SMART INTERCOM & UNMANNED-SITE MONITORING

A smart, watched building — without the expensive controllers

How Brindley Point, a 48-home development in Birmingham, gave residents a video-intercom app where the phone is the key — walk-up NFC/Bluetooth entry, QR codes for guests and a 24/7 remote concierge — with AI monitoring for an unmanned site, all on cost-effective Grandstream hardware managed by EasyBM.

The brief was simple: keep it simple. No expensive controllers, no staff on site — but residents with a proper app, and a building that still never goes unwatched.

THE CHALLENGE & OUR RESPONSE

The challenge

Brindley Point wanted modern access control and intercom for its 48 homes — but without the cost and complexity of traditional systems. No bank of expensive door controllers, no on-site concierge to pay for. Residents still needed a proper video intercom on their phones, a way to know what's happening on site, and the reassurance that an unmanned building isn't an unwatched one.

What we did

EasyBM installed cost-effective **Grandstream** video intercoms and put the whole site on one management platform — with no expensive on-site controllers. For residents, the phone is the key: NFC or Bluetooth lets them walk straight in, they answer the video intercom from anywhere, and they can issue QR codes to guests. Behind it, EasyBM manages the intercoms, CCTV and analytics, with AI monitoring, remote CCTV and a 24/7 remote concierge in our control centre.

WHAT WE DELIVERED

Your phone is your key

No codes, no fobs. Residents walk up and NFC or Bluetooth lets them straight in — and the Grandstream intercom calls their phone too, so they can see and admit visitors from anywhere.

Guests, by QR code

Expecting someone? Residents generate a QR code in the app and send it to their guest, who scans it to get in — time-limited, with no shared codes or spare fobs to chase.

A concierge on call, 24/7

The site has no staff on it, but residents are never on their own: one press connects them to our 24/7 remote concierge in the control centre — for a problem, a query or an emergency.

When something happens

If there's an incident, the team can pull up CCTV and access logs remotely in seconds — and the site's CCTV is federated to the local police, so footage can be shared with them directly when it's needed. Everything is in one place, available the moment it matters, with any flag reviewed by a person before anyone acts.

WHAT IT MEANS FOR THE DEVELOPMENT

Modern access, modest cost

Residents get a proper video-intercom app and professionally managed security — without the price of traditional controllers or an on-site team to pay for.

Unmanned, never unwatched

AI watches the site around the clock for intrusion, and a 24/7 remote concierge is a button-press away — so a building with no on-site staff is never on its own.

No short-lets, no strangers' cars

Occupancy analytics flag likely short-let (AirBnB) usage, and car-park monitoring catches vehicles using the Underground car park without permission.

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Fobs, codes or on-site staff

48
Homes on the platform

61
Residents with phone-key access

24/7
Remote concierge & AI monitoring

Why it keeps paying off

- **Enterprise security, modest cost.** Cost-effective Grandstream hardware and a cloud-managed platform deliver a video-intercom app, CCTV and AI monitoring without the price of traditional controllers or an on-site team.
- **Unmanned, never unwatched.** AI monitors the site around the clock for intrusion, residents can reach a 24/7 remote concierge at the press of a button, and CCTV — federated to the local police — is on hand the instant an incident needs investigating.
- **One platform, more than the door.** Intercom, CCTV, analytics, maintenance and resident onboarding in one system — including short-let analytics and car-park monitoring for vehicles parked without permission.

Intercom
Grandstream video, to phones

Monitoring
AI, 24/7 — unmanned site

Designed, delivered & managed by EasyBM

AI monitoring and occupancy analytics are pattern-based, proportionate, and operated in line with the development's data-protection policies; flags are reviewed by a person before any action.

HOW THE SERVICE WORKS

1. Visitor calls — resident answers on their phone
2. AI watches the unmanned site 24/7
3. Intrusion, short-let or parking abuse flagged
4. Alert raised with a snapshot
5. CCTV & logs reviewed remotely in seconds

Keep it simple. Keep it watched.

Talk to our team about a cost-effective video-intercom app, remote CCTV and AI monitoring for your building. Email sales@easybm.im.

Contact sales