The Problem

Thousands of tenants living today in residential apartment buildings are experiencing the inconvenience of a missed home delivery and the painful realization that a trip to the shipping company's storage depot (UPS, FEDEX, USPS etc.) is the only course of action. The majority of tenants are not home during the day. When the delivery courier makes an attempt to deliver a package, there is no one to open the building's front door and accept the package. This condition creates multiple unsuccessful delivery attempts by the courier. The package ends up at the shipping company's depot. In this day and age it is so easy to buy online but the last mile of the delivery chain remains broken.
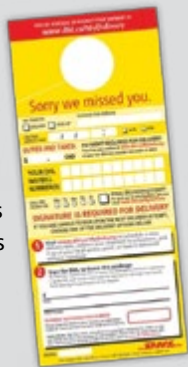
The Solution

The Doorman 24 solution by Visentry is a cost effective "Turn-key" solution for residential and commercial buildings that do not have a doorman on premises to open the front door and accept deliveries.

The Doorman 24 service is implemented via the use of video and audio over the internet and a connection to the Doorman24 Central Station. An Intercom with a built-in Camera is installed at the front door and a Doorman24 agent responds when the call button is pressed by delivery personnel.

How Doorman24 Works

Delivery person Calls Doorman24 through the video intercom

When the delivery person arrives to deliver a package he/she presses the "Doorman24" button on the intercom call box. This sends an alert to Doorman24's 24/7 Central Station and creates a video and audio connection between the delivery person and the Doorman24 agent.

Doorman24 Verifies delivery

Doorman24 agent determines through video and verbal verification that it is a valid delivery.

Access is granted and Delivery is being made

Access is granted by remotely releasing the front door lock. The Doorman24 agent views the delivery person making the drop at the designated packages drop area.

Doorman24 Notifies tenants

Doorman24 agent sends e-mail or text message notifications to tenants that a package has been received.

Additional Services

- ❯ Providing remote access to the building for scheduled maintenance service calls (boiler, phone, elevators, fire inspection, etc.)
- ❯ Unlocking doors remotely for emergency personnel (ambulance, law enforcement, fire department)
- ❯ Notifying building personnel that the front door is jammed or open for longer than a pre-determined amount of time
- ❯ Installing cameras and video recording system in areas of interest
- ❯ Providing video monitoring for designated areas of interest