

## **Smart Solutions for Smart Spaces**

Powerful Software Ecosystem

#### Software

Cybersuite X is a comprehensive smart building platform that connects property managers and occupants through an integrated solution. The web-based property manager portal streamlines operations by centralizing access control, amenity bookings, alerts, and device monitoring into a single, easy-to-use dashboard. At the same time, the resident mobile app empowers occupants with seamless access to their building, real-time notifications, community features, and in-suite automation — all from their smartphone. Together, these tools enhance efficiency, security, and the overall living experience.





Modular. Scalable. Tailored for modern living.

#### **Available Modules**





Amenity Bookings



Alerts & Notifications



Maintenance Requests



Parcel Management



Video Calling



PDF Library



Direct Messaging



Smart Suite







Leak Detection



Mapping

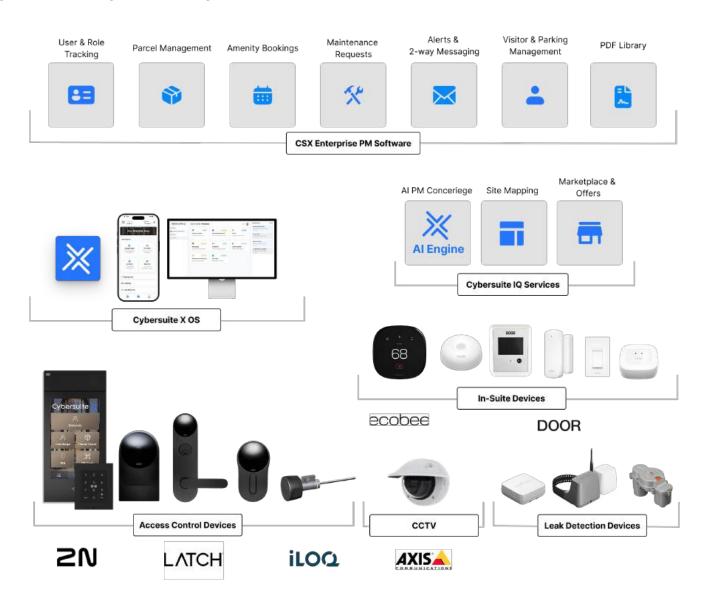


# Seamless Integration: The Retrofit Advantage of Cybersuite X

#### Cloud-Based by Design — No Hardwired Hubs, No Building-Wide Internet Needed

Cybersuite X operates entirely in the cloud, eliminating the need for costly on-site servers, control hubs, or dedicated building-wide networks. Each device communicates securely through its own native connection, allowing properties to deploy and scale the platform without infrastructure upgrades or complex wiring. Whether retrofitting an existing building or activating a new one, Cybersuite X delivers a seamless, fully managed experience from the cloud — keeping everything connected, updated, and secure without dependence on local hardware.

#### **Cybersuite X System Ecosystem**





# Seamless Integration: The Retrofit Advantage of Cybersuite X

#### Architecture: Powered by the Cloud, Built for Every Building

Cybersuite X is built entirely in the cloud — no local servers, control panels, or gateways required. Our platform manages access, automation, and data securely from anywhere, ensuring real-time updates and reliability without the complexity of on-site infrastructure. This means faster deployments, effortless scalability, and a truly connected experience across every building.



#### **Smart Access**

Digitizing access control from street to suite, Cybersuite X unifies resident, staff, and guest access into one seamless digital credential.



#### **Delivery & Guest Management**

Cybersuite X transforms Delivery & Guest Management by centralizing visitor access, parcel notifications, and courier entry into one digital platform.



#### **Smart Home & Sensors**

Cybersuite X connects Smart Home & Sensors into a single ecosystem—enabling residents and operators to monitor, automate, and respond to environmental changes.



#### **Building Asset Protection**

Cybersuite X enhances Building Asset Protection through integrated CCTV monitoring and intelligent leak detection, providing realtime visibility.



#### **Resident Experience**

Cybersuite X elevates the Resident Experience by fostering connection and convenience through integrated community features.





## **Cybersuite X – Access Control Module**

#### **Overview**



The Access Control Module is at the core of Cybersuite X's smart building ecosystem, delivering a unified, cloud-based access framework that seamlessly connects base-building readers, suite door locks, and service doors — regardless of manufacturer.

Residents, staff, and service providers can unlock doors directly through the Cybersuite X mobile app, eliminating the need for physical fobs, cards, or keys. Property managers gain centralized control across multiple hardware brands, managing every credential, schedule, and permission from a single dashboard.

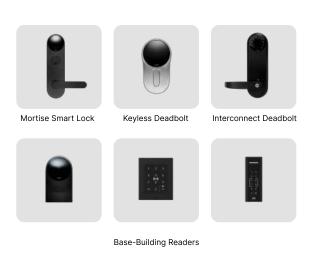
#### **Resident Experience**

- **App-Based Unlocking:** Users can unlock any authorized door including common areas, suite doors, and service entries directly through the Cybersuite X app.
- Real-Time Sync: Credential changes or revocations update instantly across all devices linked to the user's digital identity.
- Guest Invite System: Residents can invite visitors or service providers with temporary access codes.
- No App Download Required: Guests receive a door code via SMS or email, removing friction and increasing adoption.

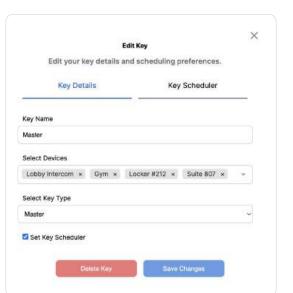
#### **Property Manager Experience**

Cybersuite X provides a true multi-manufacturer access ecosystem, allowing property managers to manage multiple brands and technologies from a single interface.

- **Unified Credential Layer:** Create digital keys that include devices from different manufacturers (e.g., Latch, 2N, Axis, dormakaba, iLOQ, ICT).
- Cross-Brand Key Assignment: Combine multiple access points such as building entry, elevator, and suite lock into one digital key, regardless of device origin.
- **No More Dashboard Switching:** Administrators can issue, edit, or revoke credentials for all devices directly from the Cybersuite X dashboard without logging into separate vendor portals.
- Centralized Scheduling: Property managers can create key schedules that define when specific doors are accessible (e.g., fitness room hours, staff-only times). The same key schedule applies to all devices within a digital key even if sourced from different manufacturers.







## Cybersuite 💥

## **2**N





### 2N IP Style: See, Speak, Secure

Experience the future of secure, seamless access with the 2N IP Style Video Intercom, now fully integrated with CyberSuite X. Enjoy crystal-clear color images, even in low light, with advanced facial detection that automatically zooms in for a clearer view of who's at the door. With WaveKey technology, doors unlock in less than a second—tested 15,000 times for reliability. Handle multiple full HD video streams, benefit from bi-directional video communication, and ensure inclusivity with sign language support for hearing-impaired visitors. Manage access effortlessly through CyberSuite X, bringing next-level security and convenience to modern condo living.

## Seamless Access, Smart Control with 2N and Cybersuite X

2N Access Units integrates with the CyberSuite X app for seamless access control in offices. Easy to install with a built-in controller and single UTP cable, it fits in tight spaces like door frames. Choose from RFID, Bluetooth mobile access, or RFID with keypad for added security, all managed through CyberSuite X for convenience and control.



### LATCH

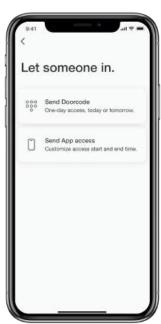
# Smart & Secure Building Access

Street-to-Suite Access Control – Cybersuite X provides a frictionless entry experience, allowing residents to move seamlessly from the building entrance to their suite using Bluetooth-enabled access. With a single app, unlock main doors, elevators, and unit doors, ensuring secure, keyless access.



### **Guest Access**

Effortlessly grant visitors or service providers secure entry with temporary access codes. Build a customized access path through the building, ensuring they can reach only the areas you permit—perfect for guests, cleaners, dog walkers, or deliveries.





## **Cybersuite X – User Management Module**

#### **Overview**



The **User Management Module** is the foundation of the Cybersuite X ecosystem — acting as the **single source of truth** for all user data within a property. Every digital identity in the system is unified, authenticated, and propagated across all connected modules — including Access Control, Entryphone, Leak Detection, Community, and Building Operations.

Once a user is created, their digital identity lives natively within Cybersuite X and seamlessly connects across systems. Whether adding a resident, property manager, or vendor, you manage them once — not across multiple platforms or disconnected dashboards.

#### a. Unified Digital Identity

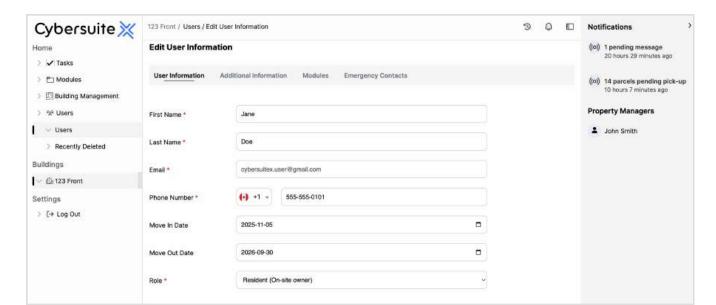
- A single, cloud-based user record that connects to all Cybersuite X modules and integrations.
- Eliminates duplicate data entry across platforms (e.g., 2N, Latch, Axis, Alert Labs).
- Ensures synchronized access rights, contact details, and suite associations across all systems.

#### b. Centralized Administration

- Add or remove users once updates automatically propagate across all integrated systems.
- Full activity audit logs for compliance and traceability.
- · CSV and API-based import/export functionality for seamless onboarding.

#### c. Modular Access (Building + User Level)

- Cybersuite X's architecture is modular by design not only at the building level, but also at the user level.
- Individual users can have access to different modules based on their role or engagement with the property.
- This modularity ensures scalability buildings can activate modules progressively, while each user's experience remains personalized and secure.





## **Cybersuite X – User Management Module**

#### **Data Points Tracked**

Cybersuite X centralizes all critical resident and stakeholder information, ensuring complete lifecycle management and consistent data across modules.

Data Point	Description	
First Name / Last Name	Core identifiers tied to the digital identity record.	
Email / Phone Number	Primary communication and authentication channels.	
Move-In / Move-Out Dates	Automated activation and deactivation workflows across all modules.	
Role	On-Site Owner, Off-Site Owner, Tenant, Property Manager, Concierge, or Service Provider — each with tailored access and visibility.	
Suite Assignment	Defines user's unit association for system- level mapping and permissions.	
Vehicle Registration	Make, Model, and License Plate — linked to parking space assignment.	
Parking Space #	Identifies resident or guest parking allocation.	
Locker #	Tracks storage access and permissions.	
Pet Registration	Supports pet-friendly community rules and safety protocols.	
Emergency Contact Information	Stored securely for building management access during emergencies.	



### **Cybersuite X – Parcel Management Module**

#### **Overview**



The Parcel Management Module simplifies how buildings handle incoming deliveries by digitizing the entire parcel process — from drop-off to pickup.

Cybersuite X offers two flexible solutions tailored to each property's staffing model and infrastructure:

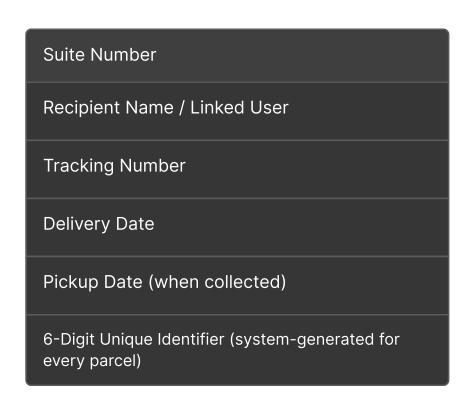
- 1. A **Native Delivery Center** built directly into Cybersuite X, allowing concierge staff to efficiently log and manage packages.
- An optional Virtual Doorman Service that leverages integrated entryphone and access control technology to remotely authenticate carriers and grant delivery access to secure parcel rooms.

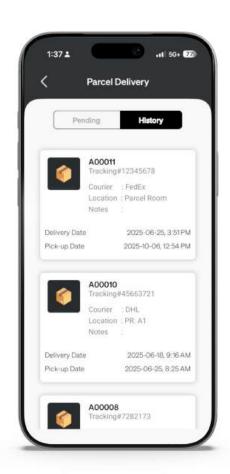
#### **Native Delivery Center**

Designed for buildings with concierge or on-site management teams.

• Barcode Scanning: Concierge staff can quickly scan incoming packages using a connected barcode scanner — eliminating manual data entry and reducing human error.

#### **Automated Record Creation**







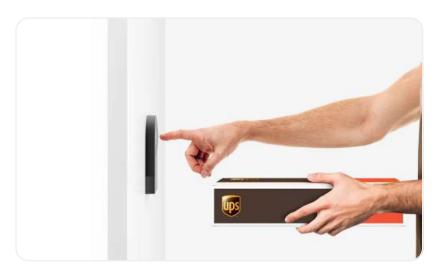
### **Cybersuite X – Parcel Management Module**

#### **Virtual Doorman Service**

Ideal for unstaffed or hybrid properties.

- Integrated Entryphone + Access Control: Couriers use the building's entryphone to contact a 24/7 monitoring center, where trained operators validate credentials and grant access to the secured parcel room.
- Continuous Monitoring: Operators maintain live video verification of all delivery attempts, ensuring security compliance and eliminating unauthorized access.
- Secure Parcel Drop-Off: Parcels are safely stored in the designated delivery zone.
- Scalable Deployment: Works with existing hardware infrastructure, leveraging the building's 2N's entryphone systems connected to the Cybersuite X cloud platform.









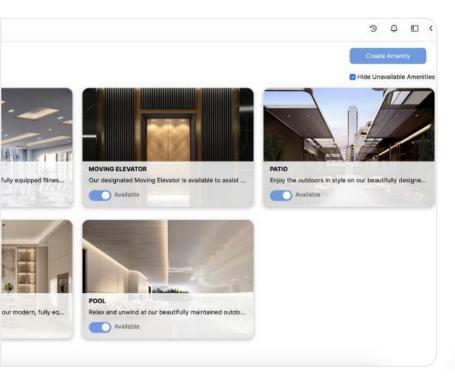
### **Cybersuite X – Amenity Bookings Module**

#### **Overview**



The Amenity Bookings Module provides property managers and residents with a seamless, fully digital experience for reserving shared spaces within the community. From fitness centers and guest suites to party rooms and BBQ areas, Cybersuite X enables buildings to configure, manage, and monitor amenities directly from the platform.

Property managers can define booking rules, payments, deposits, and approval workflows, while residents can browse and reserve available amenities through the Cybersuite X mobile app — all with real-time synchronization and transparency.







#### **Property Manager Portal**

A dedicated management dashboard gives property staff full oversight and control over bookings.

- Centralized Calendar View: See all approved, pending, and canceled bookings in one place.
- Approval Workflows: Approve or reject requests individually or in bulk.
- Booking Management: Create, modify, or cancel bookings directly on behalf of residents.
- Rule Enforcement: System automatically enforces booking frequency limits and advance notice rules.
- Automated Notifications: Residents receive instant updates when a booking is approved, declined, or modified.

#### **Resident Experience**

- Intuitive App Interface: Residents can browse available amenities, view images, hours, and policies.
- Smart Availability Display: Only shows open slots within configured rules.
- Integrated Payments: Securely submit deposits and payments during booking.
- In-App Notifications: Receive confirmations, reminders, and updates in real time.



## **Cybersuite X – Amenity Bookings Module**

#### **Amenity Creation & Configuration**

Property managers have full control to create, customize, and manage amenities, defining all operational and booking parameters within Cybersuite X.

Field / Parameter	Description	
Amenity Name	The title displayed to residents in the app.	
Form / Policy Upload	Upload PDFs for booking forms, policies, or rules residents must review before confirming a booking.	
Bookable Toggle	Choose whether the amenity is bookable or view-only (e.g., informational listings like rooftop hours).	
Payment + Deposit	Add booking fees, deposits, or cleaning charges — integrated with Stripe's payment processing system.	
Auto-Approve Function	Automatically approve bookings that meet preset conditions, or require manual approval.	
Advance Booking Rules	Define how many days in advance residents can book.	
Usage Limits	Restrict how often a user can book (daily, weekly, or monthly caps).	
Image Upload	Add visuals to display the amenity in the app (gallery or banner image).	
Description	Add a detailed summary and usage notes visible to residents.	
Hours of Operation	Define operating times and blackout periods.	
Custom Booking Time Slots	Set specific time intervals (e.g., 30 min, 1 hour, 2 hours) for granular control.	



## **Cybersuite X – Alerts & Announcements Module**

#### **Overview**

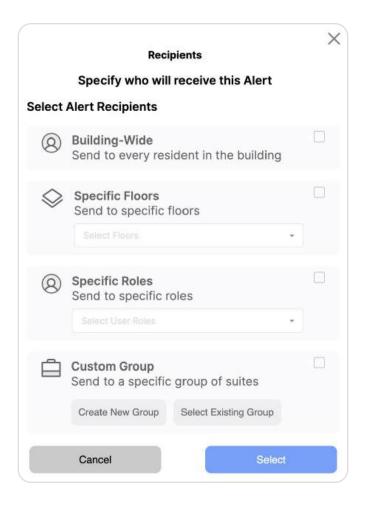
The Community Announcements Module enables property managers, concierges, and building administrators to communicate instantly with residents and staff through the Cybersuite X platform.

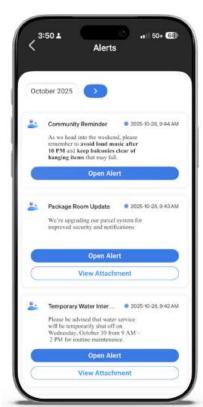
From urgent alerts to general updates, all messages are delivered directly to the resident app, ensuring clear, immediate, and targeted communication. With flexible recipient controls, file attachments, and message templates, the system empowers management teams to keep occupants informed and engaged without the inefficiencies of email lists or manual notifications.

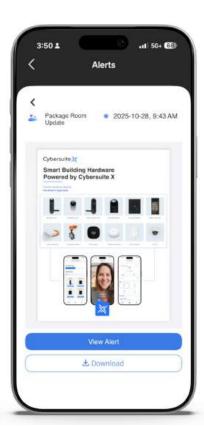
#### **Targeted Communication**

Send announcements or alerts to specific audiences with full control over recipients:

- **Everyone:** Broadcast building-wide alerts to all registered users.
- By Role: Target specific user types such as Tenants, On-Site Owners, Off-Site Owners
- **By Floor:** Limit announcements to residents on certain floors or zones (ideal for maintenance or floor-specific updates).
- **Custom Groups:** Create and save groups (e.g., "Penthouse Suites," "Tower A," "EV Parking Users") for quick, recurring notifications.









## Cybersuite X – Direct Messaging Module

#### **Overview**

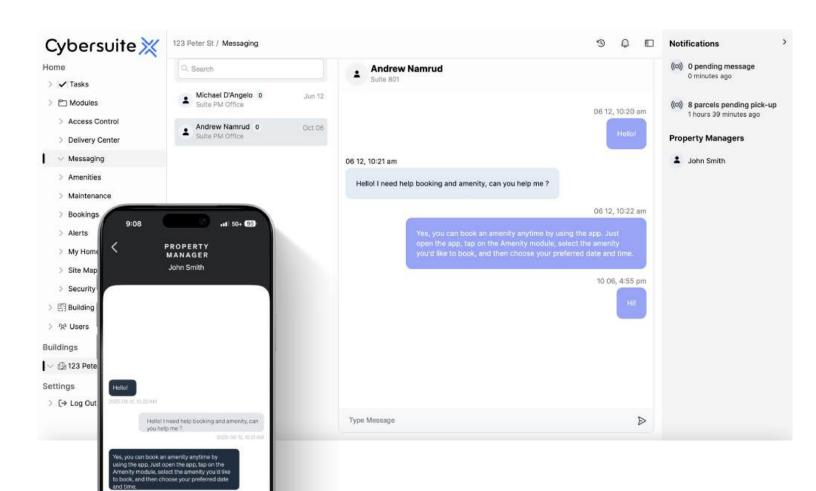


The Direct Messaging Module provides a secure, real-time communication channel between residents and property managers + concierge staff, within the Cybersuite X ecosystem.

Designed as a 2-way messaging system, it eliminates the need for external emails, phone calls, or third-party chat apps — bringing all building communication under one unified platform. Each message thread is linked to a verified digital identity (from the User Management Module), ensuring accountability, auditability, and a clear communication trail for every conversation.

#### **Targeted Communication**

- Resident Property Management: Residents can send inquiries, requests, or issues directly to building management or concierge staff.
- Real-Time Notifications: Instant push notifications keep users informed when a new message arrives.
- Direct Access in the App: Residents can message property management, concierge, or other approved roles directly from the Cybersuite X mobile app





## **Cybersuite X – PDF Library**

#### **Overview**



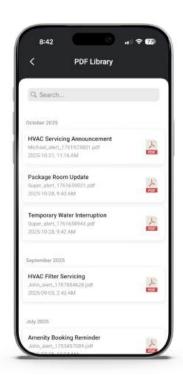
The PDF Library Module serves as a centralized digital archive for all building-related documents — giving residents, property managers, and staff instant access to important files directly within Cybersuite X.

Whether it's condominium rules, meeting minutes, maintenance schedules, forms, or renovation policies, the library provides a structured and searchable repository that replaces physical binders and scattered email attachments. Every document is securely stored, easily retrievable, and always accessible through the Cybersuite X mobile and web portals.

#### **Key Features**

Centralized Document Repository

- Unified Storage: A single cloud-based archive for all building documents.
- Flexible Categorization: Organize documents into folders or tags such as Bylaw Documents, Meeting Minutes, Forms & Applications, Notices, or Policies.
- **Upload Support:** Property managers can upload PDFs, forms, and manuals directly via the Cybersuite X dashboard.
- Access Permissions: Restrict visibility by role (e.g., Residents, Property Managers, Service Providers) or make documents public to all occupants.
- In-App Viewing: Open PDFs directly in the Cybersuite X app.
- Download & Print: Documents can be securely downloaded to a resident's device for personal storage or printing when needed.







# **Cybersuite X – Maintenance Request Module**

#### **Overview**



The Maintenance Request Module streamlines how building maintenance issues are reported, tracked, and resolved. Residents can submit detailed maintenance tickets in real time through the Cybersuite X app, including photos, descriptions, and access permissions.

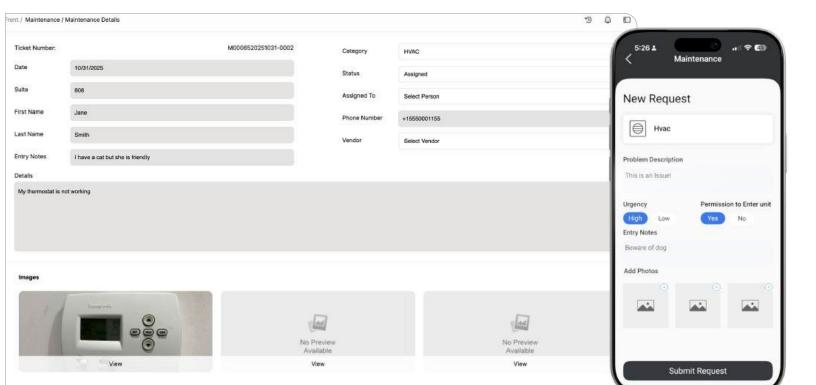
Property managers and staff receive these requests instantly, complete with a unique auto-generated ticket ID, allowing them to efficiently assign, track, and manage every maintenance task from start to finish — all within one connected platform. This module eliminates fragmented email threads, ensures accountability, and centralizes every service workflow in a single, trackable system.

#### **Key Features**

- In-App Ticket Creation: Residents submit requests directly through the Cybersuite X app.
- Status Tracking: View live updates as tickets move from Open → In Progress → Resolved → Closed.
- Assignment Functionality: Assign tickets to internal staff, maintenance teams, or specific vendors.
- Preferred Vendor Database: Managers can upload and maintain a list of preferred vendors by trade or service category.
- Request to Quote (RTQ): Instantly forward a maintenance ticket complete with all images, notes, and
  resident details to selected vendors.

#### **Tracked Data Points**

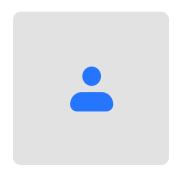
Suite Number	Resident Name	Issue Discipline	Urgency Level
Permission to Enter	Entry Notes	Description	Image Uploads





## **Cybersuite X – Visitor Parking Module**

#### **Overview**



The Visitor Parking Module digitizes and streamlines the management of guest parking across residential communities. Property managers and concierge teams can set allocation limits, register vehicles, issue printed / digital parking passes, and maintain full visibility into guest parking activity — all from within the Cybersuite X platform.

By centralizing the process, the module eliminates manual tracking, reduces unauthorized parking, and improves operational efficiency — while providing residents with an easy way to view and manage their own visitor parking history directly through the Cybersuite X app.

#### **Key Features**

- Custom Suite Restrictions: Property managers can define how many visitor parking passes each suite is allowed per month.
- Quota Monitoring: Automatically tracks how many passes each suite has used and prevents over-allocation.
- Role Permissions: Concierge or management staff can override restrictions when exceptions are approved.
- **Resident App Dashboard:** Residents can view all their registered guests, active passes, and expired passes directly in the Cybersuite X app, ensuring full transparency and easy reference.
- **Printable Passes:** Concierge or management can generate and print professional parking passes for guests to display on their dashboard.

#### **Tracked Data Points**



