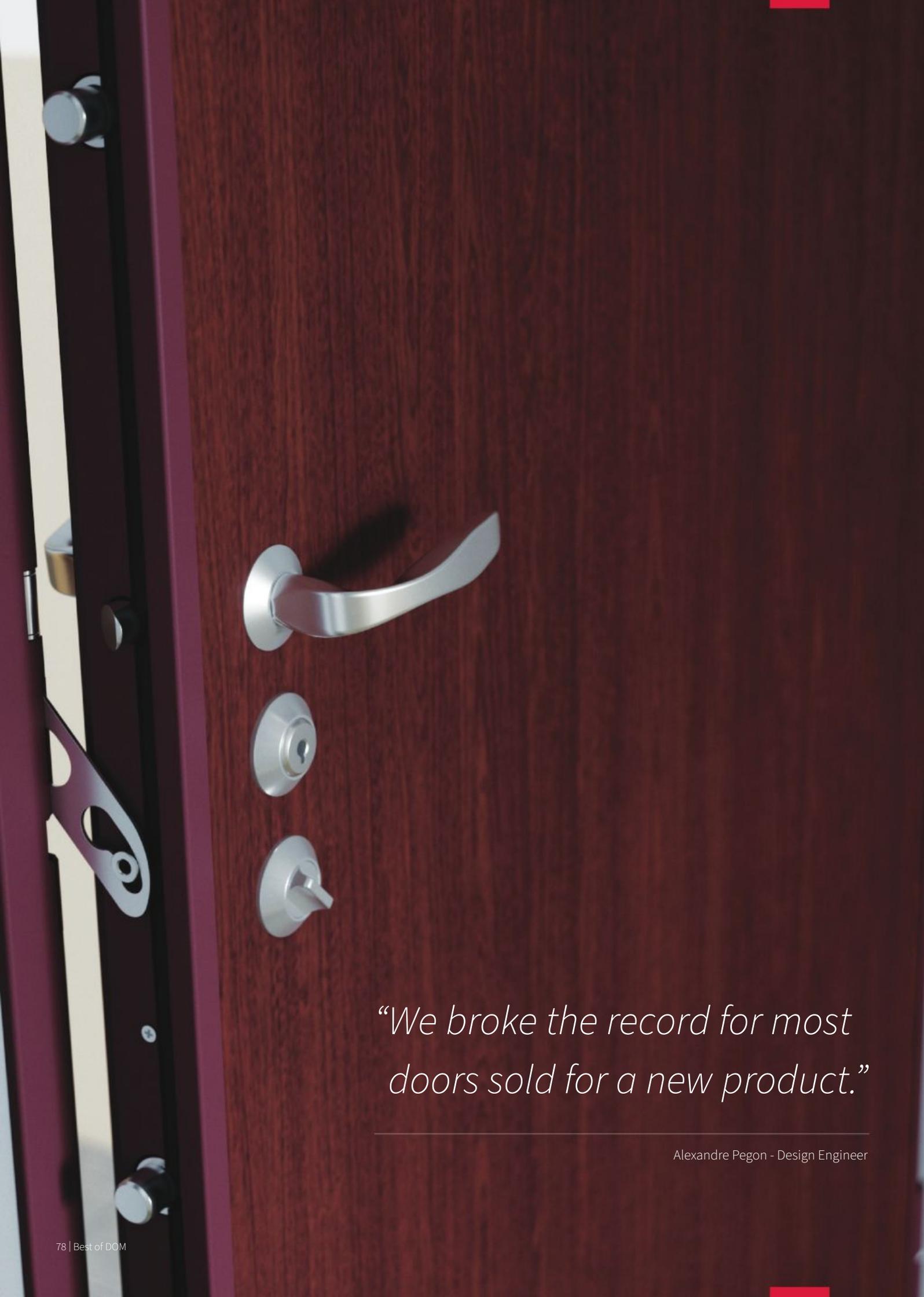
building management systems. By taking a proactive approach to implementing effective access management over large areas, organisations can better ensure a safe and effective system that will last for years.



ANDI JURT
Access Control Project Manager



City of Aarau



“We broke the record for most doors sold for a new product.”

Alexandre Pegon - Design Engineer



ALEXANDRE PEGON
Design Engineer

Interview with Alexandre Pegon

Next level security – the Diamant 10 door

Picard Serrures, a leading manufacturer in the French high security lock industry, created its first security door in 2007. Since then, the company has continued to develop its range of security doors year on year. We spoke to design engineer, Alexandre Pegon, about the company's best-selling armoured door, the Diamant 10, and its groundbreaking design.



ALEXANDRE, HOW DID YOU COME TO WORK ON THE DIAMANT 10?

When I joined Picard 12 years ago, we were already developing a reputation for security doors. There was a growing demand for stronger doors to meet new building legislation and public safety concerns. The challenge was to develop a solution that could successfully meet the various standards and certifications, while keeping production costs under control.

CAN YOU TELL US HOW PICARD APPROACHED THE SOLUTION TO CREATE THE DIAMANT 10?

The Diamant 10 is an A2P BP1 certified armoured door and its unique design allows it to achieve high performance levels in terms of acoustic (-42 dB of attenuation), thermal (Ud 1.3) and fire (EI230) standards. At 82mm thick, the Diamant 10 is a powerful sound barrier. It is also supplied with unique keys that come with a numbered owner card to ensure secure key copying. A single turn of the key engages 5 locking points around

the door. Our closest competitor's product is inferior to the Diamant 10 in every way.

But, we also wanted to create a versatile door that is accessible to all, and its flat design makes it easy and quick to install. We also offer customisation options for customers to choose the colour or decorative panel according to their preferences. The door is made entirely to measure in our factory and we have a short lead time which is approximately fifteen days from the customer's order to delivery.

HOW HAS THE DIAMANT 10 IMPACTED THE MARKET?

Since its launch in 2022, the Diamant 10 has become Picard's best-selling product and, in its first year on the market, we broke the record for most doors sold for a new product, with 250% of the target achieved.

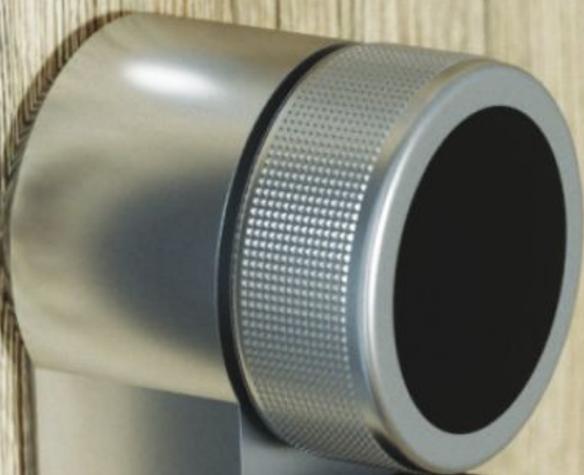
To launch the Diamant 10, we used a series of teaser videos with an offbeat tone, featuring a 'criminal' professor

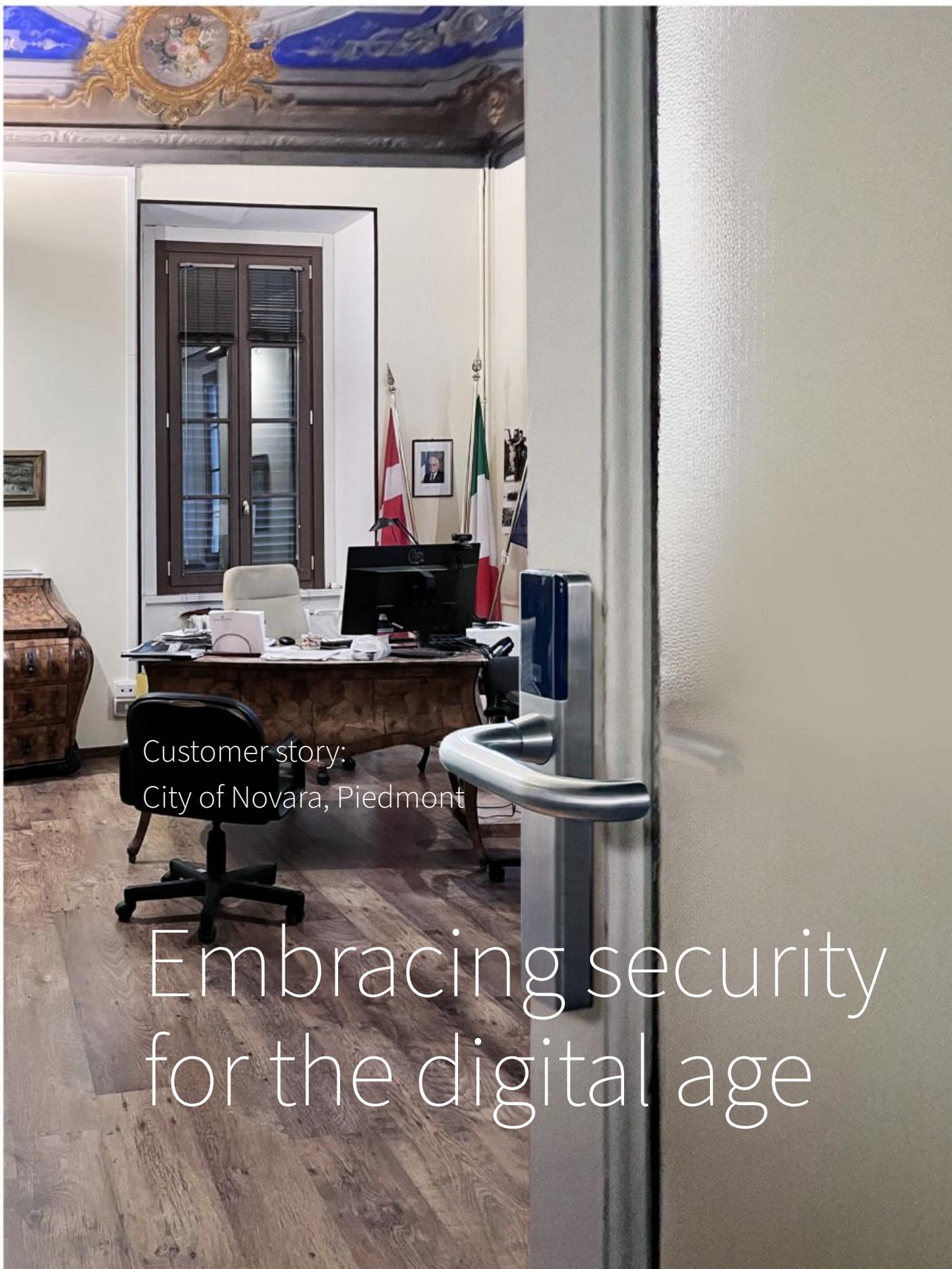
baffled by the impregnability of the Diamant 10. The video was ideal for sharing online or displaying in our installers' showrooms.

WHAT IS THE BIG PICTURE FOR PICARD AND HOW DOES THE DIAMANT 10 FIT INTO THE COMPANY'S FUTURE PLANS?

The Diamant 10 is the spearhead of our door range. In February 2023, we launched a new version of the Diamant 10 that includes the DOM Roq, while still maintaining A2P certification. The DOM Roq adds smart lock technology for high-end security and convenience. We see the market trend moving towards connected products, and the fact that we have a complete product that combines the robustness of an armoured door with the modernity of a connected lock allows us to position ourselves in a new target market.

As we move forward, we plan to continue innovating and developing our security door range to meet the evolving needs of the market.





Customer story:
City of Novara, Piedmont

Embracing security
for the digital age

With traditional locking systems becoming increasingly vulnerable to security breaches, organisations like the Novara municipality are turning to modern solutions for enhanced security, control, and convenience.

A LEGACY OF SECURITY

The city of Novara takes its security seriously. It always has. Encircled by the foothills of the Italian Alps, the Piedmontese city has been caught between opposing forces or occupied by enemy powers since Roman times. Perhaps unsurprisingly, when modern Italians began their struggle for unity, it was the fierce resistance at Novara that inspired the Italian people to never give up their quest for sovereignty.

It is no wonder, then, that the people of Novara have such a strong sense of community - they are resilient and proud of their heritage.

The old town hall, known as the Palazzo del Broletto, has served the city for nearly a millennium, but now the municipality is concerned with public safety issues of a different kind.

Following a security review, the decision was made to modernise access to the civic offices, protecting not only staff but also the public information held within. The head office had been using single security cylinders and traditional keys to manage staff admissions, which was proving inefficient and insecure. As a result, the city council approached DOM Security to help them find a way to provide more

effective access control to the different parts of the building.

The resulting solution was to introduce the ENIQ® access control ecosystem. This offered a cost-efficient, and reliable digital security system that could be expanded over time. The project included the installation of 36 ENIQ® Guard digital handles, 4 ENIQ® Pro digital cylinders, 4 ENIQ® padlocks and 1 AccessManager. The overall number of access points was approximately 40, and the system now serves more than 100 users who use badges to access the various security zones.



In the absence of a network structure, the ENiQ® offline management mode was chosen instead, with data stored on card. This wireless set-up is also ideal for buildings where it is difficult or expensive to install additional cabling. Equipment can be installed quickly and it has the convenience of ensuring flexibility and customisation through local management. In this case, the migration to digital security was managed by DOM in conjunction with its partner MEGA, who installed the hardware.

ACCESS MADE EASY

Adopting the ENiQ® digital access control system has not only improved the security of Novara's civic offices, it has also made compliance and administration more straightforward. Now, only authorised personnel can access restricted areas of the building, and this can be monitored, reducing the risk of security breaches, theft or

vandalism. Furthermore, from an efficiency perspective, managing access rights is no longer a time-consuming, labour-intensive process. The task has been transformed to a streamlined system that is easy to configure, audit and approve. Thanks to the ENiQ® ecosystem, facility managers can easily manage permissions for different users at any time, and revoke access privileges instantly if necessary.

The daily lives of the staff are now more straightforward. They no longer need to carry multiple keys to access different parts of the building, as they can instead use a single badge for access. This has the additional benefit of giving users more control over their own security.

SECURE PLANS FOR THE FUTURE

ENiQ's access control solution has exceeded the council's expectations.

It has been instrumental in safeguarding the security of the administrative offices and the sensitivity of information held within. As a result of this success, Novara City Council is now looking to extend the ENiQ® access control solution to areas outside the main building. This expansion will involve bringing the system online, enabling real-time monitoring and management of the access control system from a central location.

The Novara municipality is committed to maintaining a high standard of security for its employees and its citizens, and the ENiQ® access control solution is an important tool in achieving this goal.







Omnitech Security – Reconnecting to a digital world

How Omnitech Security created an office environment where people and product work in harmony.

THE NEED FOR CONNECTION

Every part of European society experienced a digital leap during the pandemic. Millions of workers became accustomed to virtual offices, students were educated

online, families who had never owned a laptop now received one, and the inexperienced had to become computer literate overnight.

Ironically, the sudden experience of isolation meant that everyone felt the need to be more connected, often digitally if not physically. Whole communities sprang to life in response to the pandemic,



A FUNCTIONAL SPACE

Alexandre moved the company to the outskirts of Bordeaux, to a new site he named “Campus Omega”. The building, with its modern, eco-friendly design, was repurposed for the well-being of its personnel - to allow colleagues to reconnect in different ways after the enforced curfews. Yet it also serves as a live demonstration of the high-security solutions that Omnitech Security promotes, particularly its Invisys products, which offers perimeter protection through a range of connected sensors without the need for a physical barrier.

and the business world could not afford to be left behind. The digital transformation that experts had long predicted became a reality overnight, as every industry woke up to a transformed society. Everything: customers, products, assets, the workforce, lurched towards a digital future.

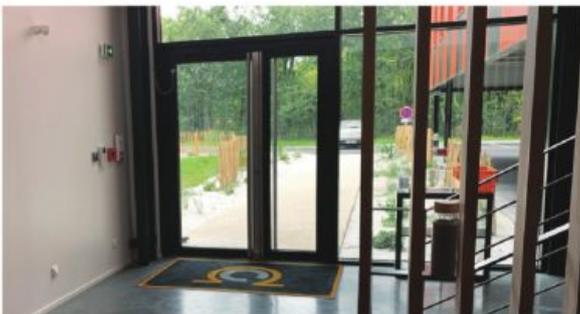
Omnitech Security, a DOM Security company based in France, is in the business of digital transformation. A specialist in customised security solutions, Omnitech Security provides airports, critical industries and public venues with high-tech assets for all their complex security needs.

The company is a leader in hypervision security software, access systems and connected security devices and, as a result, its workforce expanded. The Omnitech team had outgrown its office just as Covid-19 put Europe on lockdown.

Omnitech Security managing director, Alexandre Vigier, took the opportunity to refocus the company’s operations by recruiting more sales staff, revitalising its own digital activities, particularly in marketing, and putting more resources into R&D. 90% of employees opted to work remotely, but there was still a need for new premises when they returned.

This connected object technology provides real-time updates on security breaches, as well as a secure and efficient platform for access control and surveillance operations.

“From the outset, I wanted the employees to feel comfortable,” says Alexandre. “We chose a site in the middle of nature, surrounded by trees and vegetation. My motto is ‘well-being comes before performance’ and it’s important to me that my employees are enthusiastic about coming to work.



With 95% of staff returning to work full-time, the move is proving to be a success. The workplace is a place of sharing and collaboration, with a petanque and beach volleyball court, a reception room and social area, a terrace and even an organic vegetable garden. Now that the health crisis is over, employees can organise a convivial moment with their families if they wish.

WORKING TOGETHER

Yet, all the while, the Invisys sensor security is working in the background. It's non-invasive profile almost balancing with the serenity of the natural surroundings - a constant

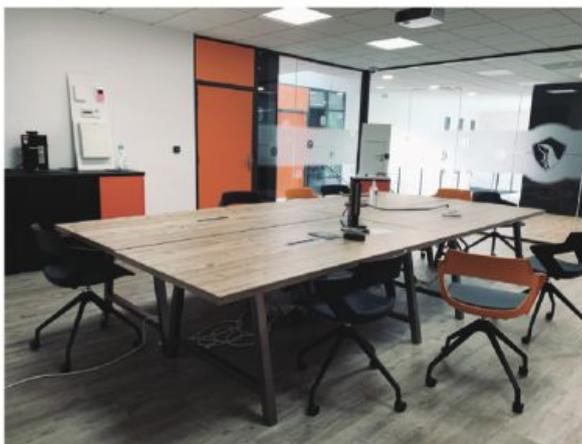
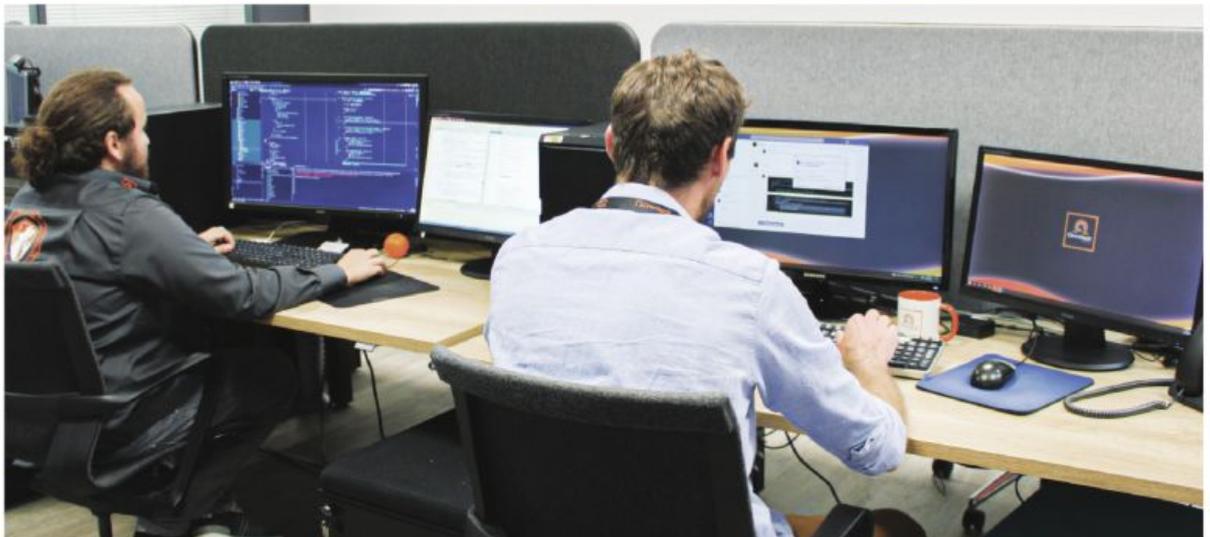
example of what Omnitech Security can achieve.

“The Omega Campus is designed to be a place for sharing, but also an expression of our daily work,” explains Alexandre. “We didn’t want it to be just another office building; we wanted it to be a symbol of the digital transformation that Omnitech Security can bring.

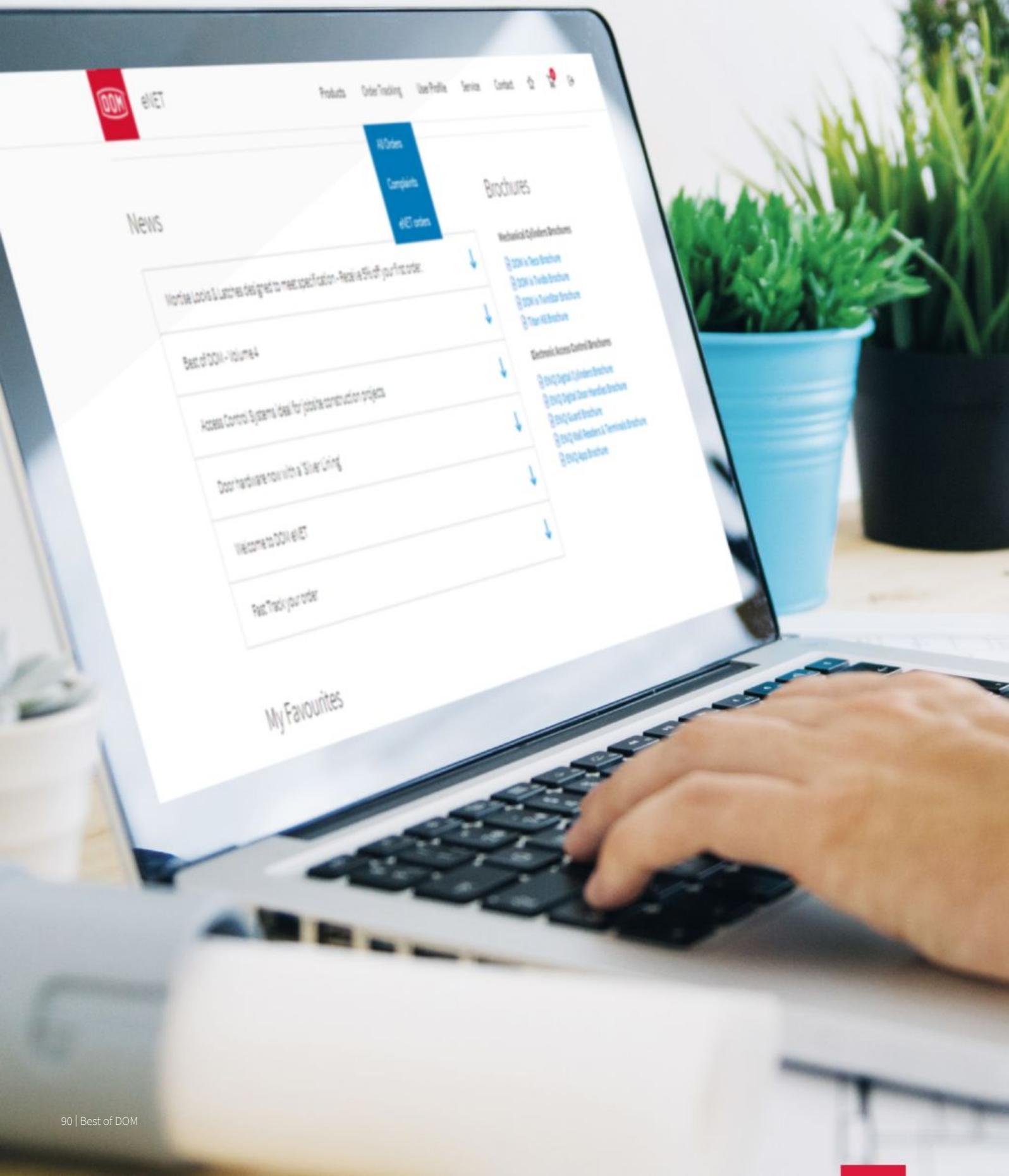
“This has been achieved through technological innovation. The campus by its nature incorporates the latest safety and cyber security technologies. Artificial intelligence is at the heart of the systems and services offered

by Omnitech Security and Invisys - both in the products manufactured, such as DiFence, and in the remote maintenance solutions. The objective is always the same: to provide more services to our customers with less impact on the environment.”

For Alexandre, the new campus is a way of strengthening the identity of the Omnitech and Invisys brands. The Omega Campus reflects our commitment to providing security solutions that meet the highest standards with a minimal impact on the world around us.







News

- Vertical Loris & Larris designed to meet specification - Real a life of your order
- Best of DOM - Volume 4
- Access Control Systems ideal for jobsite construction projects
- Door hardware now with a 'Silver' lining
- Welcome to DOM eNET
- Fast Track your order

Brochures

- Mechanical Systems Brochures**
- DOM a Two Brochure
 - DOM a Three Brochure
 - DOM a Four Brochure
 - DOM a Five Brochure
- Electronic Access Control Brochures**
- DOM Digital Lockers Brochure
 - DOM Digital Door Handle Brochure
 - DOM Guard Brochure
 - DOM Mail Readers & Terminals Brochure
 - DOM App Brochure

My Favourites



MARKUS PLETTERBAUER
DIS Managing Director

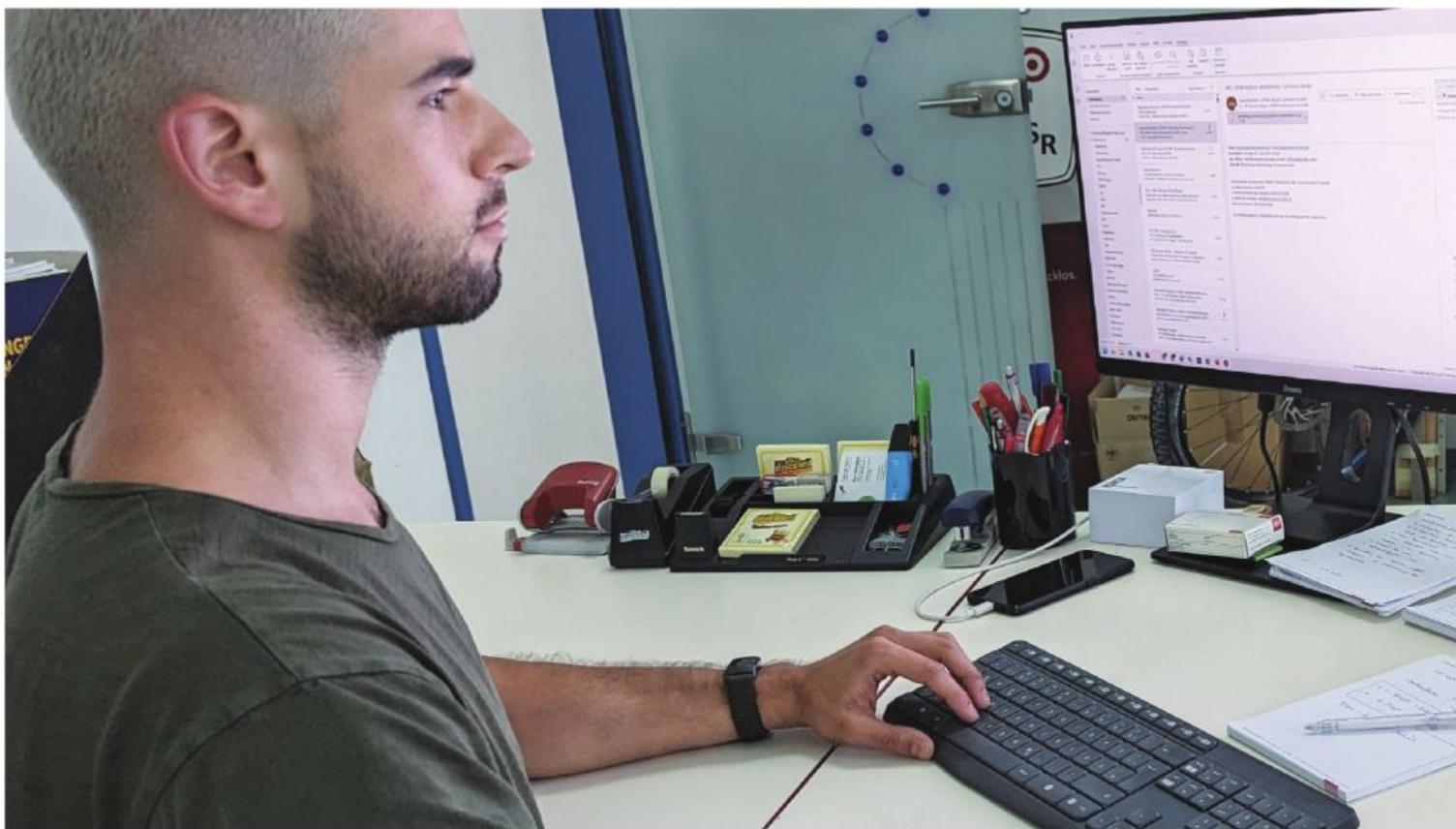


RALF PÜTZ
Head of Sales and Marketing

Interview with Markus Pletterbauer and Ralf Pütz

DIS: dedicated in service

DIS Managing Director, Markus Pletterbauer, and Ralf Pütz, Head of Sales and Marketing for DOM Germany, share their experience of DOM Security's After-Sales initiative and how it has delighted customers and colleagues alike.



DIS HAS GENERATED A VERY POSITIVE RESPONSE. COULD YOU TELL US MORE ABOUT THE INITIATIVE?

MARKUS: DIS is a dedicated after-sales service which specializes in producing small quantities of industry cylinders. We founded DOM Industry Services (DIS) back in 2018.

RALF: From time to time, our customers will require replacement parts after a lock is damaged or a key is lost. They can order from the DIS after-sales service to get exactly what they need.

WHERE DID THE INSPIRATION FOR DIS COME FROM?

RALF: It was born from the fact that we had a lot of small orders from our distributors. This required a more specialist operation with the know-how

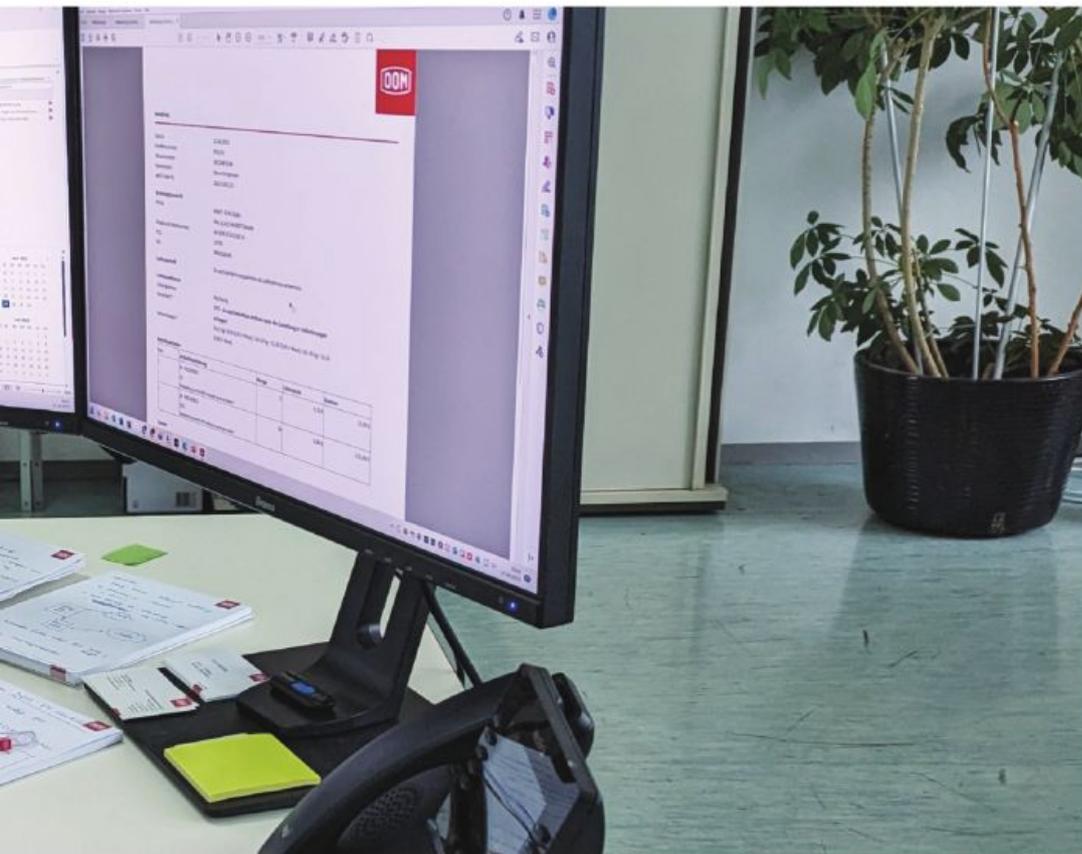
and skills dedicated to that type of product. We wanted to create a service where customers didn't have to do extra paperwork or send us samples. And so we built up a small company to achieve shorter workflows and, for our dealers, it was easier to place the orders and receive an even better service with a shorter response time.

MARKUS: It used to be quite a challenge when large customers ordering 20,000 pieces expected the same service for smaller orders. But DOM Austria was a small company set up to produce small quantities, so with the introduction of DIS, we were able to handle it better. Also, with very old master key systems, there's a lot of administration for a big factory to produce just a couple of cylinders whereas we can turn it around quickly with our smaller structure.

HOW DO CUSTOMERS ACCESS YOUR SERVICES?

MARKUS: Some customers, particularly locksmiths, know us and come directly to us. Others ask their local account manager for small quantities and they then send the orders to us in Vienna, we produce it and send it to the customer. Essentially, if you want small industry quantities, you go to DIS.

RALF: DIS provides quick turnaround times and a competitive pricing structure to meet the needs of these customers. And now we also have the eNET platform for DIS products so our customers can order online and the order goes directly to DIS. So it's even easier and quicker.



Last year, when Kessler, a major German wholesaler, closed down and it affected a lot of businesses. But, a lot of customers were able to use the DIS instead and now they can see that the after-sales works perfectly and they are happy to stay with us for longer.

MARKUS: I love this project. It helps the customer and it helps DOM, so from my point of view, it's really a success.

RALF: When I hear from dealers, I only get positive responses. They tell us they get good quality products with a quick turnaround time. A good after-sales service and a fast efficient response – that is what the customers like.

HOW ARE LOGISTICS HANDLED BY DIS?

MARKUS: DIS can produce the products and send them directly to the customers.

We need to consider the potential for DIS in the Netherlands, Belgium and Switzerland. In Belgium, we deliver to DOM Hoberg and they deliver to their customers. So, in each country, it might work in a different way.

RALF: When we started, we focused on German customers, as we have a large market here. Now, we want everyone across Europe to know how well DIS works.

ARE CUSTOMERS PLEASED WITH THIS ARRANGEMENT?

MARKUS: When we started, I was very surprised at how well it worked with

the customer. It's easy to communicate with the customers and they are happy to have somebody who is interested in this small quantity of product. Sometimes they will send us a handmade drawing of a cylinder and say, "Please send me one piece or two pieces."

They're very pleased to get their problem solved, especially when often the alternative is for manufacturers to say, "Sorry, that product has been discontinued." That is the important thing.

RALF: As an example, on the eNET online platform, customers can re-order direct from DIS using the "Kessler" dealer's reference number. We've arranged to make it as easy as possible to find products customers have ordered in the past.



Customer story:
OBI, Slovenia

Do It Yourself – Shopping for security

Finding quality locking systems for their properties has just become a lot easier for customers in Slovenia. The DOM Titan range is now available in the popular OBI DIY superstores.



The DOM product range is known for its high quality, security and reliability. Now it's possible to add 'convenience' to that list, thanks to a new partnership with the OBI retail chain.

THE PLACE TO GO FOR QUALITY TOOLS

OBI has been part of the Slovenian retail landscape since 2002. It's well known for its comprehensive range of DIY and garden products from leading brands. The company operates over 670 stores in 11 countries across Europe and has established itself as a reliable and trustworthy provider of quality products and services. With over 8 stores across Slovenia, they are the destination for anyone in need of tools, equipment and now, exemplary locks.

Homeowners can now find quality locking systems for their properties with ease, as DOM-Titan's product range is now available in OBI stores across the country. This offers a new

level of convenience and security to customers who wish to find all their locking solutions in one place.

DOM-TITAN SECURES ITS PLACE

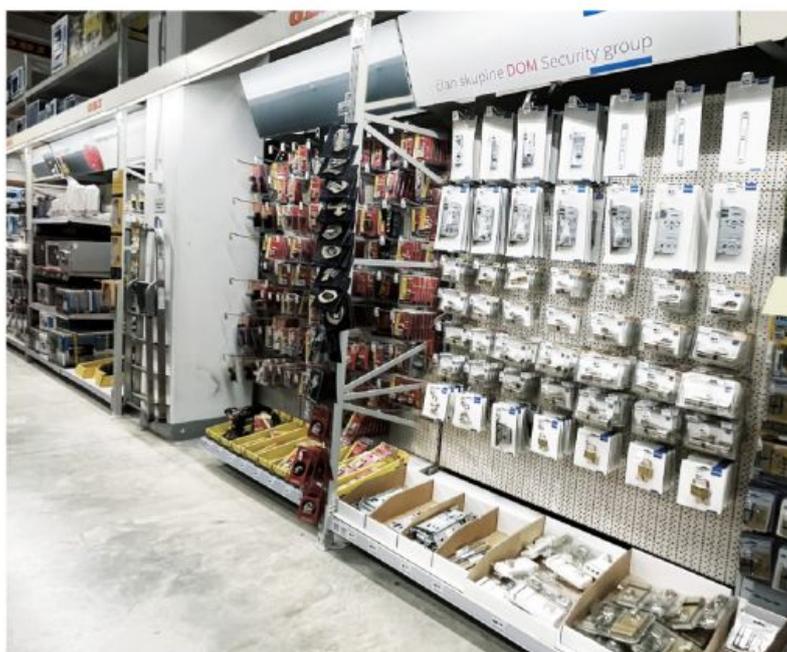
DOM-Titan is a trusted player when it comes to locking systems. Its extensive range of products includes locks, striking plates, profile cylinders and padlocks. Constructed from high quality materials such as steel, zinc alloy and brass, DOM-Titan products are built to last. They offer superior durability even when exposed to varying weather conditions over time.

For the end user, the build quality of DOM-Titan products ensures a high level of security when securing access points to homes or businesses against unauthorised access. The flagship Titan K5 locking cylinder is highly resistant to attempted break-ins and easy to install. Customers can rest assured that their property is secure with these products.

A WIN FOR THE END-USER

The partnership between DOM-Titan and OBI brings numerous benefits to both companies. For DOM-Titan, its presence in OBI branches increases brand awareness and makes its products more accessible to customers. For OBI, having DOM-Titan products in its stores is a testament to the quality of its merchandise and enhances its reputation as a reliable and trustworthy provider of high quality tools and home products.

The biggest benefit will be for end-users in Slovenia, who will now have access to a wider selection of quality locking solutions. Whether customers are looking for Titan locks, padlocks or cylinders for their homes or businesses, OBI DIY stores now have the solutions to meet their needs.





DOM Roq

The smart lock worth your trust

DOM-SECURITY.COM



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