

Number 03

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# Best of DOM

Investing in the world  
around the lock

CUSTOMER STORY

## DOM at the dome

Access solution, Centro arte e cultura, Florence | page 12

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INTERVIEW

## “It’s all about loyalty, that’s in our DNA”

Export manager Antoine Douville | page XX

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CUSTOMER STORY

## Elegant design, superior security

Gasholders London, Great Britain | page XX

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# Future here we come!



Dear reader,

You're holding the third edition of our 'Best of DOM' magazine. In this edition we take a look at the future of security, and how this affects all of us. Professional end users, security experts, our partners and us at DOM, we all experience these changes every day. We are getting used to a whole new way of interacting with services we use on a daily basis.

Personally, I use my smartphone and apps to pay for parking, it's my health coach, it's perfect for handling everyday finances, and so on. The same goes for how we interact with our security, at home and at work. Offering the perfect security experience means seamlessly integrating our solutions in our everyday lives. We have to increasingly focus on building the world around the lock, rather than just perfecting the lock itself.

Making every interaction with our solutions much more personal and intuitive, whether that's at home or in a building with 1,000 users. And that forces us to be more innovative than ever before. What a great time to be in the security business!

I hope you enjoy reading 'Best of DOM' as much as we enjoyed making it.

Best regards,

Erik Mastenbroek  
Group Marketing Director DOM-Security

“Whatever the future may bring, we are more than prepared.”

Exclusive interview with Mr. Morel  
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# Reaching windswept heights: the new Zugspitze cable car uses DOM

Customer story | Page 10

# Municipal Centre of Blagnac

A smooth collaboration between a city, DOM and its local partners | Page 18

DOM-Security belongs to the SFPI Group (Safety for People and Industry) that was created in France in 1985. SFPI is a group of companies designing and manufacturing solutions in and around buildings. SFPI Group generates a turnover of more than 500 million Euros, employs more than 3800 collaborators and delivers solutions such as buildings security and convenience, air-treatment and energy saving, both for industrial and private markets.



# At the Fire Brigade Boarding School

Customer story | Page 52

# Zuidwester Het Keeten, Middelharnis

Custom solution for both residents and healthcare staff | Page 28

**EDITORS:**  
Rick Badoux, Andrea Pitsch, Astrid Bijl, Peter Ten Brinke, Matthias Erler, Roberto di Gregorio, Isabelle Leseur, Erik Mastenbroek, Marc Nelissen, Jonathan Osborne

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MR. MOREL  
CEO of DOM Security

An exclusive interview with Mr. Morel

# Whatever the future may bring, we are more than prepared

We believe that everyone and everything of value deserves to be kept secure, without compromise. CEO Henri Morel: “Whatever the future may bring, we are more than prepared.” Our motto We DOWore for security is demonstrated by everything we do to help our customers. Whether in developing the highest quality locking and access solutions or supplying customer support.



#### MR. MOREL, WHAT IS THE STRENGTH OF DOM SECURITY?

Our People. I am proud to see that our people are continually striving to offer “the best”. You see this everywhere; our development team designing and creating new products, our customer service people closely working together with our resellers and product marketers are always ahead of security innovation. One thing everybody has in common: they all are professionals working closely together.

#### DO YOU SEE YOURSELF AS THE LEADER OF THE SECURITY WORLD?

“That’s not up to me, that’s up to our clients. Each day we produce huge amounts of cylinders and locks. Via our professional resellers and security network we supply the European utility and residential construction market. We have developed unique and very agile manufacturing processes to make sure we can always deliver. Producing cylinders may sound simple, but it’s quite a complex business, most products that we manufacture are one of a kind. I personally strive to work in a non-stress atmosphere. But coming back to your question: Stay humble is what we say, never forget where you came from.



#### HOW DO YOU ACHIEVE THIS?

I find it important for the employees to enjoy their jobs. I believe that only then can we provide our customers with the highest levels of quality and customer support. Despite our companies long history, DOM employees never lean back. The future is already here. We invest in innovation and choose direction by involving our partners and listening to our customers.

#### HOW DO YOU SEE THE FUTURE OF SECURITY?

In short, our core business is securing buildings. Offering this, we take care of the total security and access authorisations of a building. More often it is important that our products communicate with other systems in the building. I believe that connectivity is crucial. There will always be doors with locks inside. However, it becomes more important what we build around the lock. We have a strong heritage developing and producing mechanical cylinders. We see strong growth of our digital locks that are able to communicate wirelessly and can be opened by transponder cards or smartphones. This makes it possible for property managers for instance



to allow staff to have access to only certain departments, but to also grant them access in fixed periods if required. Obviously we invest more and more in these kind of technologies. Recently we bought a company called Invisys. This company has strong expertise in Internet of Things. We are now developing solutions that provide a door status over the air with an extremely long wireless range using Sigfox or Lora.

#### WHAT IS YOUR FOCUS IN THE COMING YEARS?

New communication platforms are emerging, so connectivity is key. At the same time, new technologies bring new challenges, like hacking. Therefore, we never rest and work hard to keep our systems optimally secure. The bottom line is: Whatever the future may bring, we are more than prepared. Although digitalisation has increased tremendously, we keep investing in the innovation of mechanical products as well. Many of our clients use products we have manufactured in the past. We provide support for all our installed products, today and in the future.

# Key figures to our collective growth

We believe that everyone and everything of value deserves to be kept secure without any compromise.

With 17 companies and more than 12 brands throughout Europe, we serve millions of customers. Our dedicated experts are on a continuous quest for innovative high quality lock and access solutions.

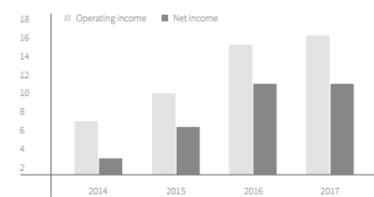


Our strategic locations are all around Europe

1	DOM CR	10	DOM SICHERHEITSTECHNIK
2	DOM CZECH	11	DOM TITAN
3	DOM MCM	12	DOM TSS
4	DOM METALLUX	13	DOM UK LTD
5	DOM NEDERLAND	14	DENY SECURITY
6	DOM POLSKA	15	EURO ELZETT
7	DOM ROMANIA	16	OMNITECH SECURITY
8	DOM RONIS	17	PICARD SERRURES
9	DOM SCHWEIZ		

With over 100 years of experience we deliver products for everyone's need.

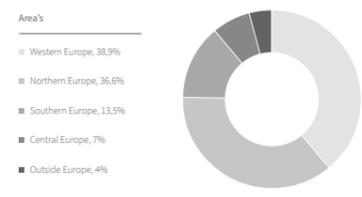
Operating income and net income  
Group share in million euros



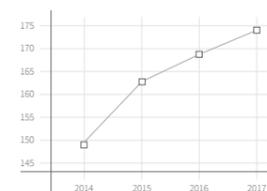
Table

Per share		In euros			
		2014	2015	2016	2017
Earnings per Group share		€ 1,18	€ 2,76	€ 4,58	€ 4,57
CF per share		€ 4,10	€ 5,30	€ 7,57	€ 7,14
Net dividend		€ 1,50	€ 1,50	€ 1,75	€ 1,75
NB shares (incl. treasury control)		2.387.746	2.387.746	2.401.787	2.401.787

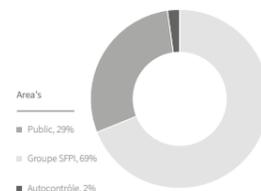
Distribution of sales in 2017



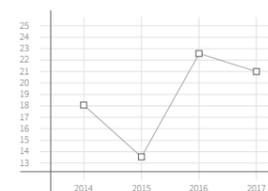
Revenue in € million



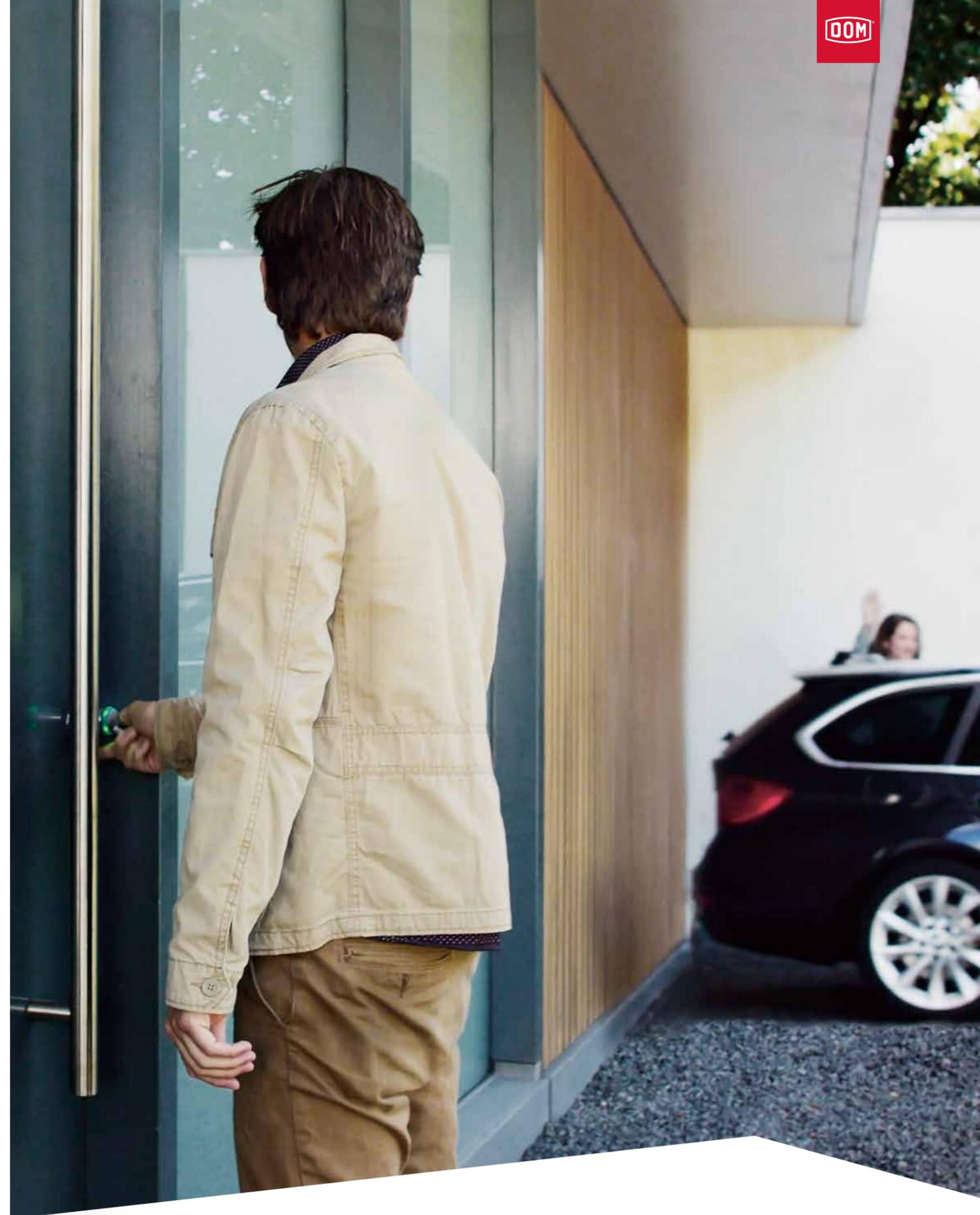
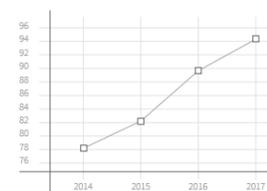
Distribution of shareholders at 31/12/2017



Net financial cash in € million



Equity in € million



Customer story;  
Garmisch-Partenkirchen, Germany

# Reaching windswept heights: the new Zugspitze cable car uses DOM



You can't get any higher – not in Germany at least. The Zugspitze in the Wetterstein mountains is the highest mountain in the country. Evidence shows that it was first conquered in 1820, and since then hundreds of thousands of people have reached the summit – and those who don't want to take one of the three cable cars, can climb their way to the top – for example the new Zugspitze Cable Car.

After six years of planning and construction, it made its maiden journey on 21 December 2017. Around 400 people work on the cable cars – with access and authorisation management provided by DOM security technology.

It would be a piece of cake for fine-weather engineers: but building here at 3,000 metres above sea level, you need a head for heights and be immune to the elements. Ice and

driving snow, persistent cloud patches and heavy rainfall occur here in the summer as well as the winter – but so do wonderfully sunny days that open up breathtaking views for mountaineers, ski enthusiasts and day-trippers. The new 'Seilbahn Zugspitze' cable car is a technical triumph in mountain access in many ways: there is just one steelwork pylon standing a dizzying 127 metres high – plus an overall difference in height of 1,945 metres with no mid-station. The cables rise above

an unsupported cable-way span of 3,213 metres: all world records. The operator Bayerische Zugspitzbahn Bergbahn AG, a subsidiary of Gemeindegewerke Garmisch-Partenkirchen, has invested a huge 50 million euro in the mammoth project.

#### TO THE SUMMIT BY HIGH-TECH GONDOLA

Anyone who doesn't want to hike or climb to the top of the Zugspitze, Germany's highest mountain and part



of the Wetterstein range, has been able to use this new cable car since its maiden journey on 21 December 2017. The passenger gondolas, with their spacious high-tech design, comfortably carry 120 people, have floor-to-ceiling glazing – and the windows are heated, allowing operation whatever the weather. On fine days, the views extend as far as Munich. Passengers now spend a lot less time queuing for the cable car on the mountain and down in the valley, so it's all much quicker and less fraught. Its predecessor, the Eibsee-Seilbahn cable car built in 1963, managed to carry up to half a million visitors each year – the new cable car is expected to attract 10 per cent more passengers.

The gondola begins at the equally brand-new valley station, which gives an amazing view up to the Zugspitze and over the Eibsee lake from the waiting area. And there is a sliding central platform: this means entrance for passengers ascending and exit for passengers descending is handled exceptionally efficiently and means im-

proved passenger comfort. Once at the top, it becomes truly spectacular – even the platforms are completely glazed. [A1] Three levels for Zugspitze guests lead to the toboggan run, to the restaurants and to a magnificent terrace with panoramic views over the surrounding peaks of the Alps.

#### ACCESS FOR 400 EMPLOYEES

This may come as a surprise to anyone not familiar with cable cars: Bayerische Zugspitzbahn Bergbahn AG employs more than 400 people, which points to the organisational complexity of the operation: it includes multiple cable cars, a rack railway and various mountain and valley stations with refreshment facilities.

Authorisations for the various employees in the individual areas of the cable car operation need to be clearly differentiated, as Christian Scharpf of Bayerische Zugspitzbahn Bergbahn AG explains. He led the project for the Zugspitze Cable Car in his capacity as Senior System Engineer. There are big differences between access authorisa-

tions – for example between administration, catering and the engineers. Operations managers and IT technicians, for example, can access all areas. But there are also external cleaning staff, and security personnel, etc.

So for Christian Scharpf and his organisation, a digital solution for the locking and access system appeared to be critical from the outset. In comparison with a traditional key system, this also yields considerable savings potential. "Transponders are very easy to reprogramme – key management using mechanical keys doesn't let you do that. Authorisation structures also needed to be made more detailed," according to Christian Scharpf.

#### COMPREHENSIVE PORTFOLIO – PERFECT PROGRAMMING OPTIONS

DOM systems seem literally predestined for such requirements in terms of flexibility. The final deciding factor was the fact that DOM "offers the best options in terms of the equipment and programming options," says Christian Scharpf. DOM's security systems great reputation,

and a recommendation from the Gröbl locksmith company also played a role, adds the systems engineer.

It means we used a wide range of products from the DOM portfolio: electronic doors with Access Manager, as well as special doors such as emergency exit doors that comply with the stringent fire protection requirements for public areas in particular. Certain alarmed high security areas are secured with burglar resistant doors compliant with RC4. Various cylinder sizes also had to be taken into consideration.

The unusual location brought its own particular challenge: up here, almost 3,000 metres above sea level, all the products and components have to withstand severe fluctuations in the weather and sometimes very low temperatures as well as snow and ice – yet always function faultlessly.

#### FLEXIBLE WHATEVER THE WEATHER

The DOM ENiQ Digital Security Ecosystem meets all these requirements – in particular, thanks to its flexibility in granting and managing individual authorisations. For the special doors – in this situation the escape and fire safety doors – the ENiQ ecosystem offers

tailor-made cylinders. Senior System Engineer Christian Scharpf emphasises the straightforward administration, especially with operations ongoing.

Most of the locks are programmed



ENiQ Pro  
The latest technology on digital locking solutions

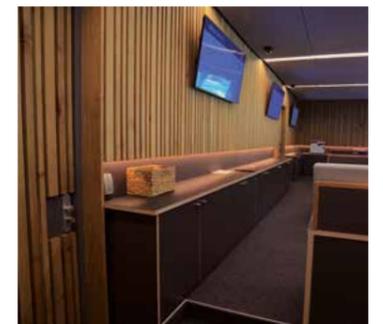
offline – but some are done online via the ENiQ AccessManager. This latter is essential for the organisation at the valley station car park, for example. Visitors have to pay parking fees here, so there is a barrier in operation. The highly fluctuating catering staff and other external workers are granted access via transponders – the centrally managed online system renders the laborious issuing of tickets superfluous.

The cable car company was easily able to manage the installation of the entire system itself – with the support of the local locksmith Gröbl. A total of 31 cylinders were initially installed,

with a further 15 to come – plus DOM ENiQ ITT's (Intelligent Transponder Terminal) to allow easy updating of authorisations on the transponders. This means that the individual doors do not need to be programmed:

authorisation management is handled centrally via PC – and the r on the transponders can easily be extended or modified at the terminals. To make things even easier, authorisations in the future will be restricted to one week – for example for the frequently changing catering staff – so that they expire automatically if authorisations are not extended at the terminals.

The new system has been proving its worth at the Zugspitze Cable Car every day since it was introduced – at probably the highest place ever that digital locking systems from DOM can be found.





JOERG BRAUN  
BU director

JEROME DENIS  
BU director

Interview with BU directors Joerg Braun & Jerome Denis

# Added value will only be visible when working together

Jerome Denis is Business Unit Director Building Trade. “The cooperation with our partners is of immense importance to us. They help the end user select the exact product and take care of the aftersales.” Jörg Braun is Business Unit Director Industry. “Together with our partners, such as locker manufacturers, vending machine producers or furniture designers, we deliver a dedicated security solution.” In this combined interview, we ask them about their philosophy on the business and look forward to the future.

## WHO ARE YOUR CUSTOMERS?

**DENIS:** “Our trade partners are added value resellers, such as locksmiths, security experts, ironmongers and wholesalers. They provide our products and services to end-users.” By selling a complete range of DOM products, they can offer one-stop-shopping to their customers.

**BRAUN:** “In the Industry business our clients are manufacturers that use our products in theirs. A great success story is the Hoffmann Group, the world market leader in factory equipment. Their customers are companies like Airbus, Audi and BMW. For Airbus, The Hoffmann Group needed a digital solution to control access for Airbus employees. Together with them, we created a solution that made it possible to grant people access with a smartphone or tablet.”

## HOW IMPORTANT ARE PARTNERSHIPS?

**DENIS:** “The cooperation with our



partners is of immense importance to us. They help the end user select the exact product and take care of the aftersales. Whether they advise about digital locking, mechanical solutions or services, knowledge and service make a huge difference. That’s why I believe that we are on good track by offering our partners good and efficient training: Product, Service & Installation and sales advise.”

**BRAUN:** “We are, in collaboration with our customers, always creating new security systems. Our clients are big manufacturers like Diebold Nixdorf, the world market leader in producing cash machines. Of course, this is a field of high security. We make sure our products fit into their systems. At DOM, we always say we are part of the security solution.”

## WHAT IS YOUR STRENGTH?

**BRAUN:** “We have a strong heritage designing and manufacturing mechanical products and are experts

in tailor-made solutions. Meanwhile, we see a growth of demand for more flexible access solutions. Therefore we invest in mixed technologies; mechanic, mechatronic and software solutions. We expect that the demand to combine technology will grow. We are ready for this future.”

**DENIS:** “Although we are in a competitive market, We have a strong and loyal reseller network all over Europe. Our research found that they appreciate our reliability. For example, we can still supply keys for cylinders that were made 30 or 40 years ago, but at the same time, we are ahead of innovation, for instance with our newly introduced reversible key system IX Twido with a long technical patent until 2036. Our resellers seek quality products and trustful delivery performance. This makes them reliable towards their customer network as well. Although trust is built on history, we develop new services for our resellers today and in the future. An important aspect

is, even though we act global, we offer local-focussed service. That's why we have sales and service organisations all over Europe, which make sure our clients have access to all the information they need. We have a variety of strong product brands in Europe, such as Titan, MCM, Euro Elzett and Metalux. Our biggest brand DOM stands for premium quality technology. A strong European brand with a German origin."



ENIQ LoQ  
Now you can secure anything and everything!

#### HOW DO YOU SEE THE FUTURE OF YOUR BUSINESS?

**DENIS:** "Added value will only be visible when working together. It is important that we keep listening to the market. We do market research

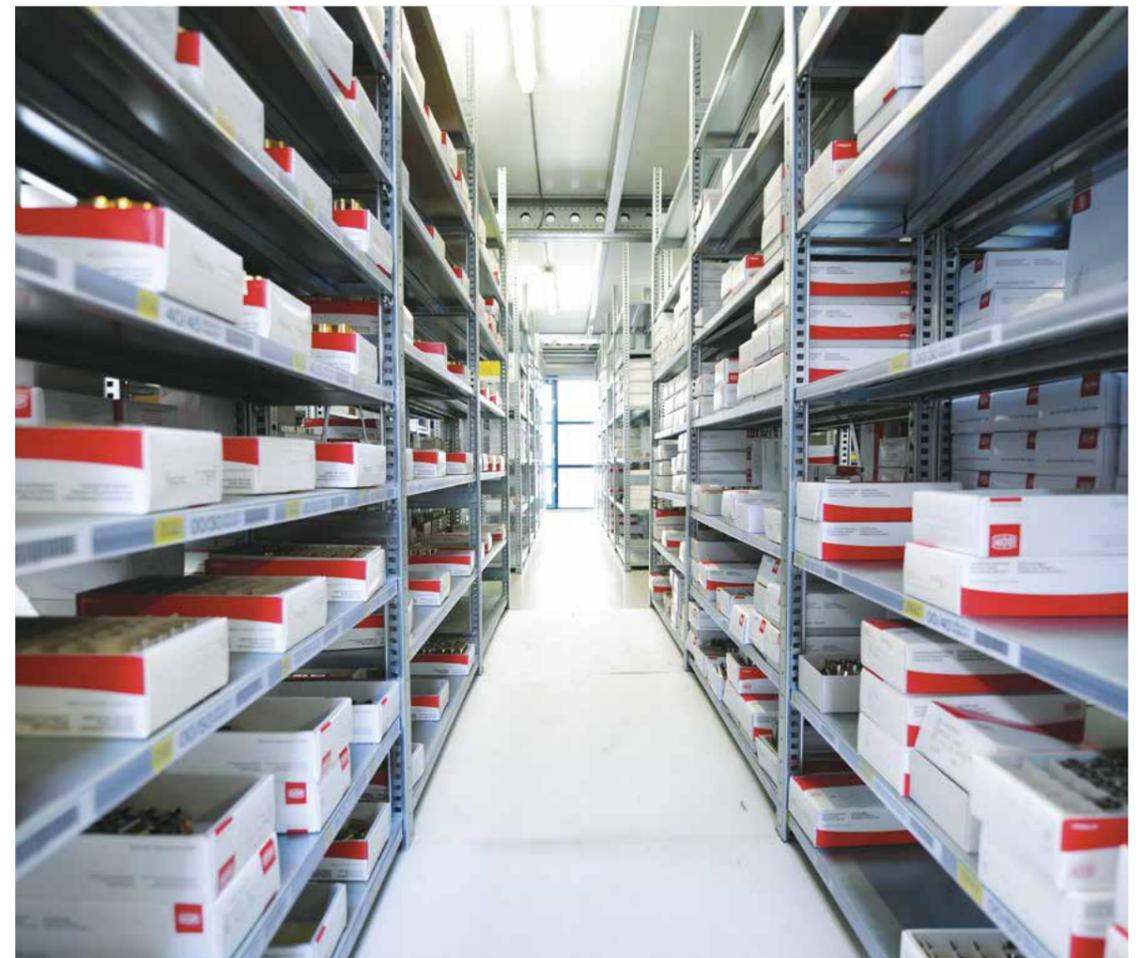
and regularly visit our resellers, by involving them in tests we carry out. For example, we ask our reseller to test new technologies or concepts and let them tell us what can be improved or what helps them best. We are now testing a new "partner programme". The idea is to support security experts partners with everything they could need to sell our products to their customers. This will heavily support the private end-user or professional end-user to choose the right DOM product. The concept includes presentation material, sales support, point of sale material and more. This cooperation with our partners strongly supports theirs and our brand values.

**BRAUN:** "We have identified that companies like Amazon and DPD are struggling to find a good solution for "pick up any time" solutions. At DOM, we believe we have the solution for this. We are developing digital solutions that can be opened via transponder cards or with an app on your mobile device. People can authorise users to open or close a door with a mobile device or a DOM transponder. That's ideal when you want to give the delivery guy temporary access to your garage, front door or storage box. People can control access all around the globe!

#### WHAT IS AN IMPORTANT TOPIC FOR THE NEXT YEARS?

**DENIS:** "The need for digital information exchange. After all, we are today the connected generation. We search on the web for all our needs. Our partners are more and more active on the web, and a growing number of them have excellent webshops. For a selection of partners, we start, from 2018 to offer high-resolution pictures and product information in their local language. It's proven that good quality content accelerates their sales on the web. In a world where connectivity and digital communication is essential, we believe in the phrase "content is king."

**BRAUN:** as Jerome says, today we live in a more and more connected world. The need for information increases. After all, if you need information, the first we do is "ask Google". Freedom of data and the freedom to decide who has access to what and when is a must in a connected society. At DOM, it is our expertise that gives us the the advantage. We are far more than a traditional locking manufacturer. We combine pure mechanical hardware, with digital technology and software. We have dedicated in-house specialists for that. That makes us the only one in our field who can combine all technologies."





Today, 19 buildings are equipped with RS Sigma cylinders. In total, 900 cylinders have been installed in Blagnac.

One of the last buildings delivered is the new Municipal Technical Center whose architectural design was entrusted to NBJ Architects and Tryptique. Breaking with the traditional image of the technical centres, this building gathers on a single site of 6000 square meters different directions and departments of the city. Seduced by the possibility of switching to a mixed system, the Key Management Department is currently testing a DOM Guardian digital handle.

This solution would make it possible for the standby teams to manage their access authorisations while keeping the existing transponders used by the municipality for the DOM electronic locks currently in place. Thanks to the excellent flexibility of the RS Sigma, they could use the same key for both mechanical and electronic locks just by adding a ClipTag on the key heads.

Customer story; Blagnac, France

# Key management for municipal buildings

A smooth collaboration between a city, DOM and its local partner

Blagnac, a dynamic city of 25,000 inhabitants located near Toulouse in France, decided a few years ago to structure the key management of

its municipal buildings, opting for a master key system. Its objective was to benefit, at a reasonable cost, of an optimal level of security in use, while

also avoiding the dispersion of keys. Specifically, amongst their employees, the external actors or the 400 associations present on the territory. Their choice

fell on the DOM RS Sigma cylinder, which met all these criteria, in particular for its strong combinatory power.



In parallel, the city has created a Key Management department composed of 4 people, which relies on the expertise of DOM-Metalux as and when records to process. They also appreciated the valuable advice of the locksmith

Bezian, a local DOM partner, who could work in a very hands-on manner, thanks to its nearby location. Faced with the demographic dynamics of the city and the rise of its economic centre (including the presence of Airbus), the city has embarked on a major redevelopment and construction program. RS Sigma is systematically integrated into the new buildings.





ANTOINE DOUVILLE  
Export manager of DOM

Interview with Antoine Douville

# “It’s all about loyalty, that’s in our DNA”

Antoine Douville started at Dény Security, member of DOM Security, as an intern. The intern days kick started his career, now 7 years later he is Export Manager for DOM Security. Many things have progressively changed in his job and the organisation. But some things stay the same. “That’s essential for success.”

Douville is a busy man. He spends around 60% of his time travelling. Closely working together with resellers. “My objective is to be able to develop sales for the three business units – Industry, Trade and Projects – in countries outside of Europe. We do this with a team of seven experts.”

#### BE FLEXIBLE

Everybody is unique. Having to deal with countries all over the world means that flexibility is key. “When it’s time for us to sleep, on the other side of the world people start their day at work. So, from time to time we need to engage in a Skype conference

at 10 o’clock at night.” That’s okay, Douville explains. “Flexibility is an indispensable trait of who we are. Not only when it comes to working hours, but also in interacting with customers. Culture, manners and habits are different in every country, and we like it to adapt to that.”

#### FROM AN EMPTY MARKET TO A SUCCESS STORY

“It’s all about loyalty, that’s in our DNA. Dedicated people are of vital importance to get a foothold in foreign countries where DOM is not known yet. “During the last three years, we focused on solutions for locksmiths.” We succeeded to open 6 new service centres, where our partners have machines to make DOM keys on site and assemble cylinders. This added value is excellent for the local end users. “Opening a service centre is about a long-term relationship. The DOM reseller needs to invest – it is a strategic decision. I’m very proud of our latest success. A service centre in Morocco.

DOM was not known there. However, by investing in our relationship, by telling DOM’s story and of course offering good quality products, we succeeded and increased the brand awareness in Northern Africa. Each day we see the growth in sales.”

#### STRONG RELATIONSHIPS

Douville is convinced that a personal approach makes DOM different from its competitors. “resellers, or better put our partners, tell us they appreciate how we work. We are close to our customers, treat them like one of us. They feel they are part of the family. I am proud of our company’s culture. DOM is very much a ‘human-driven’ company.”

#### PAST AND FUTURE

The last few years, the organisation has changed. When strengths are combined, everything is possible.” In the years to come, Douville has a clear goal. “I want to be successful in all countries we’ve been opening

“the door to” in the last few years and make DOM known worldwide. We have a great product portfolio and the best teams. The only thing we have to do is be successful.”

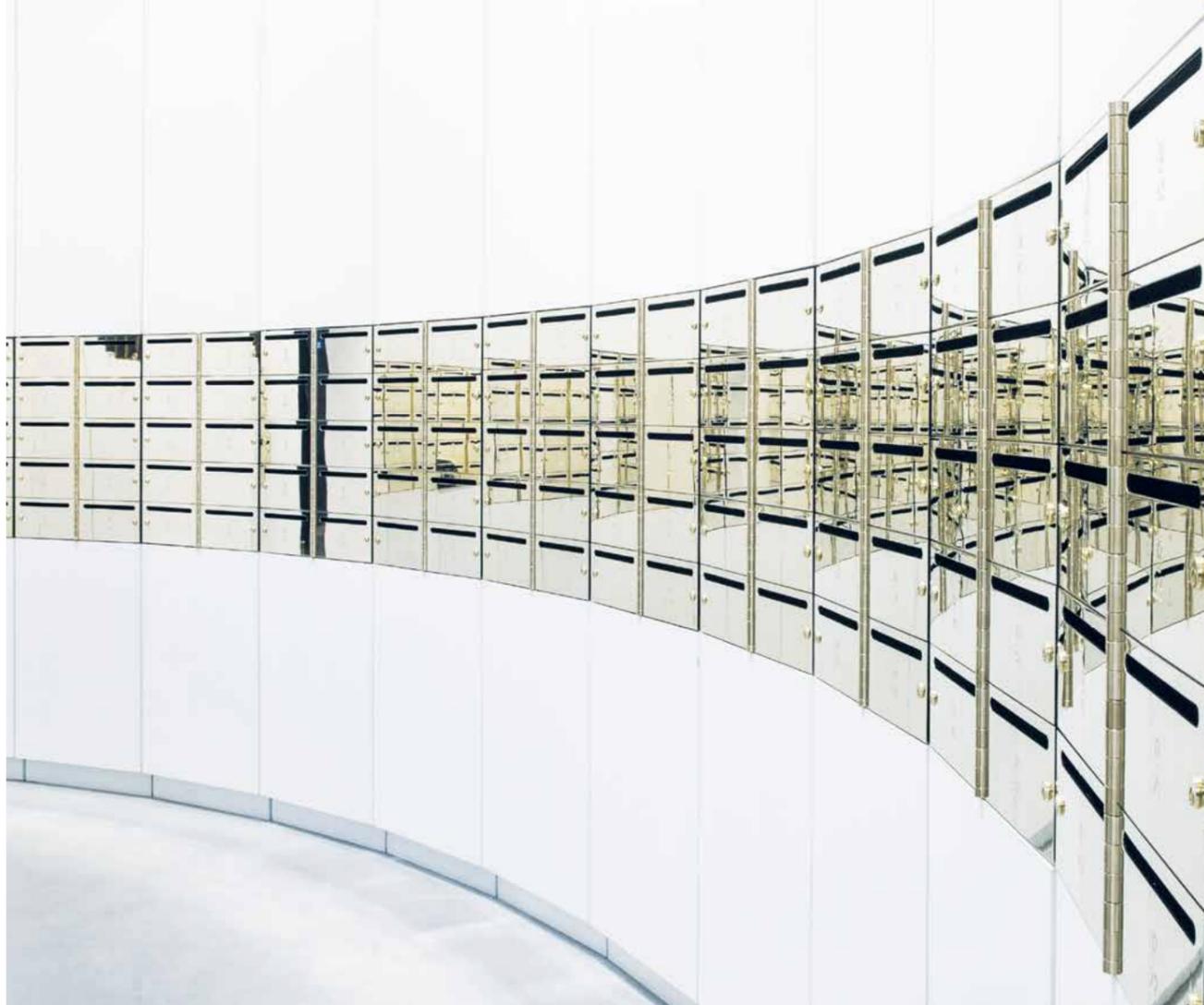
#### TO BE SUCCESSFUL, YOU MUST LEARN TO FAIL.

Recently we have worked on a global tender for a big project where different departments were involved. Business Unit Industry, Group Marketing and my export team were in contact with our reselling partner in Canada. It was impressive to see how everybody took ownership of their responsibilities. What we have achieved in a very short time is impressive. From prototypes, plans for implementation and obviously a calculated cost for development and manufacturing, all in one beautiful presentation. Honestly, we did not win the tender, but it was still a success because we realised what we were capable of. Fortunately, we usually win more than we lose said Douville humbly, with a proud smile.



Customer story; London, Great Britain

# Elegant design, superior security



The Safety Letterbox Company - market leaders in innovative and practical mail solutions - were tasked with this challenge. With over 30 years experience in the industry, they found the DOM 225-08-1 Cam Lock was the perfect fit for the project, chosen for its smooth key operation, the natural polished brass finish and its master key functionality. It ensures that the mailboxes stay as secure as possible while keeping its overall charm. Due to the high traffic area, the lock also had to be reliable over long periods of time with little to no maintenance after the initial installation.

The installation was completed in December 2017, using a total of 170 DOM 225-08-1 Cam Locks.

The Safety Letterbox Company has integrated a high security locking solution, while retaining the elegant styling of the building.

The telescopic Gasholder was invented in 1824 and provided much-needed storage required by an ever-expanding city. The interlocking gasholder triplets were built and revised between 1860 and 1880.

Now, 150 years later, they are once again adapting to suit The Capitals ever increasing population. Renovated to 145 residencies, they all boast the latest amenities, providing all residents with the highest standards of living.

In 2014, architects - WilkinsonEyre, created a beautifully curved bank of mailboxes with a particular emphasis on the finish. The project provided an elegant solution to an ultimately functional requirement.

To match the vision of a continuous curved wall of polished brass mailboxes, a lock that could not only complement the aesthetics of the design but also provide maximum security was required.



**SAFETY LETTERBOX COMPANY**

[www.safetyletterbox.com](http://www.safetyletterbox.com)

**WILKINSONEYRE**

[www.wilkinsoneyre.com](http://www.wilkinsoneyre.com)



Customer story; Torino, Italy

# Savoy feast for the eyes

It's popularly known as the 'Corona di Delizie dei Savoia' – which translates as something like 'ring of delights' or 'Savoy feast for the eyes': what this refers to is the whole area around Turin, full of 17th-century palaces and gardens that have remained largely

intact throughout the centuries. The biggest jewel in this architectonic garland is the Reggia di Venaria Reale, which served first as a ducal and later as a royal residence. It was designed and built by the architect Amedeo di Castellamonte from 1658 on the

instruction of Charles Emmanuel II, Duke of Savoy – as a base for hunting excursions in the moors to the north of Turin, which is where the name 'Venatio Regia', or royal hunt, is derived from. Its current form dates back to 1699 and renovations ordered by

Michelangelo Garove – with gardens designed along the lines of those in Versailles. Much later, the decades following the French Revolution certainly brought the splendour of the old days to an end. Where elegant Baroque sculptures once looked out over far-reaching views, soldiers and snorting horses now pounded the grounds for many years.

#### A NEW BIRTHDAY

Resurrection was a long time coming – until the palace's new birthday on 12 October 2007. It would be many years before it opened, during which it was Europe's biggest monument construction site. The comprehensive restoration began in 1997. Today, the castle and its grounds are a pearl of North Italian cultural tourism – for enthusiasts of Royal European grandeur and architecture with their sumptuous rooms, their

paintings and their tapestries. It now houses exhibitions concerts and the finest cuisine – and attracts around one million people every year.

From a technical construction perspective, the residence is now at a level that the old Duke of Savoy could scarcely have imagined. Interestingly, the German word for castle is 'Schloss', which dates back to the Old and Middle High German word for 'door lock' . . .

But it's only in very recent times that an efficient access system has become possible. It is owned by the 'Consorzio delle residenze reali sabaude' which is based at the palace itself and manages the complex. The consortium is made up of the Italian Ministry of Cultural Heritage, the Piedmont Region, the Venaria Reale municipal administration and the Fondazione 1563 per l'Arte e la Cultura.





#### LOCKING SYSTEM FOR THE CASTLE

DOM met the owners some years ago at a product presentation – DOM impressed them at the time with its technology as well as its comprehensive after-sales support. They wanted an electronic locking system with access control, that was able to handle the site's complexity and huge volumes. The digital locks had to operate both offline and online – and a central access management system was needed with real-time control of the cylinder

status. Also on the wish list were: the possibility to configure passes, to create time-defined authorisation groups, and have an overview at any given time of any lost or unauthorised transponders. Integration with the fire alarm system also had to be possible.

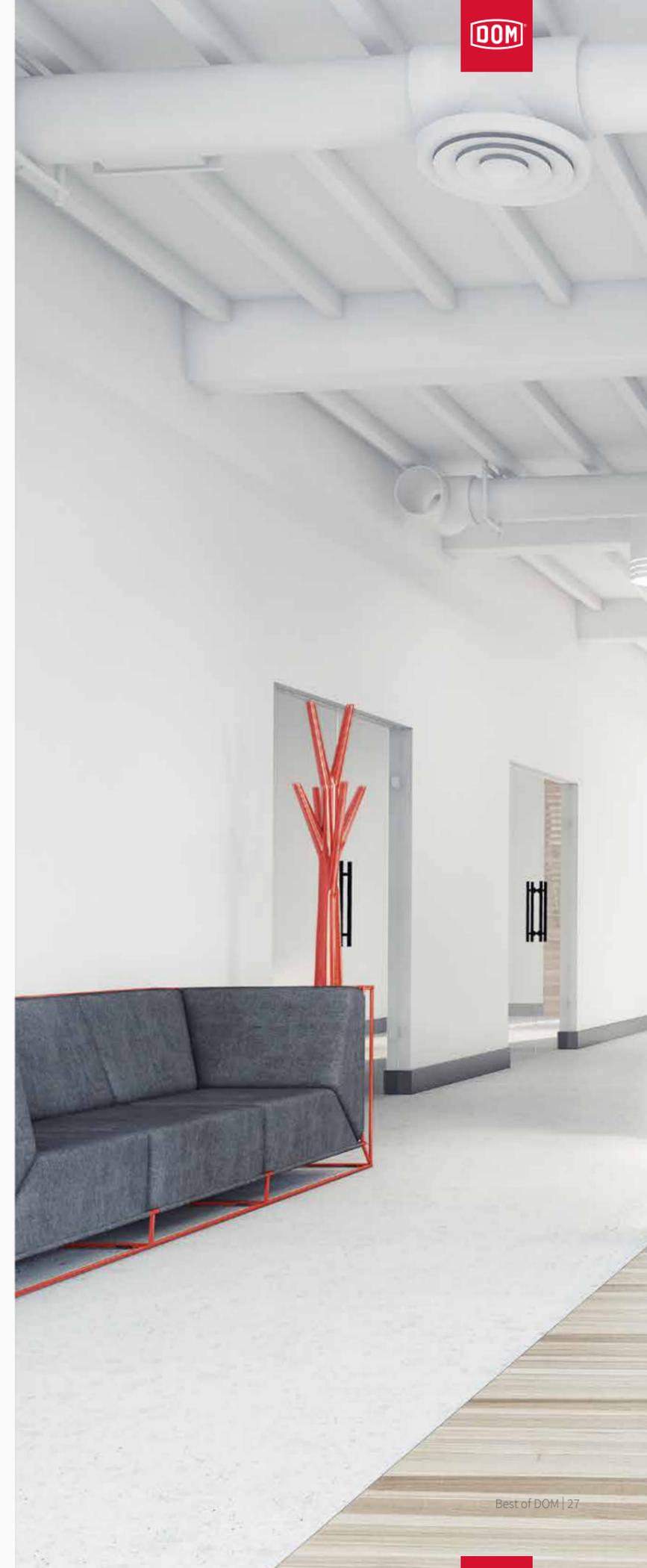
The DOM team needed a whole series of visits to the royal palace to understand its requirements, prepare a locking plan, and to introduce the users at the complex to the system.



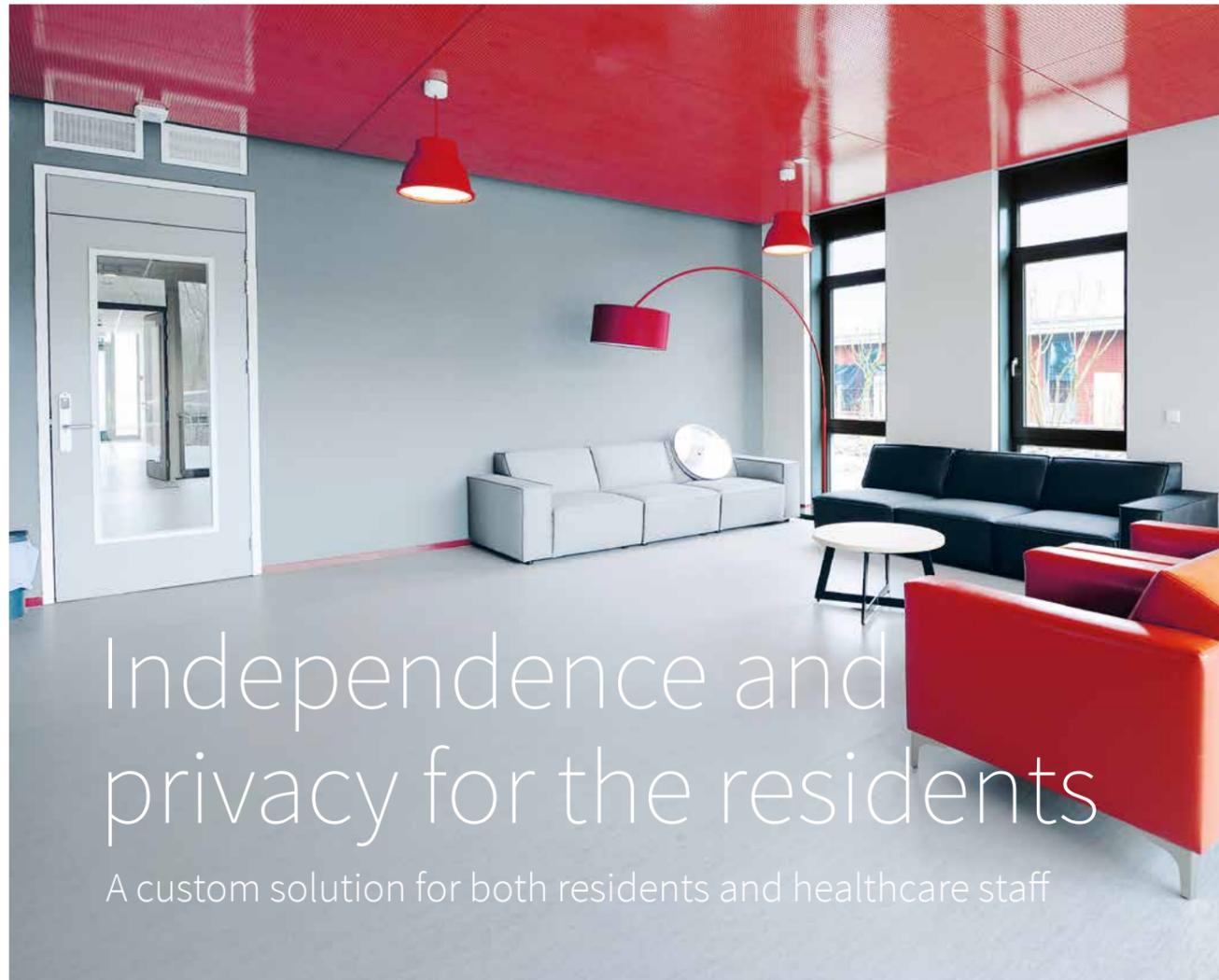
It was worth all the effort: the result was an access control system with an important role for the DOM ENiQ Pro digital cylinder – to the great satisfaction of the castle management: they praised the problem-solving skills, the team's responsiveness and the flexibility of the electronic access system. DOM looks back with a certain pride on the royal project – it is certainly one of the most prestigious pearls in its list of references.

*“Reliable products, combined with well designed software management and experienced people. That is why we advise DOM to our customers.”*

Hans de Jong, Brondool High Security Locking Solutions



## Customer story; Middelharnis, The Netherlands



# Independence and privacy for the residents

A custom solution for both residents and healthcare staff

This project is a new residential complex of Zuidwester, a healthcare providing organisation, and offers a home for people with a mental disability. When it comes to access control, Zuidwester leads the way. The electronic access control system already meets the requirements of the Dutch Care and Compulsion Act. From 1 January 2020, this law regulates the rights of people with intellectual disabilities and a psycho-geriatric disorder who receive involuntary care. Project consultant Hans de Jong, Brondool, was involved in the development of

the access control solution: “Coercive measures do not have a place in the healthcare sector – that is the Act’s starting point. Hazardous situations must be solved with voluntary care. You cannot lock clients up unless they form a danger to themselves or their environment. What ‘unless’ means, is determined by doctors and healthcare staff.”

**NOT MECHANICALLY BUT DIGITALLY**  
Joep Brouwers, Tree Installatieadvies (system engineering, red.), was involved from an early stage in the construction

process at Zuidwester to make an inventory of the wishes and requirements regarding access management: “The impact of the forthcoming law was important. Zuidwester needed a system that would respond quickly and smoothly to different situations. The ideal situation was a digital locking solution that made it possible for clients to have their own key, so they can decide whether and when to lock the front door of their own apartment. At the same time, staff members must always be able to enter the apartment if necessary.

Those demands – speed and flexibility – could only be met with a digital locking system.”

### SMART MATCH

Brouwers gave Zuidwester several examples of flexible solutions. Discussions with DOM and Brondool led to an all-in-one solution. Brouwers describes it as a custom solution for market-wide development in healthcare: a smart match between DOM ENiQ and Brondool Carelock. Brouwers: “This solution offers residents complete privacy and freedom of movement and still enables staff to intervene if necessary.” The concept consists of a user-friendly, handle-controlled fitting-lock combination with an anti-panic escape function. A unique feature is the Carelock privacy function: in the apartment, the lock is equipped with a button that can be operated by the resident. When the button is pressed, an orange LED indicator is visible from outside. De Jong: “That way, staff know that the door is locked, and the resident does not want to be disturbed. Nevertheless, staff members can always override in case of emergency to enter the home.”

### LESS EFFORTS, MORE RESULT

According to Joep Brouwers, the Brondool and DOM mix has a number of advantages: “The DOM card reader is integrated in the door fittings. This means less cabling is required than you would need with an external card reader in the wall next to the door. Also, the digital cylinders of DOM are interchangeable. In addition, this form of access management is future-proof and easily scalable. It makes use of open standard and not proprietary protocols, with the option to use MiFare Classic until MiFare Desfire EV2 launches.”

Having a single digital locking management software package benefited the building process as well. The installation is done by Brondool, the supplier of hardware of DOM and the special Carelock. They took care of the installation. For us it meant that we had only one contact person and two construction partners. In this situation, we did not have to deal with a locks supplier discussing with the access control system supplier and vice versa.”

### FROM KEY RING TO COMPUTER

How does it work in practice? Zuidwester’s regional Prevention & Safety officer Louis IJsselstein is responsible for the day to day management of the access control system. He is very pleased with the DOM ENiQ solution and enthusiastic about how easy it is to program the tags for residents and staff: “Our former access control system was a key ring. The only thing I have to do now is place check marks in the software. We can schedule time slots. And if a resident or staff member loses his tag, we can immediately disable it.”

The system is safe, says IJsselstein: “the Carelocks are interfaced with the fire alarm system. In case of fire alarm, all doors can be operated manually so residents can leave their room and staff members can enter. This also applies to power outages.

Hans de Jong: “In this project two specialisms are combined in one customized solution: Brondool’s knowledge and experience in the field of electrical closing and DOM’s expertise in the field of access control and Digital cylinders.”



Interview with Erik Mastebroek

# We are the connected generation

Group Marketing Director Erik Mastebroek started to focus on a stronger digital presence to serve the end customer better, increase findability and support partners better in their sales efforts. “The world is becoming increasingly more digital. That’s why I see us as the connected generation.” In this interview, we ask him about his vision on various ‘hot’ marketing topics.

## CONNECTED GENERATION

“The world is becoming increasingly more digital. Travelling, payment, ordering food, even the way we communicate with each other, it’s happening everywhere. Our phone has often become our primary means of use, privately and professionally. From

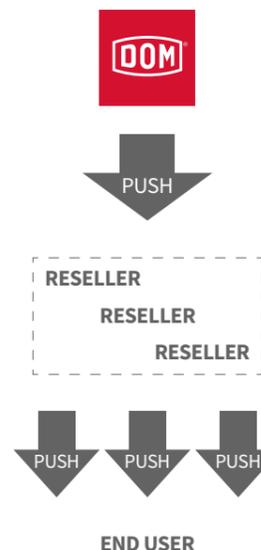
experience I found that, in the end, this digitalisation makes life more efficient, giving us more time to enjoy the better things in life.

## CONTENT IS KING

This new digitalised world also creates new ways of communicating with tar-

get audiences for DOM and its partners. “I firmly believe content will make the difference in the coming years. Quality content will help us to be found better on the web, it will help us tell a clearer story and in the end, help the end user find what they are looking for faster. That’s why we have implemented a

Product Information Management system (PIM): a central database with extensive product information, not only written content but video and photo as well. The great advantage of this system is that there is only one source of truth. The content is always correct, uniform and up to date. Everybody has access to solid information and knowledge.”



## THE IMPORTANCE OF ADDED VALUE SERVICE OF OUR RESELLERS

Despite our heritage as a trusted manufacturer of locking solutions, DOM can never lean back. “For us to be a strong and reliable partner we need to constantly offer our partners, distributors and end users the best possible information for their needs. From product details to up-to-date certificates or any pictures and videos of a digital locking solution. Of course, to be able to know what they need, we have to stay genuinely connected. In that regard we have proven to always be a reliable partner, and will do everything to remain so today and tomorrow. Together we can make the most out these new, exciting and digital times!”

## SHARING KNOWLEDGE

“By sharing knowledge, we add value. And by making our products with passion of course. I am proud to work at DOM and firmly believe our beautiful company will grow even further in the future. We are self-critical and make informed decisions. We do thorough research before we bring any product to market and the products that we introduce are always safe, secure and tirelessly tested. We will never make compromises when it comes to quality and security. The biggest reward is

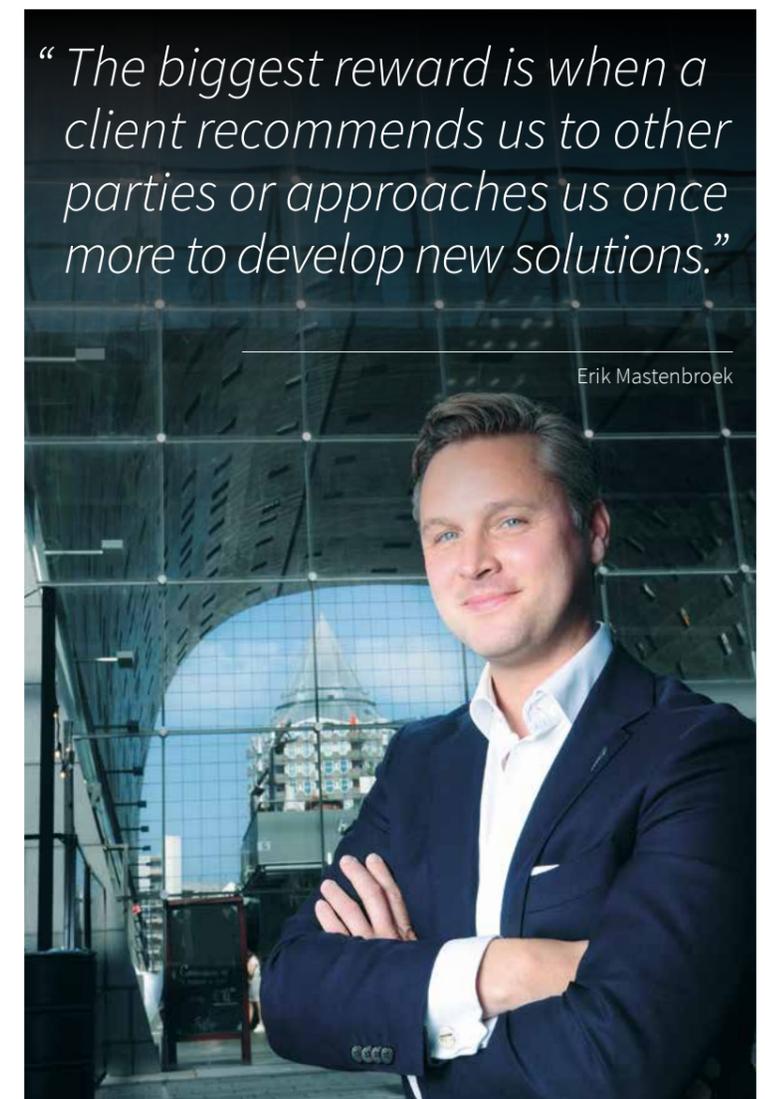
when a client recommends us to other parties or approaches us once more to develop new solutions.”

## GREAT EFFORTS

The last three years we have professionalized our marketing actions with a team of digital specialists and marketers from the UK, France, Germany, The Netherlands and more European countries. I am proud on what my team has achieved. Great efforts with game changing results!

*“The biggest reward is when a client recommends us to other parties or approaches us once more to develop new solutions.”*

Erik Mastebroek





# Half a century of expertise

The industry supplier RÜGER of Rüsselsheim has been a certified DOM specialist retail partner for decades

Several 7.5-tonne trucks can easily park in front of RÜGER in Rüsselsheim. That can prove highly practical because of the enormous choice of products for all industry sectors that they hold in stock. It's a one-stop-shop for a massive range, from ratchet spanner sets through to complete multi-storey storage systems and a comprehensive range of digital locks and access systems.

The customer base thus includes local traders as well as major national concerns. This is primarily because this family-run company, now in its third

generation and with more than 40 qualified employees, is not merely a distributor of goods, it is a professional adviser. Customers receive comprehensive support with their sometimes highly complex requirements. Skilled problem-solving is part of the company's partnership approach – and so it is a collaborative and system partner to many leading manufacturers, and can also manufacture individual products on site.

This concept of holding an extensive product range, intensive advice, indi-

vidual support and problem-solving expertise as part of long-term business relationships has been proving itself for half a century. The industry supplier, founded in 1968, held big celebrations for its anniversary in 2018 – including an anniversary brochure packed with generous special offers from all parts of the range.

#### PARTNER TO DOM FOR OVER 30 YEARS

With a business relationship dating back 30 years, RÜGER is in close partnership with DOM, as David Dömges,

RÜGER's field property consultant, explains. In the area of electronic and mechanical lock systems, the certified specialist partners sell and install only DOM products. David Dömges counts off many reasons for this: first and foremost the quality of the products from a highly innovative manufacturer – combined with a very good price/performance ratio, and overall transparent pricing. The quality is reflected in the exceptionally low volume of complaints we have witnessed over the years – but also in the ease of installation and processing on site. Even short turnaround follow-up orders are no problem – thanks to a very good online platform where the special terms for RÜGER are saved. For RÜGER, these are very strong arguments for choosing a manufacturer, because it saves time and money for customers we have often been serving for years.

#### DEALER PROFILE FOR MAXIMUM SECURITY

Customers who value an exceptionally high level of security can count on outstanding service from RÜGER: that's because the company has a dealer profile with DOM. This enables it to offer keys available exclusively from RÜGER: "For standard requirements, in residential housing for example, we generally use the normal, secure lock solutions from DOM – but where the customer has higher security requirements, we use exceptionally high-quality reversible key with our DOM dealer profile," explains David Dömges. "We produce these keys ourselves. DOM has provided us with the right equipment to do that – we can mill all extra cylinders and keys here using a special machine. That, of

course, makes the process extremely flexible, fast and also more cost-effective – and keeps pricing constant without any minimum order quantities or old installation surcharge which isn't uncommon with other manufacturers."

#### PROJECT SUPPORT

At the Rüsselsheim planning office, RÜGER employees develop complete, tailored security concepts according to the specific customer needs – projects range from a single home to major construction projects. RÜGER's services include taking measurements, advice and installation. "And if necessary," says Dömges, "we can call in a DOM specialist or consultant in the field," which is what happened recently, for example, with a municipal bus operator whose administration we equipped with 100 digital locking cylinders.

One of the most recent major projects involving a DOM employee involved the installation of 500 locking cylinders for a large European food logistics organisation. RÜGER installed the new DOM ix TwinStar reversible key system designed to comply with stringent security standards – mean-

ing industrial sites as well as offices and residential homes can benefit from this high security system. A float-mounted double roller in the key ensures very high technical key copy protection, protection against drilling, and manipulation protection.

#### EXPERT TRAINING: TECHNICALLY UP-TO-DATE

Developing know-how through regular detailed training on products and innovations is at the core of the partnership with DOM security technology. "This has proven its worth, particularly with regard to the innovative electronic systems. In the digitalisation of locking systems, DOM was offering high quality, reliable systems even 10 to 15 years ago.

RÜGER is certified by DOM for professional installation and, for example, also takes part in the DOM specialist partner events twice a year. "The exchange that is facilitated there with the other specialist retailers and partner is hugely valuable and important," says David Dömges, "because it really helps us to keep abreast technically and practically of all the latest issues – and that is what our customers' trust in us is based on.



# DOM at the dome

Access solution for the Centro arte e cultura opera in Florence



It stands tall in the heart of the city – and perhaps even the whole of Tuscany. With its mighty red-tiled and white-ribbed dome, this cathedral has made the silhouette of Florence as famous as the Eiffel Tower, as much visited as the Mona Lisa and as much admired as the Taj Mahal: the Cathedral Santa Maria del Fiore with its green, pink-coloured and white marble slab façade is a wonder of the richly inventive and technically gifted Italian Renaissance. This is particularly true of the 1436 dome, which no one had successfully managed to complete before the daring Filippo Brunelleschi – and of the campanile created by the architect and (frescoes) painter Giotto di Bondone. Opposite the cathedral is the no less famous eight-sided baptistery with its bronze portals – which together with the cathedral and Giotto's Campanile, is a UNESCO World Heritage Site.

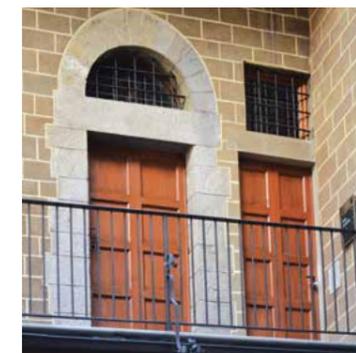
## HISTORY AND STATE-OF-THE-ART TECHNOLOGY

Among this illustrious company of architectural masterpieces sits the 'Centro arte e cultura opera' arts and cultural centre, which belongs to the 'Opera di Santa Maria del Fiore', an organisation that was founded in 1296 by the Republic of Florence to oversee the construction of the cathedral and bell tower.

The centre provides space for events, meetings, exhibitions, seminars, etc. – and the artists who first made Florence famous are reflected in the names of the six event halls totalling 330 square metres: Donatelli, Giotto and Brunelleschi for example. There are also offices and other areas for rent here – including the wonderful inner courtyard of this venerable building.

Sophisticated conference technology, from audio to video, is an added attraction for many users within these ancient walls – and the technical equipment for an events business such as this also includes an efficient and secure electronic locking system with access control.

Contact with DOM was established via DOM's collaborative partner Evolo SRL which as well as Rome, also has an office in Florence. The company was already working with the cathedral foundation as a consultant and provider of video monitoring and had also introduced the DOM systems there. The choice ultimately was for the DOM Tapkey cylinder – deciding factors in its favour were the comprehensive standard certifications (VDS, Bz+, IP65, T90 and SKG \*\*\*) and the associated high degree of security.



## TAPKEY DIGITAL CYLINDERS AND TRANSPONDERS

The new solution primarily comprises DOM Tapkey digital cylinders and transponders – programmed and installed by the local DOM sales team. They effortlessly allow what the centre had expected from the system: they can choose to open the electronic locks with a transponder or by smartphone. A door can, of course, be opened at any time without an internet connection – something the centre expressly emphasised the need for. And the system meets, as requested, the most stringent of security requirements.

Events can be displayed at any time. And the cylinders and transponders can be configured easily and quickly via the app. Individual authorisation profiles and their validity for specific times and rooms are easy to set and manage. The customers are extremely pleased with the outcome – and are already signing off further projects in the shadow of the cathedral – the nearby cathedral museum also needs an access control solution.

Bluetooth NFC tapkey



ANDRES WESTERMANN  
Developer ENiQ App



Interview with Andres Westermann

# As few clicks as possible

Access management via Smartphone – with the ENiQ app.  
A glimpse into the developers' workshop.



Schutzbeschlag mit Zylinderabdeckung  
(Ziehschutz) erforderlich.

The German VdS institute awarded the ENiQ App with Security Class 2. That is unique, because it is the first time ever that a digital locking system app received this German certificate.

The complete DOM system of locking cylinders, fittings and wall readers is easy to operate from a mobile phone thanks to the ENiQ app.

Set up authorisations for individuals, allocate transponders via the NFC interface, create devices: the app

is highly intuitive and convenient.

Includes maximum security: because all the data stays local on your admin smartphone, without a cloud system.

BEST of DOM talked to Andres Westermann, Project Manager Mobile Development at DOM about it.

**MR. WESTERMANN, YOU HAVE PRESENTED AN ENTIRELY NEW APP – THE ENIQ APP. CAN YOU INTRODUCE US TO THE APP PLEASE – AND BRIEFLY EXPLAIN HOW IT WORKS?**

The ENiQ app makes it easy to manage your locking systems. All it takes is a few clicks to create people and devices, and then you can start to allocate your first authorisations. There is an event log with lots of convenient filter options. The user can also set up access authorisations with this app – including with time restrictions, for example in the form of a week plan. Our authorisations model is designed for maximum flexibility. You can restrict authorisations for an individual, set up weekly plans, for example, you can grant someone access on weekdays between 6.00 am and 2.00 pm – or facilitate access for cleaning staff to specific office areas only on Tuesdays between 3.00 pm and 7.00 pm.

**HOW LONG WAS THE APP IN DEVELOPMENT FOR?**

Our international team of developers, designers and testers worked on the product for around two years – including comprehensive market analysis.

**WHICH USERS IS THE ENIQ APP INTENDED FOR?**

The ENiQ app has been conceived for small businesses. An example would be a law office with between two and 20 devices to manage. But the app can be used to manage up to 100 devices and 500 individuals.

**THE FOCUS WAS ON EASE OF USE. CAN YOU TELL US ABOUT THAT IN DETAIL?**

The user should be taken where he wants in as few clicks as possible. For more complicated operations, our additional tutorials will help. We took great care not to hit the user with all the functions at once – so in the standard view we offer only four easy-to-understand main areas. The additional functions only appear when the user really needs them.

**SECURITY IS AN IMPORTANT ARGUMENT FOR MANY USERS WITH DIGITAL LOCKING SYSTEMS IN PARTICULAR. HOW DOES THE ENIQ APP ADDRESS THAT?**

Security is paramount to us. In addition to our standard end-to-end device encryption, we also encrypt the security-



sensitive data on the smartphone. By using the latest technologies, such as 'Android keystore system', we can guarantee the user a very high level of security.

**CAN USERS ALSO SET UP THE ENIQ APP RETROSPECTIVELY, FOR EXAMPLE WITHOUT HAVING TO REASSIGN EXISTING AUTHORISATIONS?**

Anyone currently working with a simple master card program will get an upgrade to the ENiQ app from us as necessary. Existing authorisations and events will be retained. If they need more functions at a later stage, they have the option to switch to the big ENiQ Access Management software.





*“The user should be taken where he wants in as few clicks as possible.”*

Andres Westermann, developer ENIQ App

Customer story; Vienna, Austria

# Urban working with castle views

‘Schanz14’ in Vienna: Inspirational lofts for young people and innovative entrepreneurs – with DOM inside.



Even today, almost one hundred years after it was built in 1926, the building, with its clear and austere outline still looks distinctively contemporary and

modern. The Austrian-British architect Michael Rosenbauer (1884 - 1971) designed the building to be functional, industrial and cool – but enter the

building and what you'll find, alongside all the mathematical straight lines, primarily bright, spacious rooms that you're happy to spend time in and

work in. This is no doubt down to the large, clearly structured windows that let in plenty of daylight – and probably also the view across the whole of Vienna and the baroque Schönbrunn Palace.

## A HOUSE WITH HISTORY

Rosenbauer was commissioned at the time by the Dorotheum auction house to build the steel and concrete construction. A few years ago the Vienna architectural agency Ostertag purchased the building, modernised it in consultation with the Vienna monument protection authorities – and developed a concept which it markets together with its property agents Fünfhauslofts under the name ‘Schanz14’. Start-ups and innovative companies can lease space here between 100 and 800

square metres. The rooms, at over five metres high, are divided by a steel and concrete table construction to create a second extended mezzanine level accessed by stairs: each tenant has a double-storey with a main level and mezzanine, explains Markus Ostertag. On the ground floor is a trendy restaurant that is also open to the public, and an art gallery – airily inspiring meetings can be held on the roof.

## LOVINGLY MODERNISED

Even though the structure of the listed building, and particularly the exposed concrete façade with its distinctive leaded mullion windows were retained the building has improved in terms of energy use and fire safety. To keep the façade untouched, all the insulation

had to be done from the inside.

The new DOM locking system installed by the Vienna firm Pokorny is a key element of the modernisation. The owners wanted a flexible system, that would meet the tenants' various requirements.

## ELECTRONIC AND MECHANICAL LOCKING

The ENiQ digital locking system is used in the generally accessible areas, ensuring access rights are flexible, and child's play to manage. The ENiQ Access Management Software from DOM was specially designed for the Mifare technology used. It allows authorisations to be set up, withdrawn, allocated in groups etc. as required – and there are practically no limitations on the number of transponders and doors. The ix 6 SR mechanical locking system was used for the rental units, and also for the technical rooms. It is distinguished in particular by its exceptionally high technical copy protection. Mechanical force is futile too: the elements in the cylinder offer high protection against various drilling methods. Duplicate keys can only be ordered from a DOM service partner when showing the security card.

The tenants of Schanz14 were asked to rate the results of this extensive modernisation: they enjoy the charm of the traditional yet modern loft – combined with modern-day comforts.



# Partners, today and in the future

Put together a Belgian and a German company and what you get is optimal customer service. Rik Lecot, Managing Director of Lecot, and Oliver Hoberg, co-owner of Hoberg NV who represents DOM in Belgium, tell us all about their extraordinary cooperation.



With 54 branches, a revenue of € 167 million in 2017 and 565 employees, family business Lecot is a large wholesale company in the building industry. Since 2000, Rik Lecot has been a member of the board. Lecot: "Since



**LEFT: ix 10 KG**  
The first reversible key system with movable element.

least, with DOM we can always deliver." Lecot has a large stock, both in the distribution centre and in the branches. They also assemble cylinders and produce keys for their customers themselves. As far as Lecot is concerned,



**RIGHT: ix TwinStar®**  
The latest reversible key from DOM.

Now they already have the third generation, the ENIQ Pro. "Digitalisation of locks is growing fast", tells Mr. Lecot.

## BIG PROJECTS

Also, Lecot says, "With DOM we can serve customers in bigger projects, such as banks, hospitals and universities. We have a special team for projects like that, consisting of 12 people. With big projects as I mentioned before, it is great to work together with a partner like Hoberg." Lecot's biggest project is UZ Gasthuisberg in Leuven (B), for which they delivered 50.000 cylinders in various stadia. Hoberg: "Lecot offers great service for their customers: "They can make locking plans themselves and share knowledge with their customers. The fact that they have a

the 1970's Lecot has been cooperating with Hoberg, DOM's agent in Belgium and Luxemburg." Hoberg: "We are a German family run business. My father came to Belgium in 1968 and he was a salesman. He started working together with DOM and we have continued to do so ever since. At the time, DOM was not that well known in Belgium. But when my father and Rik's father started working together, everything changed." Lecot: "Nowadays, German manufactured products are very popular. The strength of Lecot and Hoberg is that together we can offer complete locking solutions."

## MORE THAN RELIABLE

For big projects with difficult combinations, Lecot always chooses DOM. "Their products are more than reliable. The quality is, and always has been, outstanding. DOM is one of the most reliable suppliers of locking systems. Innovation and improvement are important for DOM. And last, but not

DOM's biggest innovation is still the reversible key system with the moveable element, or the IX range. "High-quality cylinders that has set the new standard



**LEFT: 999 ELS**  
The first digital lock with RFID.



**RIGHT: ENIQ Pro**  
The latest technology on digital locking solutions

for cylinders in the business." In Belgium, the situation is a little different from the countries around us. Here it's mostly mechanical cylinders. Nevertheless, the market for digital cylinders is growing faster every day, so that's the future. DOM is a forerunner in this area. At first, the market was not completely ready, there were some growing pains, but we have overcome them, DOM is the founder of the digital locks with RFID with their 999 ELS series.

large stock is crucial, and this makes it possible to work fast." So may we conclude that Lecot and Hoberg are a match made in heaven? "Maybe", says Lecot. It might also be the fact that in 1979 I worked at DOM in Germany for one month. I entered orders as a back-office employee. I learned to speak German, I guess it helped our working relationship," he says with a broad smile.

Interview with Patrick Bouisset

# “We have a complete picture of the access control world”



**PATRICK BOUISSET**  
Area Director for sales in Western Europe

Patrick Bouisset is a salesman in heart and soul. He has been working at DOM for three years now. Before, he gained his knowledge of marketing and sales in the USA, France and Germany. He worked for companies like Bosch Powertools, OBI Baumarkt and Tarkett. “I am happy to be part of this experience; DOM is like oxygen to me.”



Bouisset's weeks are full. On Mondays he can be found at the HQ in Paris, to make calls with the general managers, bring together the numbers and have meetings with the central departments. The rest of the week he spends much time in his car to visit the seven companies – employing 600 people – that are under his supervision. Average kilometres per week: 1.500. Bouisset is one of DOM's G10 members, an executive committee with ten people:

president Henri Morel, European marketing manager Erik Mastenbroek, five area managers and three business unit managers. Bouisset's area is Western Europe: UK and France.

#### COMPLETE PICTURE

Bouisset's region differs from the other areas. “We are the only area with a portfolio that covers the complete world of access control because the seven companies deal with all market players and routes to market: distributors, architects, building owners, system integrators and construction companies to which we sell everything from locks to cylinders and access control devices. That's unique in the group.” The past year, Bouisset focused on three main topics. First, growth. “We achieve to be the most successful area of DOM Security in 2017: We saw our revenue rise by 7% to 83 million euros.” Secondly, profit.

“We succeeded to turn two companies back to profit. They struggled with huge problems, people were laid off. I'm proud to see the smile back on the faces of our employees. We achieved this by changes in management, the production assembly and by staying focused on customer service and fast

delivery. That and dedicated people brought us back in the market.” Thirdly, Bouisset mentions he started to professionalize the marketing operation for the area with Erik Mastenbroek. Obviously with a big focus on digital marketing.





**THE POWER OF COOPERATION.**

Together with the Jerome Denis who is our BU Director Trade we have started an internal training program "Project Digitalis".

**BOUISSET:** "it's a multistep approach in digital locking and access control. It consists of three levels: Private homes, small and medium companies. But also huge projects."

Bouisset gives the Sorbonne University as an example, with over 60.000 access users that all require locks, and cylinders and the management system."But also Roland Garros is secured with our newest digital cylinders controlled by

the newest integrator solution called DOM Connect. All companies of our area work together: locks are made by one, cylinders by another and so forth and so on. It gives us the opportunity to gain complex projects."

One of these projects is the Olympic Games in Paris in 2024. "I want DOM to win most tenders because our solution is the best in the market. This is quite a challenge because we are a challenger in front of established giants." Bouisset believes in the power of cooperation. "The seven companies all have different strengths and therefore the area is well balanced. The 7% growth proves that."

**FUTURE**

Bouisset's ambitions are clear. "Growth, always. I always say that it is my job to get the employees to pension within the group. Therefore, growth and profit are necessary. DOM Security has a target of EBIT +10%. Together, we can achieve this. With today's products and the new innovations that we will launch soon into our markets. I am happy to be part of this experience. This company is like oxygen to me: I love it."



*"Growth is always our ambition. Together with our dedicated employees, we can achieve this."*

Patrick Bouisset, Area Director for sales in Western Europe



Interview with Johannes Sommer

# People make the difference

Technology and team play are in Johannes Sommer's blood. And he's something of a petrol-head too because in his free time, the trainee can be found not only on the baseball or football pitch, he also a passionate kart racer.

He regularly meets up with friends at the Michael-Schumacher-Kart & Event-Center race track in Kerpen-Sindorf. He takes the corners there on a 710-metre circuit – in state-of-the-art Alpha 2 karts, which are safe of course and TÜV-certified – with maximum grip.

For team player Johannes Sommer, one of the great positives of working at DOM is the friendly working atmosphere and the culture of mutual support among colleagues. But most important are the manual tasks, the contact with the wide variety of machines and the technically challenging and varied

work that occupies him every day here: including tool-making, manufacturing spare parts in steel, brass or plastic – and helping to design new machines.

“It's quite the opposite of dull,” says Johannes Sommer. “I see lots of different and state-of-the-art industrial machines and am learning intensively how to work with a huge array of materials. And if there is something I don't understand, it's always properly explained to me – I liked that from the outset. My boss and colleagues are always very obliging – working in a team of great people is already great fun.”

## MILLING, TURNING AND THREAD-CUTTING

Twenty-year-old Johannes Sommer began his training as an industrial engineer with DOM at the age of 17 – and is now in his third year as a trainee. The first three months of my training were “a sort of basic foundation in, for example, milling, turning, drilling and thread-cutting,” reports the trainee. You gain more independence in the second year, and can work on the grinding machine, for example.”

The third year includes working on the sophisticated CNC milling machine.

“Unlike a conventional milling machine, it is program-controlled,” explains Johannes Sommer. “One big advantage is that this CNC milling machine, unlike a conventional mill, can rotate and swivel the part in the vice – the mill offers 5-side machining in a single set-up. We use this machine mainly for parts that we want to mass produce.”

## WORK ON PC AND MACHINE

Equally complex is another special

machine that the soon to qualify industrial engineer is very familiar with: this one is for what's known as eroding. It is used to give metal parts a specific contour, as Johannes Sommer explains. To this end, the parts are clamped in a trough of desalinated water which means it is not conductive, explains Johannes Sommer. The required contour is then burned into the part using a conductive wire – this is done according to how we have preprogrammed it.

The dual training is dovetailed with a vocational course at the Goldenberg College of Europe in Hürth – here, Johannes Sommer learns and intensifies the theory of the practice in particular, at the same time as understanding the extremely expertise-intensive and complex profession of the industrial engineer. The training is for a total of 3.5 years – by January 2019 he will have his industrial engineering apprenticeship in the bag.



# Auto keys

A DOM locking and access system for the Swiss dealer Ruckstuhl



Anyone who drives a car in and around Zürich will most probably be familiar with Ruckstuhl – after all, the Ruckstuhl Group is one of the major Opel dealers and one of the biggest Hyundai dealers in Switzerland. It now has a team of 150 employees and has been passionate about selling cars since 1932. The company presents itself as an expert mobility partner and sells over 2,000 vehicles each year. The company recently installed a locking and access system from DOM across its eight sites. The Ruckstuhl group today maintains eight operations – in Zurich, Adliswil,

Thalwil, Affoltern am Albis, Kloten and Winterthur. The Zurich locking systems specialist and DOM partner Master Key has now converted all the car dealer's branches to the DOM electronic locking system, including installation and programming – and some 160 DOM 'Guardian' electronic door fittings. Hirsch-Ruckstuhl AG's elegant new Mercedes-Benz building in Kloten was also fitted directly with the DOM badge system.

#### FLEXIBLE ACROSS LOCATIONS

Managing the authorisations for this number of locations is a complex task

– partly because there is a hierarchy of required authorisations.

The situation at Ruckstuhl demonstrates how flexible the right access system has to be: First of all you have the managing director who must have unrestricted access at all locations. Then you might have a trainee who needs access to only a few doors at one location. Specific access rights can be granted to specific doors for each individual employee, depending on their role – and each at defined times. All these gradations and distinctions are simple and quick

to implement with ENIQ – and can be changed again at any time.



ABOVE: ENIQ Guardian Digital door handle.

#### USER-FRIENDLY PROGRAMMING

DOM partner - Master Key, trained a Ruckstuhl Group employee on the system so that the car dealer can complete their own programming and make changes at any time. However, Master Key also offers a 24-hour service and can offer immediate help whatever the problem.

Martin Ruckstuhl, third-generation owner of the business, is impressed with his new DOM access system. He particularly likes the user-friendliness and the ease of programming the system. The "excellent and fast service

from DOM, along with the proficient warranty process" were also deciding criteria for Martin Ruckstuhl.

It is precisely the possibility to handle deviations from the standard day flexibly that has won the entrepreneur over in favour of the DOM system: he can change the access authorisations for public holidays, for example, or set up alternative time plans and authorisations for individual employees with ease – and speed. Which leaves Martin Ruckstuhl more time for his true passions: cars and his customers.

Customer story; Bruchsal, Germany

# At the Fire Brigade Boarding School

The Baden-Württemberg State Fire Brigade School in Bruchsal installed a DOM locking and access control system.



“Fire is not calculated, it is identified,” says Andreas Meyer of the Baden-Wuerttemberg State Fire Brigade School. In other words, the

theory is very important, but practical success is ultimately what matters: you can and must calculate how much of which extinguishing agent is needed

physically and chemically to extinguish a certain type of fire. “But in the event of a major fire, for example, you have to quickly analyse the danger and

make decisions,” says the experienced trainer and firefighter.

At the State Fire Brigade School, participants learn theory and practice in equal measure. Every year, around 6,500 men and women come to Bruchsal and complete a total of 40,000 days of training on around 50 different courses. It is about imparting knowledge and craftsmanship, but also about leadership training - in other words learning how to work with the team and the equipment. The courses are aimed not only at full-time professional firefighters but also at the many voluntary fire brigades and works fire brigades in Baden-Wuerttemberg and beyond.

#### CAMPUS AND BOARDING SCHOOL

The value of a digital locking and access system becomes clear when you look around the school campus here in Bruchsal: Those who come here for

training and further education live on the campus because the seminars can last several days, and even weeks.

There is a separate 210-room hotel on the site for the participants. In addition to this accommodation, the campus also has a training facility and a fire station where handling of fire is simulated - as well as administrative offices and a canteen. It was not until 2017 that the former two fire school locations were merged into one at this site.

**ANDREAS MEYER:** “This makes access control among employees and guests a very complex matter - a classic task for DOM security systems. The battery-operated locking cylinders could easily be retrofitted so that subsequent wiring was not necessary - an important point, as the new building was initially planned without a digital locking system.”

#### ACCESS AND TIME RECORDING

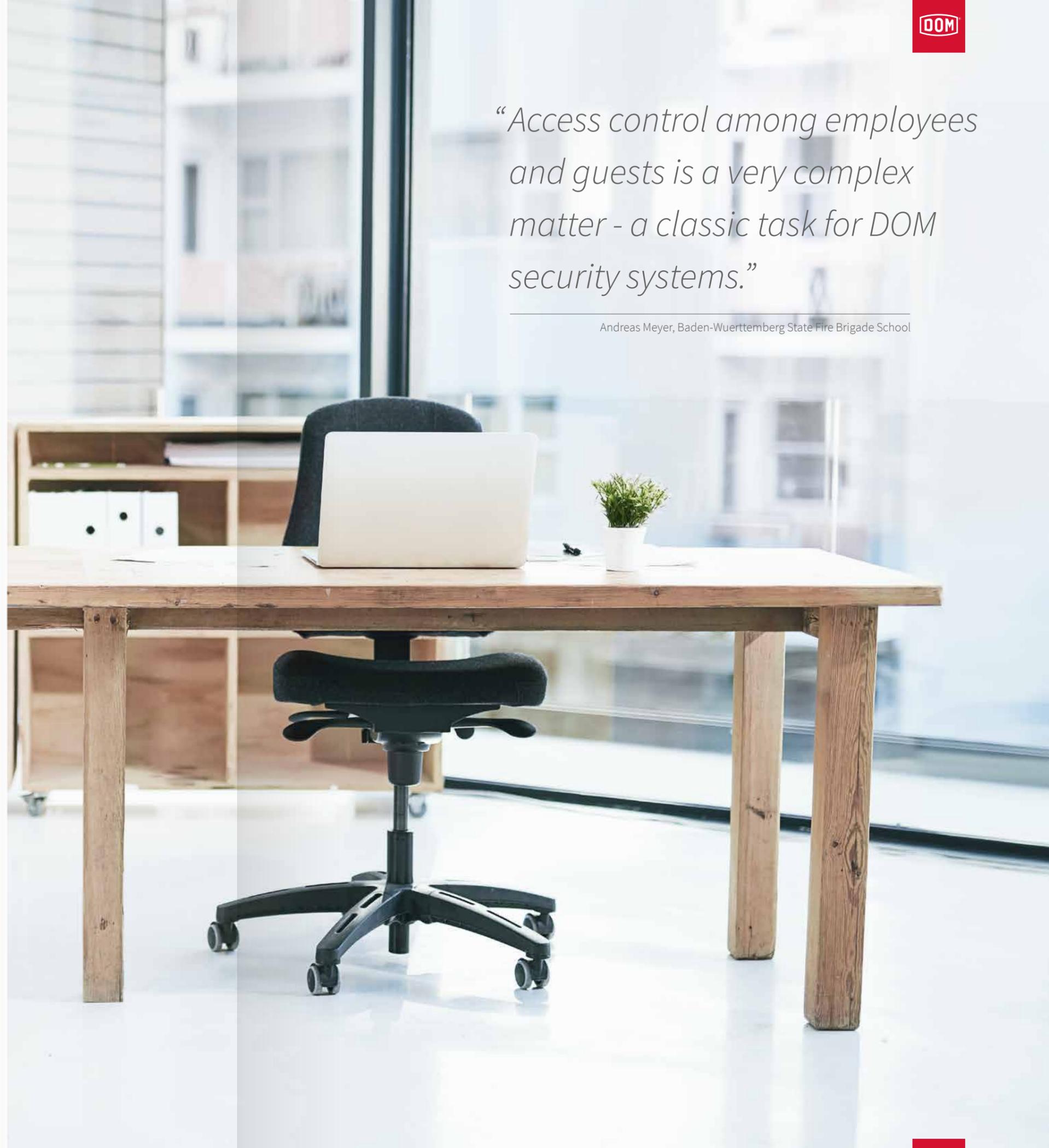
The simplicity of the retrofit and the flexibility of the authorisation management impressed the school - but also “how easy it was ultimately to meet the demanding task of creating a locking plan with the DOM system. None of us are qualified lock professionals here - but it was no problem at all for us to map our needs and security requirements in the system”.

Thilo Vetter, the engineer responsible for all building services at the Fire Brigade School, has set up various authorisation groups for hotels, schools and administration: “For example, the transponders for the participants allow access to their rooms only. Areas with high-security requirements allow access only to selected authorised individuals: for example to protect vehicles and valuable equipment.”



*“Access control among employees and guests is a very complex matter - a classic task for DOM security systems.”*

Andreas Meyer, Baden-Wuerttemberg State Fire Brigade School





DR. GUNNAR HOFF  
R&D Department Manager

ALEXANDRE VIGIER  
BU director of Digital Solutions

# Child's play for integrators

DOMConnect allows integrators to integrate DOM products into existing third-party systems easily. Dr. Gunnar Hoff, Research and Development Department Manager, and Alexandre Vigier, Business Unit Director of Digital Solutions, explain how it works.

## CAN YOU EXPLAIN WHAT DOMCONNECT EXACTLY IS?

**DR. GUNNAR HOFF:** In short: it is a new system that will make it child's play for integrators to integrate DOM products in existing third-party systems. In the past, integrators had to use a lot of different tools and invest a lot of time adapting to manufacturer-specific protocols and interfaces. It was also a problem for security. DOMConnect will solve all that.

**ALEXANDRE VIGIER:** That's right. I know the integrator business from personal experience – my team spent a lot of

time adapting our system to others. Every time other manufacturers updated their product, we had to develop everything all over again. Our DOMConnect solution makes us a real game-changer. Everyone, whether an integrator, start-up or student can use the DOM product portfolio very easily. We guarantee the stability of our web service for the next ten years. It truly is a cost-effective solution for integrators and end users.

**THESE ARE DISCIPLINES IN SECURITY TECHNOLOGY, SO PREDOMINANTLY ACCESS CONTROL, BUT ARE OTHER BUILDING FUNCTIONS ALSO INVOLVED?**

**DR. GUNNAR HOFF:** As well as the big access control integrators, with DOMConnect we are also targeting small integrators who today might be more active in the areas of time-recording and building automation and management, but who want to expand their portfolio and their management software with a simple access system. But it's not really about integrating all types of building management. That will never be our goal for the future. The main aim in developing DOMConnect was to provide all companies and integrators working in the field of building management and access control with

the simplest interface to allow them to integrate these professional and secure digital locking systems from DOM in their software systems and platforms.

## WHAT STEPS AND COMPONENTS, IN DETAIL, ARE NEEDED TO RUN THE INSTALLATION OF DOMCONNECT AND CREATE THE TOTAL SYSTEM?

**ALEXANDRE VIGIER:** We are not trying to build a complete access control system, DOMConnect is a bridge between our entire portfolio, and other small or large buildings. For example, if you are a small organisation with fewer than ten doors, you can start with our standard ENiQ app solution on your phone and ten cylinders. If, five years later, your company has then grown to 500 employees, you still have the initial ten cylinders in your big security solution, regardless of which solution you opted for.

## WHICH CUSTOMERS AND ENVIRONMENTS, AND WHICH COMPANIES, DO YOU PRIMARILY INTEND TO TARGET WITH THE LAUNCH OF DOMCONNECT?

**DR. GUNNAR HOFF:** All of them in principle...! But of course, our solutions mean that we are particularly well equipped for organisations with several locations and lots of doors requiring digital organisation. We offer digital locking systems that are networked online via radio (RF) technologies and IP, as well as offline and Data-on-Card systems based on OSS (Open Security Standards). This means you will find in our portfolio the right solution for

virtually every situation where you need to organise and manage access to locations and doors for a lot of people. Alexandre Vigier: And we are looking for innovative partners for our completely new solution, ones who value high security and cost-effective solutions. For example, we also have a project running with engineering students at a French university. As part of a little competition, we are giving away a DOMConnect starter kit to a selected team of students to develop a light-hearted solution with the help of our portfolio and DOMConnect.

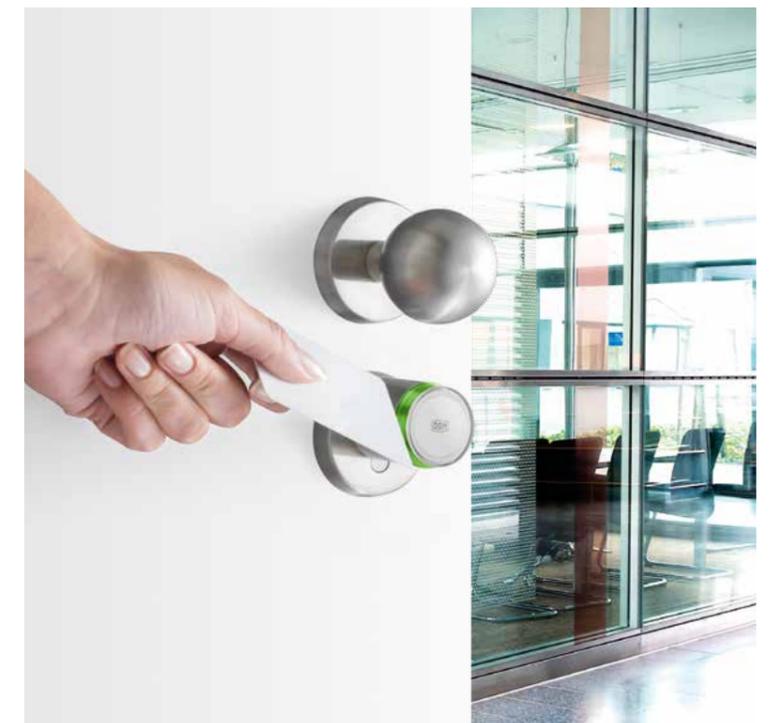
## WHEN WILL THE SYSTEM BE LAUNCHED, AND COMMERCIALY AVAILABLE?

**DR. GUNNAR HOFF:** We intend to present DOMConnect to the public

for the first time at the Security trade fair in Essen. We currently have the full online functionality, the offline functionality and even the OSS data for Data-on-Card functions on board. From the beginning of 2019, we aim to be to offer the complete package, including an updatet terminal so that even a smaller integrator who are currently not in the offline or Data-on-Card business, can acquire all the competences they need to offer these types of DOM solutions.

DOMConnect®

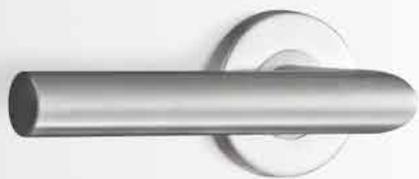
 OSS  
ASSOCIATION





*“DOM Tapkey works very easily,  
I sometimes forget my keys  
but never my smartphone!”*

Martijn van Mechelen, Homeowner

The DOM logo is a white rectangular box with rounded corners containing the letters "DOM" in a bold, sans-serif font. The box is set against a red background that is part of a larger graphic element in the top right corner of the page.

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