

JLL Standardises on SwiftConnect's Connected Access Network for Mobile Access Across Corporate Offices and Managed Assets

Overview

JLL is a Fortune 500 global commercial real estate services and investment management firm with operations in over 80 countries and a global workforce of over 111,000 professionals. The company manages billions of square feet of commercial real estate worldwide and provides comprehensive real estate services.

Driven by a desire for a superior and seamless experience for employees, tenants, and visitors, JLL sought to enable smartphone-based global building access while standardising security and improving operational efficiency.



The Challenge

The firm faced two main challenges. First, the need to streamline and simplify management of disparate physical access control systems (PACS) across their global corporate footprint. Second, the need to integrate the base building's (landlord) access control system and JLL's own PACS, a common challenge in multi-tenant buildings. Solving these twin challenges would enable seamless access experiences for employees and provide operational efficiencies for administrators. For JLL, it was equally important to ensure data privacy by isolating PACS data to the respective organisations and ensuring the data is protected as it flows between the different systems.

The Opportunity

JLL set out to create a frictionless access environment across its corporate estate by adapting its buildings to meet the needs of a modern, mobile workforce. This meant empowering employees to use NFC wallets in their mobile devices for effortless building access across global JLL locations. In doing so, the firm sought to create a more fluid and sustainable workday that removes the need for physical badges.

The Solution

JLL selected SwiftConnect's connected access network to pilot mobile access in NFC wallets across its own corporate offices at 20 Water Street. Through its platform, SwiftConnect deployed a mobile access solution that delivered a seamless Street-to-Seat® experience in which employees now easily access the landlord base building and their office suites with a single mobile credential, while administrators achieve immediate operational efficiencies via:

- ✓ **Unified Mobile Credentials:** The SwiftConnect platform unified JLL's two different physical access control systems in place at their base building and offices, as well as HID Signo™ readers and HID Seos® credential technology to enable effortless access for users with a single digital pass stored in their mobile device. This means employees can now easily access both base building entrances and JLL's office spaces using Apple Wallet or Google Wallet in their smartphone or wearable device.
- ✓ **Automated, Self-Service Provisioning:** The solution empowers fully-automated badge provisioning with on-demand and self-service capabilities via the SwiftConnect App for users. Administrators can instantly revoke permissions when roles change, devices are lost, or employees leave, freeing up resources and accelerating the onboarding process for new employees.
- ✓ **Enterprise-ready Architecture:** Beyond providing the connected access network as the core platform technology, SwiftConnect collaborated closely with JLL's team and integrator partners. This collaboration helped JLL align its strategic access control roadmap with its optimisation and scalability goals as JLL implements a new access control system and hardware across Europe, and a new security standard across its portfolio.



JLL Spark recognised early-on how fragmented the access control landscape was and how traditional access methods were ill-equipped to meet the growing need for frictionless, and on-demand office access, whether at a single location or a portfolio of buildings. Our investment in SwiftConnect years ago was driven by this clear gap between how enterprises manage physical identity and access. Fast forward to today, our decision to deploy the company's platform across JLL offices and managed assets is a natural expression of our confidence in what SwiftConnect delivers.

Daniel Correa
Growth Principal at JLL Spark

Benefits Result in SwiftConnect As the New Standard

The successful 20 Water Street deployment exceeded expectations, validating JLL Spark's trust and investment in the SwiftConnect platform. It also prompted JLL to standardise on SwiftConnect to automate its global security approach and help improve overall operational efficiency by using SwiftConnect's open platform as its preferred solution for integrating multiple systems governing physical access into a single digital pass.

By writing SwiftConnect into their global security policy and standardising their security approach with a single regional access control system that connects global offices via JLL's corporate network, JLL now benefits from a simplified security infrastructure, operational efficiencies and cost savings. The NFC wallet solution also delivers operational efficiency for building management, enhanced security, and a best-in-class access experience for tenants and guests.



Next Steps and Global Reach

The 20 Water Street deployment kicked off a phased mobile access deployment expansion, with the most immediate Street-to-Seat implementation planned for JLL's 1 Broadgate in London, JLL's new flagship UK headquarters spanning almost 130,000 square feet, where the technology will be a cornerstone of the new workplace experience. Moving ahead, SwiftConnect is also scaling mobile access deployments for JLL as asset manager for its property owner clients. JLL currently manages a number of other buildings where SwiftConnect has implemented mobile access, including ongoing deployment to 10,000 users this year.



Effortless Access, Everywhere.