ACCESS CONTROL & BIOMETRIC ENTRY

A city-centre block, secured — biometric access that stops the problems at the door

How Holliday & Canal Wharf, a 156-home waterfront development in central Birmingham, overhauled its security with EasyBM — bringing access control, CCTV and car parking into one intelligent platform that never sleeps.

As the area around the development filled with bars, restaurants and student housing, security had to keep pace. The answer wasn't more keys — it was one intelligent platform that brings everything together and never switches off.

THE CHALLENGE & OUR RESPONSE

The challenge

Holliday & Canal Wharf sits on Birmingham's fast-growing waterfront, now surrounded by nightlife, hospitality and student accommodation. With that footfall came unauthorised access, package theft and real concerns for residents' personal safety — at its worst, intruders were a regular problem, with the police called several times a month. The management company decided its ageing fob-and-PIN access control needed a complete overhaul.

What we did

EasyBM designed and delivered the whole overhaul — and the real step change was integration. EasyBM brought **access control, CCTV and car parking into one intelligent platform**. Facial-recognition entry replaced fobs and PINs across the building and the car park, with a resident intercom and live, managed control over every permission — one system instead of three. Because the platform is flexible, we extended it to the development's exact requirements — a 100% fit, not a one-size-fits-all product.

WHAT WE DELIVERED

Facial-recognition access

Biometric entry to the building and the car park. There's no fob to lose, clone or hand on — access is tied to the resident, and can be granted or revoked in seconds.

Resident door intercom

A modern Akuvox intercom lets residents see and speak to callers and admit genuine visitors — cutting the tailgating and door-holding that let strangers in.

A platform that flexed to fit

EasyBM isn't off-the-shelf or locked down — it's a flexible platform we extended to Holliday & Canal Wharf's exact needs. It gives the company real-time reporting and full control of access permissions across all 156 homes: who has access, where, and when.

In the client's words

"With the influx of people into the area, it was imperative that we prioritise our residents' security."
— James Clayton, Chair, Holliday Wharf Management Company

WHAT IT MEANS FOR THE DEVELOPMENT

A platform that never sleeps

AI watches the site for issues 24 hours a day, so problems are caught the moment they happen. The turnaround speaks for itself: a site once hit by intruders and regular police call-outs has recorded zero intrusion incidents in the past 12 months.

Residents kept informed

The platform keeps residents up to date and gives them a support desk for day-to-day enquiries — from access and visitors to building notices — so people feel looked after, not left in the dark.

Deliveries that actually arrive

Contractors and delivery drivers are managed through the platform so parcels are delivered securely — tackling head-on the package theft that started it all.

0
Intrusion incidents in the last 12 months

156
Homes managed on the platform

300
Residents enrolled on the system

1
Platform — access, CCTV & parking

Why it keeps paying off

- **Security that keeps pace.** As the area keeps changing, access is managed centrally and updated instantly — not re-keyed site-wide every time something changes.
- **Less admin, fewer lost keys.** No fob stock to manage and no lockouts from forgotten PINs; a move-in or move-out is a permission change, not a locksmith visit.
- **One platform for the whole building.** Access, CCTV, parking, resident onboarding, maintenance, a resident support desk and compliance tracking — a single intelligent system that uses AI to watch for issues around the clock and manages contractors and deliveries securely.

One platform
Access, CCTV & parking

Monitoring
AI, 24/7

Designed, delivered & managed by EasyBM

Facial-recognition access is operated in line with data-protection duties; residents are enrolled with consent, and biometric data is handled under the management company's privacy and retention policies.

HOW ACCESS WORKS NOW

1. **Resident enrolled, with consent**
2. **Face recognised at door or car park**
3. **Access granted — no fob, no PIN**
4. **Every entry logged**
5. **Permissions managed live by the team**

Secure your development.

Talk to our team about biometric access, resident intercom and live access management for your building. Email sales@easybm.im.

Contact sales