



LIFESTYLE COMMUNITIES GOES MOBILE-FIRST TO CREATE A DISTINCTIVE EXPERIENCE

THE CHALLENGE

Lifestyle Communities (LC) primarily offered physical access cards to residents with limited abilities to manage, issue and revoke access control as needed.

- The company had a growing portfolio of communities across the country and wanted to upgrade security
- LC wanted a secure access control solution to support residents' desire for mobile access to their communities
- LC wanted to provide an exceptional resident benefit by providing smart living experiences with the latest conveniences

THE CHOICE

“Our residents appreciate the mobile-first solution and our employees find the self-service solution allows them to spend more time focusing on delivering great resident experiences.”

-Tyler Woodburn | IT Support Specialist | Lifestyle Communities

THE CHANGE

- Within just three months, nearly 20% of residents adopted and used their mobile credentials daily
- The mobile app is a complementary feature to access control cards for LC's residents and employees
- LC issues mobile credentials to all employees and new residents and to existing residents upon request
- LC has improved resident experience and satisfaction by offering them the preferred mobile-first access
- Monitoring and management of all entry points at all LC locations can be done from anywhere, anytime
- LC saves over 60% per year from distributing roughly 2,500 fewer physical access cards

“LC designs and manages its communities with a commitment to deliver a distinctive customer experience. We recognized mobile as a preferred solution for our residents, who increasingly use their smartphones for daily interactions.”

-Chad Thompson | Chief Marketing Officer | Lifestyle Communities