

Friday February 15, 2008

By: Ian Hardy



Employing humans to look after a building can be expensive

**Doormen are the eyes and ears of New Yorkers, providing a personalised service to their residents and acting as a filter to the outside world at the same time. Twenty-four hours a day, seven days a week.**

"We handle people's dry cleaning, their food deliveries, take care of their pets and a couple of times we had to do some resuscitation," says doorman Bob Moll.

But at many buildings such a high level of service can cost hundreds of thousands of dollars per year, a fee that is passed on to residents. The majority of smaller dwellings, with fewer people to share the cost, have to do without.

But now there is a technological alternative that is becoming more popular - an operator who is stationed miles away who controls the latch.

Security company Cyberdoorman installs a remote access infrastructure in your building, including a camera setup.



The majority of the staff at Cyberdoorman are women

Visitors who come to the front door intercom get connected to a live person offsite based in the South Bronx. They in turn call the resident at home or work to get permission to let the visitor in.

Using an encrypted internet connection the service can remotely unlock multiple doors at the location, turn lights and sirens on and off, and send e-mail notification of deliveries to residents.

Multiple video streams are securely sent back to base and stored using the latest compression technology, yet the voice part of the interaction is done through old fashioned analogue phone lines rather than VoIP (voice over internet protocol).

Seth Barcus, security system design specialist at Cyberdoorman explains: "Although internet phones are so prevalent in the marketplace. if the internet went down we would lose contact.



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