

# Interconnected Locks Add Convenience and Security to Credit Union



*"The Axessor® IP Locks allowed us to accomplish our goals and go one step further. Not only have we reduced our costs, we've completely wiped out service and locksmith charges. Every branch now has the ability to include or exclude every user in every lock without worrying about capacity. There's no more sharing combinations."*

## Hamid Abbassi

Safety and Security Operation Rep at Logix Federal Credit Union

## Background

The Logix Federal Credit Union in California was founded as the Lockheed Aircraft Employees Federal Credit Union in 1937. It has maintained a perfect record of positive earnings since 1937, it's rated A+ by Deposit Accounts, and ranks 38th on their America's Top 200 Healthiest Credit Unions Report. Logix also holds a 5-Star rating for financial strength from Bauer Financial. And, it has made the Forbes "Best in State" list for credit unions for two consecutive years.

"High performance is in our DNA," said Hamid Abbassi, Safety and Security at Logix. "We're always on the lookout for new ways to achieve even higher standards, including operational improvements that allow us to focus more of our efforts on serving our customers. When we really studied it, access control emerged as an important opportunity."

## The Challenge

Most branches have multiple ATMs, a cash safe, and a night depository. Branch employees have access to all or some of these based on a unique PIN. Code management was handled in the traditional way by sealing them in an envelope and sending it to the credit union's headquarters. If an employee needed to float between branches, he or she would need codes for multiple branches. When an employee left, the lock had to be manually reprogrammed by a locksmith to remove the employee's code. The cost of code management increased while the level of security decreased because codes were inactive in a lock that no longer had an employee assigned to it.

"Our code management process was labor-intensive and made it difficult to stay current," said Abbassi. "In addition, we could only assign nine users per lock. In branches with up to 25 users, this created a burden. Branch managers had to keep close track of who had access to what lock and make sure that employee schedules matched the needs of those locks."



## Fast Facts

- Headquarters Location: Burbank, CA
- 17 branches located in California
- Named "Best in State" credit union by Forbes 2018 & 2019
- Provides an array of banking solutions to their members, such as various savings and checking accounts, loaning, investing, insurance, and much more.

## Solution

- Axessor IP - Electronic Combination Safe Lock

## Using Technology to Increase Efficiency and Reduce Costs

Logix outlined several opportunities to improve efficiency and reduce cost.

- Reduce service and locksmith charges
- Remove lock user management from the individual branch managers
- Allow more users per lock in each location
- Centralize lock management with the Logix Security Team

## The Axessor Solution

[Axessor IP](#) Electronic Combination Safe Lock

### The Benefit

Axessor IP integrates the latest technological advances, and meets all recognized safety standards.

Compared to the USB version, the IP-enabled Axessor® lock offers an extended scope of features and an optional extension, the eBox for connecting to a TCP/IP network for central control of all locks. The networking allows easy and resource-optimized management and monitoring of an unlimited number of locks. The widely used AES standards encrypt all network communication with a remote SDK or AS284 software. With the eBox, five additional input and output ports are available.



### The Axessor Solution

- Networked or standalone modular electronic safe lock
- Efficiently manage up to 40 user codes remotely
- Remotely and discretely access lock status and perform up to 10,000 audit events
- Powered through network cable with battery backup
- Unconnected to database with standalone software to manage unique 8-digit combinations
- Manage networked locks from a few to a thousand with batch programming and flexible authorization software

### Remote Auditing

The remote auditing function for the Axessor IP makes its capabilities second to none. From a central location, you can view the history on every lock, verify users, track audits without error, and troubleshoot potential problems. Remote access simplifies reprogramming the locks nearly eliminates the need to bring in service for updates and maintenance.

### Seamless Transition

The installation of the Axessor required a unique partnership between Logix and dormakaba to ensure that the transition from the old system would not disrupt daily branch operations. The process included carefully timed stages to allow for inhouse beta testing, software training, and collaboration with Logix's security integrator. The rollout was seamless. In addition, Logix was able to remove a lot of administrative burden from individual branch managers and increase efficiency at every location.

"We've received numerous compliments on the Axessor locks and not a single complaint – which is difficult in today's world," said Abbassi. "And, speaking of today's world, I can't imagine what our COVID-19 response would have looked like without these locks. They made it simple and easy for us to move users between locations, reprogram forgotten combinations and manage users everywhere. None of this would have been possible in the current pandemic if we had not had Axessor locks already installed. This product is so far ahead of our traditional practices."