



## WHITE PAPER

# ACCESS CONTROL TOTAL COST OF OWNERSHIP

“Implementing  
INSOMNIAC CIA was  
easier than the other  
Access Control solutions  
and saved us money!”

Mike Fox, White Oaks Mini Storage

## Introduction

This white paper analyzes the benefits of INSOMNIAC CIA compared to older technology specifically PC Based solutions. Included are industry leading cloud based solutions as well as older PC Based solutions. The five year costs include estimated capital expenditures for hardware as well as on-going software maintenance, support, software upgrades and tenant mobile applications.

This comparison does not attempt to approximate the cost for the PC Based system to obtain redundancy and disaster capabilities that are standard with the INSOMNIAC CIA solution. This white paper also does not attempt to quantify the operational benefits and insights that are available with a cloud based system.

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# Understanding Total Cost Of Ownership

With older technology, it has been common for buyers to think of system costs in terms of one-time up-front equipment and software expense. However, it is a well-established fact that the largest part of ownership actually lies in ongoing operational expenses, support costs and updating software licenses for new operating systems or new functionality, as well as hardware replacement costs. This is especially true of computer hardware that is used to provide services such as access control, because they need to be held to a higher standard of availability and

performance than ordinary office computers. Understanding the total cost for managing the infrastructure for your security system can be

## Total Cost of Ownership Chart\*

	PC Based	INSOMNIAC CIA
Field Equipment	\$\$\$\$	\$
Software	\$\$\$	\$\$\$
Computer Mobile App	\$\$\$\$	No Charge
Computer Equipment	\$\$\$\$	No Charge
Technical Support	\$\$\$\$	No Charge
Software Upgrades	\$\$\$	No Charge
Computer Maintenance	\$\$\$	No Charge

\* Comparing a 5 year analysis of cost and fees, INSOMNIAC CIA is a 40% savings from PC based solutions

“When OpenTech showcased their CIA solution, I was immediately sold on the cloud- based technology, technical support team, and hands-free secure access through the Storage Genie tenant mobile app.”

– Alison Evans, Director of Operations for Highline Storage

## INSOMNIAC CIA BENEFITS

- **Access Anytime, Anywhere**  
Gives you total control of a single or thousands of properties and works from any mobile device, PC, Mac, tablet or smartphone.
- **Exclusive Lifetime Protection**  
Includes hardware, lightning and power surges, unlimited telephone and technical support as well as software subscription and updates.
- **OpenTech IoE Control Center**  
Managers and owners gain actionable insights into their renter’s behaviors and streamline business operations with the predictive maintenance triggers with real-time data visualization and reporting.
- **Storage Genie Tenant Mobile App**  
Storage Genie is included and gives convenience of utilizing beacon technology to securely grant access to your storage property all while keeping your phone in your pocket.
- **Developed for Self-Storage Industry**  
Owned cutting-edge technology, not 3rd party licenced, that addresses issues with older PC-based systems including updated security, warranty, installation and support.

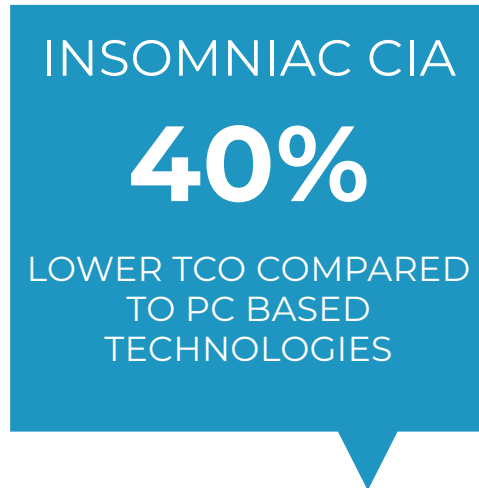
## Understanding TCO cont.

elusive because of unfamiliarity or because they are “one-time” costs that get classified differently but these costs are real, costly and growing steadily. The increase in need for secure and reliable IT infrastructure and the corresponding costs of self-hosting or maintaining this infrastructure is the reason that cloud services such as Amazon Web Services and Microsoft Azure have seen explosive growth in the past few years. Risk is another consideration in the evaluation of overall costs. If you are willing to risk having no back-up hardware, redundant data center or data security you are exposing yourself to potential costs of downtime, business disruption and potentially liability.

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# Summary Results

The analysis has found that the INSOMNIAC CIA solution for security platforms is the clear operational and financial winner over older PC Based solutions. It also provides significant availability and redundancy advantages over PC Based systems, which translates to increased business value. The Total Cost of Ownership chart on page 2 shows the conclusions of the study, which demonstrates that the INSOMNIAC CIA solution can be deployed for 40% less than a PC Based solution. This is without factoring in the business impact and expense of computer downtime, which can be considerable for Self-Storage facilities.



**Over five years the  
INSOMNIAC CIA  
system costs 40% less  
compared to your  
existing technologies**

## OTHER KEY FINDINGS

- The INSOMNIAC CIA solution offers security and resiliency capabilities that are unmatched by PC Based Systems.
- All PC Based solutions require a significant investment by the facility in data center infrastructure, IT management and application maintenance which are not included in the original purchase price.
- The investment required to equip PC Based solutions with even moderate protective measures can double or triple their cost and the complexity of deployment and maintenance.
- The cost advantage of the INSOMNIAC CIA platform is significant across both single and multi-facility portfolios.

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## TCO MODEL ASSUMPTIONS

This TCO model uses the following assumptions:

1. The base system is for a single site with two keypads controlling one gates.
2. The initial capital and installation cost for the hardware and software licenses have been included.
3. Items common to all systems such as gate operators, gates have not been included.
4. We have assumed that the customer purchases software support that allows them to contact the vendor for support issues. Note that some providers do not provide telephone support so the value and responsiveness of the support offering can vary.
5. We have assumed that the customer purchases upgrade software or has a software maintenance plan that allows them to remain on a supported version of the application software.
6. We have assumed that the facility will offer a mobile customer app.
7. In the PC Based model we have assumed a one-time replacement in the computer hardware and operating system.
8. We have used current pricing for hardware, software or a direct quote from a prominent computer hardware provider to estimate the cost of computing hardware for the PC based solution.
9. For the PC Based solution, we have estimated one hour per month for IT services at \$65 per hour. This includes system back-ups, patch management and general administration. Gartner, Inc. (NYSE: IT) is the world's leading research and advisory company, estimates that the TCO for one PC could be as much as \$5,867 per year.