



## CASE STUDY

# SOUTHERN PLAZA

## Retirement Community

### The Facts

- **Project name:** SOUTHERN PLAZA, the Christian retirement community in Oklahoma, USA, offering multiple levels of care
- **Date of completion:** Q1, 2024
- **Building description:** A 3-floor, multi-apartment residential community building with common areas, parking garage, storage facilities and other utility spaces
- **Access control type:** A total of 28 HID EDGE EVO controllers, combined with card and PIN readers for controlling access to common, service and utility areas
- **Integration set:** Credoid v4 access control software, deployed on-premise with permanent 30-door license
- **Integration partner:** IBACC Inc., USA.







## The Challenge

Southern Plaza is a retirement community in Bethany, Oklahoma offering 3 levels of care. Southern Plaza Retirement Community's philosophy is based on the belief that each resident is entitled to the highest quality of life through wellness services. The right of each resident to determine his/her needs is respected at each level of care, and promoted by providing services in ways that recognize each resident's individual needs and preferences.

For an organization aiming for a high standard, yet affordable service, there are multiple factors to consider when making an infrastructure investment decision. When a company overseeing Southern Plaza's access control system failed to provide the expected service level, the management faced a decision: rip and replace the whole system or find an alternative software package, capable of supporting the same hardware.

## The Solution

System integrator IBACC Inc., a partner of Midpoint Security based in Costa Mesa, CA, was requested to do a site survey and determine the possible options for access control upgrade.

Site survey revealed that existing HID EDGE EVO controllers and readers were fully operational and performing as expected. IBACC concluded that a new software could provide a much-needed improvement in both user experience of administrators and security personnel, as well as ability to service the system.

CredoID software was chosen for a small pilot deployment to verify the claims of ease-of-use, and Southern Plaza's management was soon convinced that the software lives up to its promise.

### Additional expectations for the access control system were set as:

- **On-premise solution**, due to cloud solutions being more expensive to run
- **A modern platform** with benefits of current technologies, yet capable of supporting the existing access control hardware
- **Easy to configure**, maintain and use on a daily basis
- **Proven track record** and good feedback from other organizations
- **Excellent support** from software development company

## The Result

By choosing a software upgrade path, Southern Plaza has been able to substantially extend the useful life of the existing access control hardware and save capital expenditure budget without affecting the quality of its services. Factoring in the reduced administrative and maintenance tasks, as well as service bills, the project has been a "Multi-win" for Southern Plaza.

*"We found that CredoID received great reviews and fit exactly what we were desiring in an access control company." – says Mr. Kevin Metcalf, IT systems administrator at Southern Plaza. "Credo ID did not disappoint, we received great customer service from the sales team and the tech support during installation was great! The software was very easy to install and very user friendly to program. We highly recommend Midpoint Security and CredoID."*

Integrator partner



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