

HOW WORLD TRADE CENTER SAVES 10,400 HOURS PER YEAR

Silverstein Properties Inc. is a real estate development, investment and management firm based in New York City. The company specializes in developing, acquiring, and managing office, residential, hotel, retail, and mixed-use properties. The firm is New York City's fifth-largest commercial landlord.

Managing keys at the 3 World Trade Center (WTC) in New York city was a significant challenge for the facilities management department. Key management process was manual, inefficient, frustrating, and time-consuming. The janitorial managers spent hours during each shift manually signing keys in and out, turning key management into a full-time job.

Master keys frequently went missing, leading to the replacement of keys on a regular basis. Janitors had unrestricted access to high security keys, allowing them to enter tenant locations for cleaning and maintenance. There was no record of who had what keys and at what times. This raised security concerns for staff, tenants, and critical assets. Often, essential keys went missing, requiring the janitorial manager to spend countless hours maintaining data on key usage, trying to track who has them and ordering missing keys.

Silverstein Properties realized they needed a solution to secure keys when they aren't being used and provide controlled access when required by staff and contractors. The engineering management team selected Torus to solve their problems. The result is that they have eliminated the wasted time, frustration for many staff, whilst gaining control and security of keys. When keys are not returned on time, SMS and email notifications are sent allowing action to be taken right away.

Now that their key management is automated, WTC is saving an enormous amount of time and money every year.

THE CHALLENGE	THE SOLUTION	THE SAVINGS
>200 KEYS TO MANAGE	\$36k UPFRONT (plus \$2k per year)	10,400 HOURS PER YEAR
<ul style="list-style-type: none"> × Wasted time and resources × Manual key management × Losing master keys × Lack of accountability × Safety and security risks 	<ul style="list-style-type: none"> + 2 key cabinets installed. + Enterprise grade solution which is easy to install, use and scale + Real-time alerts via SMS and email + Reduced administrative burden + Automated signing out keys 	<ul style="list-style-type: none"> ✓ ROI = 2 months ✓ \$260K per year labor efficiency gain across staff and contractors ✓ Eliminate time searching for keys or waiting for keys ✓ Reduced cost of replacing lost keys and changing locks



With Torus, we have achieved 100% transparency and accountability for every tenant location. This seamless key management flow saves hours each day, allowing us to focus on other important tasks.

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