40 CONSIDERATIONS: WHEN BUYING A NEW INTERCOM SYSTEM

FOR PROPERTY MANAGERS & OWNERS

A complete breakdown of considerations to keep in mind, when upgrading to a new intercom system for your property.

[FREE CHECKLIST INSIDE]

40 POINT INTERCOM SYSTEM UPGRADE CHECKLIST ☑

Provided by Swiftlane

Use this checklist to verify various intercom companies that you are reviewing for upgrading a legacy or antiquated intercom to a newer system.

Comparison table for various vendors

Features	Swiftlane		
Touchless Face Unlock	Yes		
Mobile access door unlock	Yes		
Loitering detection	Yes		
High Vandal resistance?	Highest. IK10 rating		
Vandal protection insurance? (Get a new hardware for free if vandalism occurs, ($2500 value)	Yes		
Temporary PIN codes for visitor access	Yes		
Multi-tenant video intercom	Yes		
Voice based door unlock (Hey Siri, unlock front door!)	Yes		
Price	$1,400-$2,300 based on hardware		
How does the call come in? As a push notification or a full screen phone call? (important because you miss notifications all the time)	Full screen call		
Does it support regular phone calls for non technical users?	Yes, both video or telephone calls supported		

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Is there local installer support in your region	Installer partners all over the US		
Does it work with IJSPS postal lock boxes	Yes		
Does it work with Amazon key for business	Yes		
Can you see photos of the people that called you	Yes		
Can you work with other doors like garages, key fob readers, elevators, vestibules	Yes		
Photo logs for PIN access	Yes		
Audit log retention	3+ years		
Data security certifications for privacy	SOC 2 certified		
How much are the subscription cost?	Starts at $35/month for small buildings and scales based on the building size		
Touch screen directory	Yes		
Can you provide flush mount of surface mount configurations for installation	Yes		
Do you have training material for admins and residents	Yes		
Is there a "Live View" function to see a real-time look at the property entrance?	Yes		
Where is the data stored for my intercom activity and cloud storage?	Encrypted storage in Google cloud, based in the US		
What if I don't like the product?	45 day free return guarantee *conditions apply		
Can the residents customize their display names on the device? E.g. unit #403, or John Doe, or Vincent G.	Yes		

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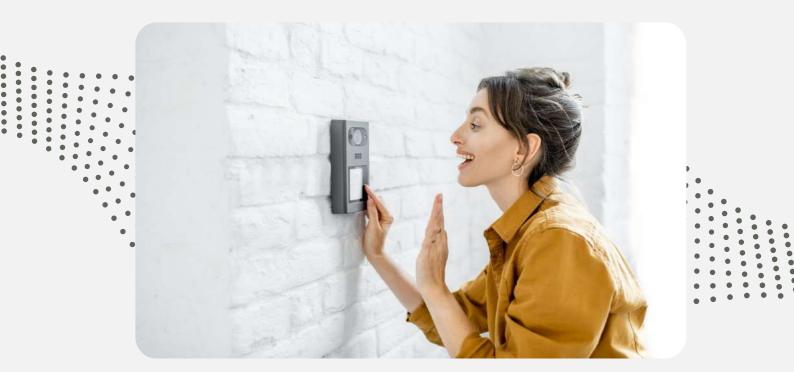|			
Can calls be made to multiple recipients in a unit in parallel?	Yes, call all residents in parallel and whoever picks up first and answers.		
Can I have unlimited entries in the directory	Yes		
Does it have option for both cellular or ethernet connectivity?	Yes		
Offline connectivity	Beside cellular backup and ethernet option, Swiftlane offers offline PIN access support		
Can there be multiple administrators added to manage the system?	Yes		
All-in-one dashboard for every access point in the property?	Yes		
Beside training documentation, do you provide live and in person training?	Yes		
Does it have the option to add a "front desk" button on the intercom display?	Yes		
Is there a limited number of users per unit?	No		
Does it support integration with CCTV cameras?	Yes		
How are software updates handled?	Automatic over the air software updates		
Door callback functionality	Resident can call back to the intercom		
Is it compatible with automating workflows for resident move-ins and move-outs?	Yes		

IMPORTANCE OF INTERCOM SYSTEMS IN MULTIFAMILY PROPERTIES

- Alleviates maintenance requests for on-site teams
- Decreases on-site operational burdens
- Eliminates resident complaints on safety, package management and security
- Attracts prospective tenants and fortifies strong occupancy

FOR PROPERTY MANAGERS

- Provides convenience and security for visitor management
- Simplifies package and food delivery
- Stimulates peace of mind and safety
- Enables flexibility for managing visitors

FOR RESIDENTS

DOWNLOAD: Swiftlane Video Intercom Overview PDF

LEARN MORE ABOUT SWIFTLANE

NO MORE RESIDENT COMPLAINTS
- Empower residents with the ability to manage their visitors
- Provide peace of mind and convenience with end-to-end video calling

REDUCE ONSITE MAINTENANCE
- Swiftlane enables management with remote monitoring capabilities
- Alleviate onsite burdens for property team

DECREASE OPERATIONAL COSTS
- Less onsite maintenance visits
- Reduced insurance costs with vandal proof security
- Future proof system, no upgrades needed with over their updates

HAND OVER RESIDENT SUPPORT
- 24/7 support, residents can contact Swiftlane directly through the app for help
- Fully stacked support to help with resident complaints

PUT AN END TO PACKAGE THEFT
- No more break ins and unauthorized building access
- Safer tenants, less resident issues and complaints
- Security audit trail for every package delivery

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WANT TO BOOK A DEMO OR GET A QUOTE?

Request a Quote

Resources:

Learn More: www.swiftlane.com
Email: sales@swiftlane.com
Phone: 833-60-SWIFT (833-607-9438)

Want to upgrade more than the front door?
Swiftlane provides a complete end to end access control solution for multifamily, learn more or contact us.

SEE US IN ACTION: PRODUCT VIDEO