



SECURE ACCESS AND HAPPIER TENANTS WITH SEAMLESS RETROFIT

Without video, tenants couldn't tell strangers from friends.

The existing intercom system was behind the times. Without video or mobile functionality, tenants couldn't see who was at the door — or safely let in friends, family, or deliveries when they weren't home.

With complaints mounting and tenant satisfaction slipping, the team knew it was time for change.

Why Defigo?

As a retrofit project, easy integration was a top priority for Phipps Houses. Having already used Defigo in other buildings, the team knew they could:

- Add video capabilities
- Easily migrate tenant data
- Extend functionality to security staff

No other system offered the same simplicity.



For a retrofit like this, simplicity was key. Other systems we looked at were far more complicated. **With Defigo, the whole process was just much smoother.**



Brian Howell,
SENIOR PROPERTY MANAGER



Phipps Houses builds affordable housing for low and moderate income families in New York City.

They own residential properties in the Bronx, Manhattan, Queens, and Brooklyn.

Project details:

- Location: Brooklyn, NYC
- Project Type: Retrofit

Smooth Installation

Defigo was installed with the help of New York Security Solutions (NYSS), the building's security solutions provider.

The team described the process as "pretty seamless".

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I had the chance to speak with almost every tenant to help set them up. I got to understand their household dynamics, put faces to names, and **really connect with the people who live here.**



Brian Howell,
SENIOR PROPERTY MANAGER



The Results: Security Up and Complaints Down

Tenants now have the **flexibility to manage access from their mobile devices**, a major upgrade from the old system.

The results have been clear:

- **Fewer access complaints:** Calls about entry issues have noticeably dropped, improving tenant satisfaction.
- **Improved tenant relations:** Security staff report fewer issues with residents.
- **Enhanced building security:** Entrance and access related incidents have significantly decreased.

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The Defigo team is incredibly attentive.

If there's a hiccup, they're quick to help us figure it out. You can tell they care about their customers. That makes a big difference.



Brian Howell,
SENIOR PROPERTY MANAGER,

Bring Your Clients the Access Control System **They've Been Looking For**

Speak to us about bringing Defigo to your next project.

gordon.burns@getdefigo.com
404-593-7250
www.getdefigo.com



Gordon Burns
DIRECTOR OF
CHANNEL SALES