

# Total Access

News and Insights from the Door Openings Industry



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## OPENING REMARKS

Hello Friends of  
American Direct,

As I write this greeting to you, halfway through 2019, the time this year has been a blur for me, American Direct, and our complete access control security software platform AccessNsite. The rate of technological advancement in the security space and the ways products are moving to the marketplace is imposing a transformation upon us. We've turned to face these "Ch-ch-ch-changes" (isn't that a Bowie song?) and have evolved to better serve our clients and compete in this new security space.



There is definitely a large consolidation underway in the previously unique and fragmented contract hardware space and the almost 40-year old contract hardware wholesale business. The rapid consolidation in the commercial integration space is also continuing. With it comes scale and channel power and with the inclusion of the capital markets, private-equity, and investment resources comes more change that builds momentum for growth. This transformative business climate also has an interesting impact on the marketplace and some companies will prosper and adapt to the changes and see opportunities while others will stay with the programs and strategies that have always worked for them in the past.

From my seat, there seems to be a growing bifurcation between the "changers" and those who are resisting change. The result is a kind of opportunity swim lane that is emerging. Some have referenced this as a "blue ocean strategy" but I see this as a parting, or the formation of a path to the market that has not existed previously. The dynamics exist for a type of security services provider that rightly combines supply, install, design, and lifecycle support. Start to finish, soup to nuts, a total security solutions provider.

The status quo is rapidly fading. "Ch-ch-ch-changes" have come. The opportunity for new channels, new participants, and new plans for go-to-market strategies are proliferating in order to define new ways to advance services and generate economic benefits. I believe that American Direct is at the forefront of this CHANGE.

Best regards,

Byron W. Whetstone  
President and CEO  
American Direct

*P.S. A big shout out to the associates of American Direct and AccessNsite for joining me in this change. I'm forever grateful.*



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## TotalAccess

Total Access is a publication developed by American Direct. Designed to feature both construction industry topics and American Direct's services, Total Access is a resource for developers, project owners, government procurement personnel, architects, general contractors, consultants, and construction industry leaders. The ultimate goal of the publication is to raise American Direct's visibility among engineering firms, design-build consultants, and construction industry leaders. Total Access is published by bradley.project.

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# Look Beyond the Door

## AccessNsite®

### Constantly Enhancing Totally Integrated Security Solutions

*Photo Credit: Cris Agafi Photography*

by Juliette B. Bradley

The entire industry of access control is evolving minute by minute and companies are taking note. Those that have sat idle with their existing security systems are now perking up. They are not only intrigued by the kinds of technology now being utilized, but they are buying and implementing the most current technology to resolve their security issues. They can't afford to be outdated anymore.

AccessNsite® is the total access control software solution with powerful systems interoperability and automation configurable to a building's distinct needs. AccessNsite includes Rapid Deployment Servers, integration with existing systems, intelligent and IP-based lockset integration, and a new VideoIP video management system. AccessNsite is staying ahead of the rapid technological change by

constantly enhancing their software and hardware products.

"We continue to innovate in 28/8 integration and support the key technology that is a part of today's physical access control platform," says Jerry Glynn, Chief Information Officer with American Direct.

The most recent AccessNsite enhancement is the utilization of a Data Translation Tool, which provides new and better accessibility to other data systems. There are two important components of this tool:

- 1) LDAP (Lightweight Directory Access Protocol/Open Directory). This provides interfacing with distributed directory information from an IT community or enterprise, managing personnel badges and other identity information.

- 2) ODBC (Open Data Base Connectivity). This operates with Enterprise Resource Planning and Human Resource systems to pull data from personnel and identity management solutions (i.e. People Soft and Workday).

Another enhancement to AccessNsite is their new API (Application Programming Interface). This JSON (Javascript Object Notation) API is object-based and open standard file format. It allows multiple applications to communicate with one another. For example: a door service router talking to a software platform, or a video management solution talking to access control. The communication between the two, allows interoperability and integration.

AccessNsite is laser-focused on building compatibility with their tech-



*AccessNsite combines all related security functions and data into one comprehensive user interface, with powerful systems interoperability and automation configurable to a building's distinct needs.*

*Photo Credit: Cris Agafi Photography*

nology partners, including Allegion, ASSA ABLOY, Best Access, Mercury, and HID. “We’re continually focused on our relationship with these vendors, ensuring AccessNsite compatibility across their suite of products while adding value to the end-user,” says Glynn.

Examples of AccessNsite software enhancements in coordination with these vendors include:

**Allegion:** Allegion CTE is an Engage enabled single opening controller that allows perimeter and common area openings to be managed in a single system, along with Schlage Control smart deadbolts, NDE cylindrical, and LE mortise wireless locks. The CTE provides wireless control of door openings involving a standard lock, door position switch, request to exit, and specific Schlage readers (MT11-485 and MT15-485).

**Allegion RU/RM:** AccessNsite now supports the Von Duprin Remote Undocking (RU) and Remote Monitoring (RM) options available with its 98/99 and 33A/35A series devices.

**ASSA ABLOY:** AccessNsite provides an option for powering the

IN120 Wireless Lock using a hard-wired connection instead of using batteries, thus making it an online lock. This new model definition has been added into AccessNsite.

**Aperio Features –** Mercury has added several new features in support of its integration with ASSA ABLOY Aperior locks. AccessNsite software now supports these features:

- Privacy Mode
- Escape and Return
- Send Time Down to Locks
- Door Mode Notifications

**Mercury Security:** AccessNsite has also updated their compatibility with Mercury controllers:

- Mercury LP Controllers (1501, 1502, 2500, and 4502) – The LP Series controllers are Mercury’s next generation of intelligent controllers that run embedded Linux. The LP series controller boards can now be used with AccessNsite.
- Multiple Mercury Drivers – AccessNsite now supports up to ten Mercury drivers. This feature increases performance for

installations with many controllers, allowing up to 50 controllers per driver.

- Mercury Series 3 Serial I/O Boards – Mercury Security has released the latest version of their serial I/O boards (MR50, MR52, MR16IN, MR16OUT). AccessNsite now fully supports the Series 3 boards.

AccessNsite will continue to partner with end users, design teams, contractors, and integrators to deliver totally integrated safety and security solutions. Contact us for a free consultation or demonstration customized for your distinct needs. [info@accessnsite.com](mailto:info@accessnsite.com) 

*“The work we do with AccessNsite by American Direct has always been excellent. Their focus on 28/8 integration is innovative, and the updates that they are continually pushing out with AccessNsite are exemplary.”*

*Jim Crowley, Director with ASSA ABLOY*



Photo Credit: The Premise Studio

AccessNsite’s software solution integrates with best-of-breed hardware, as well as existing hardware and systems, enabling simple, scalable deployment and maintenance.

# Beyond The Door

SMART OPENINGS, SECURE BUILDINGS



This isn't business as usual.

### It's a brand new game.

Let's eliminate *Scope Gap* once and for all. Start with spec-planning and design-build processes in the preliminary stages of construction. This ensures access control specifications are included in the project manual with the hardware for the openings.

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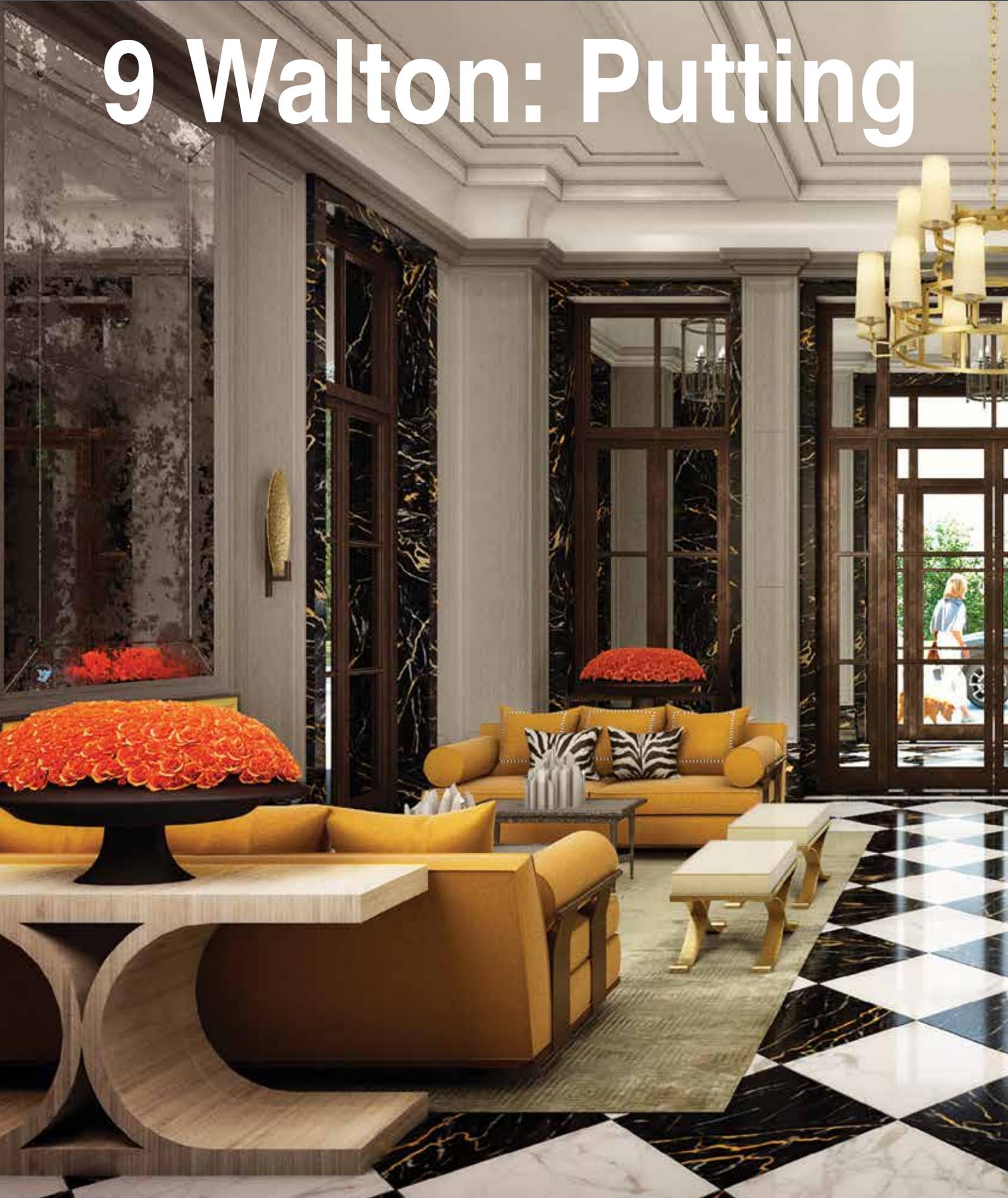
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## Totally Integrated Security Solutions

# 9 Walton: Putting



# the Ultra in Luxury

by Juliette B. Bradley

Upscale apartments are nothing new, but there is luxury, and then there is ultra-luxe. Specifically, there is No. 9 Walton, located on the corner of State and Walton in Chicago's historic Gold Coast.

The 465,000 sq. ft., 38-story tower houses 66 ultra-luxe residences. Owners have included Chicago Bulls and Blackhawks stars, a candy company magnate and the richest man in Illinois, just to name a few.

The smallest residence, at a generous 2,000 sq. ft., features two bedrooms and two-and-a-half bathrooms. The larger units offer up to six bedrooms and bathrooms. There are two guest suites available to all homeowners.

The name of the game at 9 Walton is "customizable." The residents can customize anything beyond the entry door. Extensive millwork finishes were offered along with custom-built

kitchens, Sub Zero and Wolf and LaCornue appliances, heated master bathroom floors, custom master bedroom closets, built-in safes, and multi-piece custom crown mouldings and oversized baseboards. The 10 – 12 ft. ceilings make rooms feel enormous, and the 9 ft. tall windows provide just the right ambiance for the view of Chicago's skyline.

The walnut, french oak or quarter sawn oak hardwood flooring is



*When you partake in the Chicago Architecture Tour, you learn which buildings are the select ones — which have stories — which are quickly becoming the topic of conversation — which are the gems of the city. No. 9 Walton has raised the bar on all of them. Sale prices have averaged about \$1,141 a square foot, which when the building opened, was the highest average on closed sales in the city.*

stained to meet the personal taste of the residents. There is a house car and driver, a fully staffed lobby and valet, and a full service maintenance team at the beck and call of any resident.

Lendlease was selected by repeat client, JDL Development LLC, to provide construction management services for No. 9 Walton. They brought American Direct on to the design team to provide doors, frames, hardware, and some accessories.

American Direct's Regional Sales Manager, Eric VanScoy said the focal point of each condo was the entry door — the first impression of each unit. "A typical door is 1-3/4 in. thick. These were 2-1/4 in. thick and they were custom stile and rail doors with recessed panels inside the door and

a raised molding profile. The paint job for each door was a high performance high gloss," says VanScoy. The owner provided a sample door that they liked and VanScoy noted every detail — measurements, construction, finish — and duplicated the door exactly.

Many of the interior locks were provided by a vendor who had already been chosen by JDL. VanScoy had to be sure that the locks that vendor was providing would perform with the door that American Direct was providing. "We had to consider the style, finish, whether there were custom levers or not, trim plate style — everything about the opening to make sure it would work. Collaboration was the key to making sure it all came together successfully," says VanScoy.

American Direct's flexibility to

provide value-added engineering, in addition to product procurement, created the perfect combination for total openings solutions at 9 Walton.

The amount of custom opening options was incredible on this job. Residents could choose the finish of the door hardware, the number of door panels, whether it was pocket or swinging, and, if it was pocket, then the number of panels in the pocket.

Client Account Manager, Martha Runnels, says "Delivery of doors, frames and hardware is typically sequential by floor in an apartment building, but with this project, the units were being customized as they were sold, which meant we were jumping around moving floor to floor." This required significant coordination regarding which doors were already



At 38 stories, 9 Walton isn't the tallest building in the neighborhood, but its sophistication and stature far exceed what near-by buildings can offer.

ordered, which ones were approved, and which ones were pending. "Sending in our submittals of drawings, hardware, and door schedules from unit to unit was a very lengthy process, but we had to do it this way to keep everything on schedule." It wasn't unusual for plans to be revised based on the unit owner's decisions and choices. Each time that happened, submittals had to be re-approved.

Many people who have been living in the suburbs are headed back downtown and they are ready for a place like 9 Walton. It is full of impeccable details, all put in place to create a stunning paradise in which to live. Everything has been thoughtfully considered and the result is a living experience unparalleled in Chicago. 9 Walton has redefined luxury living. 



## 9 Walton

### Footprint

38-story condo building with 66 luxury residences, each averaging 4,400 sq. ft.

**General Contractor:** Lendlease

### Project Contributors

Hollow Metal Frames and Doors  
Ceco Door Products

Pre-hung/Pocket Wood Doors  
Door & Millwork Distributors

Pivots  
Dormakaba USA Inc

Key Cabinets  
Lund

Common Area Locks  
Marks USA

Hinges  
McKinney Products Co

Gasketing, Astragals, Sweeps, Thresholds  
Pemko

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# The Renovated Historic Russell Hall

by Juliette B. Bradley



# What was old is new again

When students begin the search for their “home away from home” during their first year at college, they are looking for more than a dorm room. They are looking for a residential community to belong in. This community may initiate with their actual room, but quickly extends out to those they will be neighbors with, common areas to study in, places for social gatherings, and convenient dining areas — all with bright rooms full of natural light.

Russell Hall began housing University of Georgia, Athens (UGA) students in 1967. By 2015, the 10-story building was tired and unable to attract aspiring students who wanted to live in more modern accommodations. UGA was facing one of its largest freshmen classes on record and something had to be done, so they went to work to provide an inviting living environment.



Photo Credit: JohnClemmer.net



The common spaces in Russell Hall are intentionally designed for students to gather in groups, or find spaces for individual study.



Photo Credit (pages 18 and 19): JohnClemmer.net

The complete 15-month renovation plan included removing built-in furnishings, adding individual room temperature controls, energy-efficient windows, and modern mechanical, electrical, plumbing and information technology systems, plus modifications to enhance ADA accessibility. Three dorm wings extend from a central core and house 960 beds. The Russell Academic Center on the first floor includes public high-tech classrooms and study nooks.

All of these changes were a reflection of the university's mission to support residents academically. And, the residents surely don't mind the brand new look and feel of the interior. Designers used iconic furniture styles and patterns inspired by the 1960s to carry the mid-century motif throughout the common areas.

Menefee Architecture and Juneau Construction were tasked with keeping the structural integrity of the building, but creating an updated, modern hous-

ing experience for incoming freshman students. Unique, mid-century gems in the building were preserved, like the original terrazzo floors in the lobby.

Juneau Construction teamed up with American Direct to provide doors, frames, and hardware. The direction from the owner was to reuse locks, doors, and frames where possible. Juneau's Construction Engineer, Blake Spiker says, "We had to make the old work with the new and visa versa. Many of the frames were not labeled because they were so old, so we had to have them inspected to see if they could hold the fire ratings. If we could reuse them, we had to make sure that the door we scheduled would fit the frame, and American Direct helped us do that."

American Direct's Project Manager, Megan Homewood, provided guidance by doing a complete inventory of all existing locks to see what was salvageable. Homewood also created an extensive spreadsheet for Spiker

to use with placeholders for detail about every door opening including jamb depth, placement of hinges, anchoring requirements, opening height, strike location, height and width. This spreadsheet was critical in the decision-making of what could be saved.

Renovation projects can be like those curious box of chocolates...you never know what you're going to get into. Striker says, "So much is unforeseen with a renovation project. You don't know what you are dealing with until you are actually working on the job. Some of the frames looked fine on the exterior, but because of their age, some had rust damage that you couldn't see until the multiple coats of paint were removed."

Homewood says, "With a 50-year old building, you can't be sure when the material was fabricated. We needed that information to assess the locks they wanted to reuse to make sure the new doors would be able to receive the salvaged locks. We developed cre-



The lower three floors of Russell Hall feature social lounges, a full kitchen, and a laundry-lounge — all perks of modern community living.

ative solutions and used special ordering techniques with our manufacturers to fit the owners' needs. This included special sizing and fabricating special anchors on the frame which allowed us to install a frame on an existing wall condition."

American Direct's Regional Sales Manager, Southeast, Jason Plotner, says the cost savings with salvageable product was significant, however, the coordination necessary on the front end is critical and there is no room for error. To be absolutely sure, Plotner requested that Spiker send him one of the locks they wanted to reuse so Plotner could verify the machine prep that would be necessary for new wood doors. There were many issues, like this, that needed to be addressed early enough for a well-orchestrated plan. Plotner also attended a pre-installation meeting to discuss delivery and the entire scope of work.

One challenge the renovation team faced was on the unit entry

door frames. After the existing hollow metal frame was removed, American Direct had to have special knock-down drywall frames manufactured with a special 4 in. face dimension in order to maintain the existing door size, but cover the damage to the walls left from the demo of the existing opening. Plotner says, "This non-standard frame required coordination between American Direct and CECO to ensure that these frames could be fire rated. Good communication between our order entry department and the factory was crucial to ensure the frames were ordered and manufactured correctly."

In addition to product provided by American Direct, the project owner requested to use some hardware from a specialty company. American Direct took all of this into consideration so that all doors, frames, and hardware would be compatible and at the same time provide the functionality, look, and feel that was the

owner's goal. American Direct faced the challenges of this renovation head on and is poised to continue assisting renovation and new construction in the student housing industry and beyond. 🇺🇸

### Russell Hall

#### Footprint

A 213,000 sq. ft., \$44.5 million renovation with significant enhancements for a historic hall.

**General Contractor:** Juneau Construction

#### Project Contributors

Locks

**BEST Security Systems**

Hollow Metal Doors and Frames

**Ceco Door Products**

Door Closers

**LCN**

Gasketing

**National Guard Products**

Flatgoods

**Rockwood**

Hinges

**Stanley Hardware**

Exits Devices

**Von Duprin**

Wood Doors

**VT Industries**

# Is DISRUPTION and GAME CHANGING the Same Thing?

by Byron Whetstone, American Direct President and CEO

When I write for this Total Access publication the results are usually a synthesis of the various trade magazines in the security industry, the contract hardware industry, the commercial construction business, the distribution space, the western church analysts, and periodicals like the Wall Street Journal. Generally, information is how I form thoughts and strategy for American Direct and other organizations I have the pleasure to be involved in.

A few years ago I was an avid subscriber to a mailed newsletter called the Kiplinger Letter; a bi-weekly issuance of forecasts for industry, investors, the capital markets, and political opinion — both domestic and international. I was solicited recently to re-subscribe to the letters and as I read the content from a recent letter, I was taken aback by the references to market changers, or you might say game changers. The list of industries and companies being changed while not comprehensive was thought-provoking. Uber, Lyft, Slack, AirBNB, Pinterest were listed and while I read the storylines I thought these aren't really new stories, but then I read about Impossible Burger, Beyond Meat, and a company called Oatly that makes veggie milk and I was drawn

in a bit further. These really might be game changers. Making milk out of broccoli seems like a game-changing concept to me.

A few days later as I watched Squak-Box, my normal morning ritual, I was introduced to a new blockchain cryptocurrency called Libra, a Facebook venture to help organize more secure and instantaneous financial transactions that are less vulnerable to fraud. Wait a minute, cryptocurrency is now mainstream enough to be advocated by a company that has more data about the global population than the Internal Revenue Service. This isn't a game changer or a disrupter — this possibly puts at risk the US dollar as the reserve currency of the world. That is simply frightening to me.

We all are reading about AI, and the benefits of using algorithms to predict outcomes, and automations that will displace humans, and do jobs that will make humanity obsolete. Is that disruption or game changing? Driverless cars, flying taxis, robotics, is this the Jetsons or what? The reality is that the technology change brought about in the last twenty years is in fact disrupting the status-quo and there are some businesses that will emerge and are emerging to change the



game. The argument that is happening now revolves around the question is there still room, and will there always be room, for companies that recognize the path to adoption is about another disrupting topic — what will be the EXPERIENCE of the clients, customers, associates that engage in the disruptive technologies and services?

In our household, we rarely visit the grocery store because it's easier to order online and have things delivered, but when we want to cook-out for a special occasion we go to the meat counter and make a "visual" connection with the meat of choice. Buying some things online works great, but other things require a more value-add experience. For me, I want to see the cuts of beef and experience the meat selection, maybe even talk to the butcher about the features and benefits of a filet versus a rib-eye. Sounds funny, I know, but the reality is the experience is very real and machine learned intellect and data accumulation are competitive advantages but nothing beats the human touch, the human interaction, the confirmation that you made the right choice.

At American Direct we have been trying to adapt the business systems and processes to be more efficient and productive. An example, is that three years ago we made annual copies in excess of 2,500,000 and today the imaging technology adopted has reduced the number of copies to less than 600,000, a staggering increase in efficiency and sustainability. The rate of change noted herein is being received differently across the teams of associates. The old-line door and hardware distribution want to be able to weld hollow-metal door frames in their physical location while the new virtual thinkers are perfectly fine having frames welded at the factory. This example is a dated example but when you include the electronic access control business features of the next generation of electrified locking products, wall readers can become obsolete and end-users have no trouble making the adjustments unless something doesn't work and then they all cry out, "Who is going to solve this issue? I wish we could do things the way we did them before." That, dear friends, is the client/user experience and despite the technology advances, clients and customers matter. We are trying to sell a total security solution to an overall end user that has many total end user experiences and "one size does not fit all." Disruption or game changer — don't forget that we all learn at different speeds and timelines.

For the near term I'm sticking with real USDA prime beef and after a few more years maybe I'll try a to gain a taste for something beyond meat. 

# ONLY THE SOUNDS YOU WANT TO HEAR



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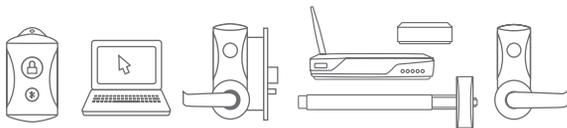
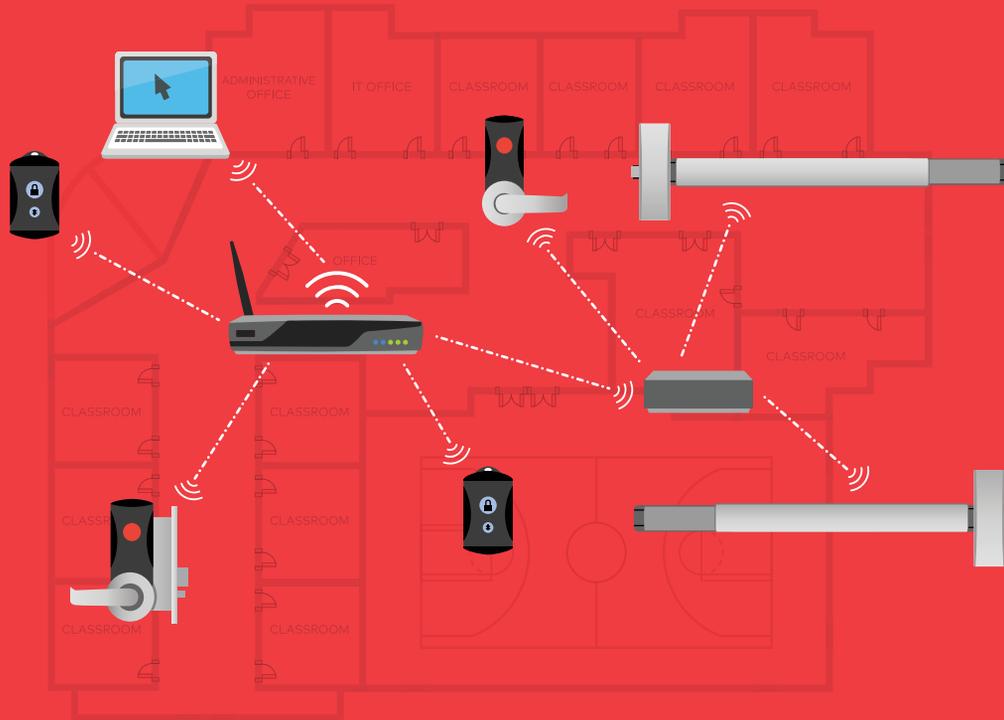
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