

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.

In a multi-tenant environment such as WTC3, the security of tenant keys is of the utmost importance. Each organization is relying on the building management to maintain security and reliable operation of the building. Silverstein Properties were manually signing out keys across multiple shifts everyday consuming human resources and raising concerns about the accuracy of records keeping. If keys ever went missing, it required countless hours trying to track who last used the key.

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
× Wasted time and resources × Manual key management × Losing master keys × Lack of accountability × Safety and security risks	+ 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	✓ 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 across our hundreds of sets of key. This seamless key management flow saves hours each day, allowing us to focus on other important tasks.

Silverstein Properties