



# Arcos Bosques Tower 1

## Selects HID Mobile Access® and Readers for Secure, Touchless Access Control

### SOLUTIONS

- HID Mobile Access
- HID® RP10 multiCLASS SE® readers

Located in the prestigious neighborhood of Bosques de las Lomas of Mexico City, the Arcos Bosques Corporate Center comprises six buildings, including two skyscrapers. It is home to high-profile law firms, industrial, mining, media and technology companies, and one of the city's most luxurious shopping centers. The iconic Arcos Bosques Tower 1 has 32 floors and heliport as the first skyscraper built in the city's Santa Fe business district. It receives approximately 3,500 tenants and visitors daily.

### CHALLENGE

The Tower 1 lobby had previously been open and freely accessible to all tenants and visitors. All security and access privileges were managed by each company that leased office space with their own ID cards or biometric systems.

While HID Global's access control system was already used in the Arcos Bosques parking lot and by several of the tower's tenant offices, it was not adopted by all tenants. Servicon, the facility management company, had no way to control who could enter the tower each day. Nor could it know who was in the building, which is critical information in the event of an emergency.

"We desperately needed to improve our access control system within the tower to ensure a safe environment for our tenants and an effective way of managing who entered the building and their location," said Sandra Mendoza, Operations Manager at Servicon.

## SOLUTION

Servicon collaborated with local systems integrator Logen and HID Global to install HID® RP10 multiCLASS SE® card readers at each of Arcos Bosques Tower 1's 16 turnstiles, which lead to 32 elevators in the building. The HID readers support both HID Mobile Access and physical access card technologies. HID Mobile Access gives tenants the choice of using their mobile devices to authenticate their identity and access the building and elevators, depending on their individual permissions. Users can open doors and gates with a seamless tap of their phone or card to the reader.

Visitors are given physical access cards at the lobby reception desk after registering. As with tenants, the visitors' cards can be provisioned so the holder can only exit the elevator on the floor permitted.

The mobile access solution enables administrators to create, issue, manage and revoke credentials in the cloud. "All credentials are hosted on a secure server containing our access control database. We manage the building's access permissions for all tenants, including the floors where the elevators will allow them to exit," said Santiago Morett, Project Manager at Servicon.

## RESULT



Implemented by Logen, the HID Mobile Access solution at Arcos Bosques Tower 1 has enabled Servicon to efficiently manage building access and provides tenants the option to use their mobile devices to access the office space.

According to Logen Commercial Director Eduardo Zapiain, deploying mobile credentials was the logical next step. "Mobile credentials are today's technology—simple to use, safe and environmentally friendly. Tenants don't have to invest in physical cards, and credential

replacement is no longer an issue since it's much less common to lend or lose your phone," said Zapiain.

The HID solution has also benefited Servicon, which now has continuous building access visibility through a unified, up-to-the-minute database of the tower's tenant names, affiliated companies and work locations. Security management has improved significantly now that there is a single system to monitor both building access and the vehicles entering and exiting the parking lot. Additionally, tenants now have the option to use a single card to enter both the parking lot and the building.

Arcos Bosques plans to build on the success of HID Mobile Access solution by adding it to the parking lot readers. These improvements in the 4,200-space parking lot are scheduled for completion in 2021.

"Accessing the building by simply presenting a mobile phone makes a lot of sense as we look for ways to eliminate touching things during the global pandemic," said Morett. "HID Mobile Access has given us touchless entry and safer building security, which is more important than ever for our tenants."



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Sandra Mendoza  
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