



ASSA ABLOY

IMPRO TECHNOLOGIES

# PRIMO SOFTWARE

[www.impro.net](http://www.impro.net)

ACCESS CONTROL





## The next level of Access Control

Primo is Impro Technologies' new access control software solution, tailored specifically for small to medium businesses. It seamlessly integrates with Impro Technologies' access control portfolio, as well as third-party hardware. It is intuitive, customisable, and scalable, making it ideal for customers who want sophisticated access control that is easy to use, and who want to start small but have the option to grow their systems over time. Primo is designed with security in mind, featuring end-to-end encryption for maximum control and peace of mind.

### **INTUITIVE USABILITY**

Impro Technologies' Primo is designed with usability in mind. The wizards guide users through every step of the configuration and onboarding workflows, making the software easy to master and a pleasure to use.

### **CUSTOMISABLE SET-UP**

Primo allows users to change how they

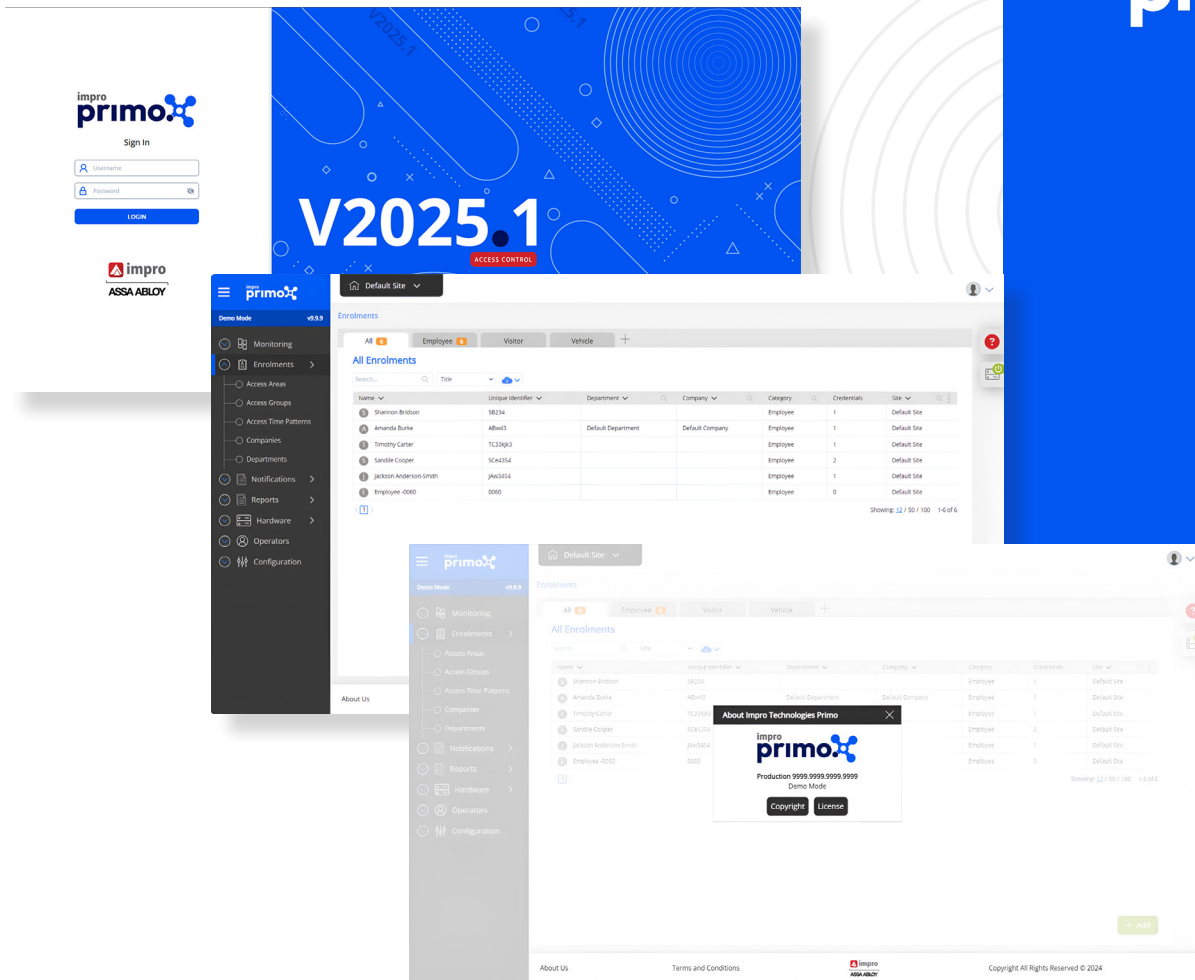
see and interact with their access control data. Operators can change table views so that they always see only what is most relevant in any view. All information can then be downloaded in the form of a report

Users have the power to create customised credential holder types, with unique attributes for each vertical. Primo thus adapts neatly and comfortably to each user's bespoke requirements.

### **SCALABILITY**

Primo is the ideal access control solution for small to medium enterprises, fitting in effortlessly with operations across systems ranging from 1 to 200 doors. It also grows and adapts to suit the changing needs of your business.

You can start small and then grow your systems and integrations over time. The software includes a free API to facilitate simple integrations into other systems and services.



### FULL OFF-LINE VALIDATION

Impro Technologies' Primo provides full redundancy and peace of mind by allowing for uninterrupted validation and access control, even when door controllers go offline. During on-line operation, Primo's system controllers transfer their decision-making information to door controllers. This means that, when door controllers go offline, they can validate credential holders independently until the network recovers again.

### FLEXIBLE HARDWARE ARCHITECTURES

Primo supports both clustering and distributed models of door management. Clustering is a centralised access control system in which doors are all managed at a central point. A distributed model involves the installation of Impro's iTRT2 controllers at each door. Choose the option that works best for you.

### MOBILE ACCESS & BIOMETRICS

Primo offers seamless mobile access integration with Impro's MDR-SE Mobile Readers, delivering convenience

and security on the go. It's fully compatible with both HID and STID mobile credentials, ensuring flexibility across platforms.

For enhanced identity verification, Primo supports fingerprint and facial biometrics through trusted technologies from Idemia, Control iD, and Hikvision, bringing you robust, multi-layered security.

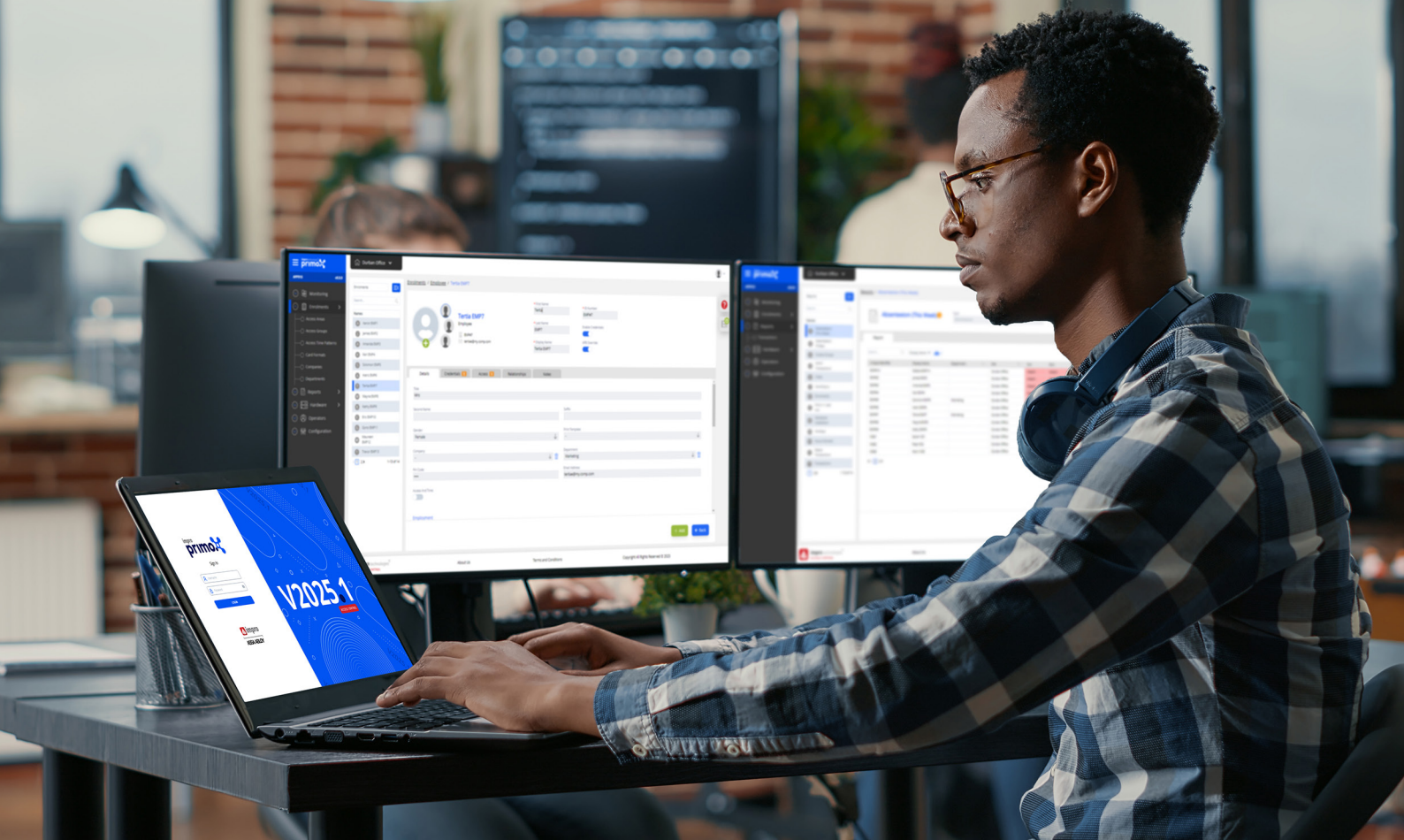
### WORKFORCE MANAGEMENT, TIME AND ATTENDANCE

Enhance workforce efficiency and compliance with Primo's custom access control features. Set access criteria tailored to health, safety, and training measures, ensuring a secure and compliant work environment. Pair this with Impro's enhanced access and biometric recognition solutions or optimized time & attendance systems. Leverage cutting-edge devices from Idemia or Control iD edge devices for superior biometric verification and seamless integration, delivering precision, accountability, and operational excellence.

### PRODUCT FEATURES:

- Web-based
- Intuitive UX
- Customisable
- Scalable
- Secure
- Offline validation
- Mobile access
- Biometrics
- Flexible architecture
- Convenient hardware presets
- Workforce Management
- Time & Attendance
- French Language Support
- Integrated Mobile Device Support





## WHO CAN USE PRIMO SOFTWARE?

Primo is the ideal access control solution for small, medium businesses with an application of up to 100 doors. To build a system that effectively meets the requirements of a site or multiple sites, it is important to consider the following key factors:

- Door Management
- Credential Flexibility
- People & Asset Management
- Security & Compliance
- System Integration

Primo ensures that your access control system is not only secure and reliable but also adaptable to evolving requirements, making it the ideal choice for a wide range of applications.

### SECURITY

Security professionals can use Primo with confidence, knowing that their entire access control system is secure from end to end. This is thanks to Primo's secure architecture, credential support and ability to facilitate Open Supervised Device Protocol (OSDP) between controllers and readers.

### WEB-BASED USER INTERFACE

Once you have set up Impro's PRIMO, there is no need to install and maintain the software on client machines. There is no limit to the number of clients who can run the software.

Primo's intuitive user interface is now available in English and French, with plans to support additional languages soon. Stay tuned for updates!

### REPORTING

Primo offers a wide range of reporting options to help you gain insights from your data. If you need pre-defined reports, Primo has you covered. You can choose from multiple pre-defined reports, which cover a variety of data sets. Alternatively, you can create your own reports using the filters from any table on the Primo interface.

### PRESETS

When managing larger installations, Primo provides the ability to define presets that can be applied holistically to several access control devices at the same time. There is therefore no need to enforce new changes across

an entire system.

### MASS ASSIGNMENT

Primo offers users the ease of efficiently assigning attributes to a large number of credential holders, readers, and more, enabling swift, bulk modifications to expedite system configuration.

### AUDITING

Primo provides an audit log for every credential holder, enabling comprehensive tracking of applied changes, user actions within the software, and a timestamp for each modification.

### NOTIFICATION

Primo's notification system empowers users to schedule and automate the sending of pre-defined reports to designated email recipients. Notifications can also be set up to alert users about specific access control events and system operations. This functionality enhances flexibility and control for site managers and enables swift responses to selected events.

### DASHBOARDS AND WIDGETS

Primo gives users the capability to design a personalised dashboard featuring their chosen widgets. They can then monitor doors, track users, remotely open doors, identify lost or stolen credentials, and activate emergency or lockdown modes for the site.





## FORTHCOMING FEATURES

### ANALYTICS

Interactive visual reports deliver essential data to system administrators, offering insights on occupancy levels, absenteeism, door traffic volumes, and device connectivity.

### PRIMO IN THE CLOUD

Primo will soon be available as a fully cloud-based service—no on-site servers required. This means faster deployments, simplified maintenance, and centralized updates. Customers benefit from reduced IT overhead, while installers can support more sites remotely and efficiently. Ideal for SMBs and smaller sites without dedicated infrastructure, Primo's cloud model ensures controllers connect directly to the cloud, enabling seamless remote management and rapid scalability.

### RELATIONSHIP BASED ACCESS CONTROL

Primo enables entry and exit management by validating the correct association of entities, and verifying their access rights, before granting entry or exit at the designated access point.

### FLOOR PLANS

Primo facilitates visual site or system management through floor plans that clearly illustrate access control equipment and other integrated hardware, and their relation to one another at the relevant site - or across multiple sites. Users can create graphic representations of buildings and floors,

with associated plans, enhancing the ability to monitor and manage threats and alarm conditions effectively.

### LIFT CONTROL

Primo simplifies elevator access management with intuitive, step-by-step wizards. These guides help configure physical inputs and outputs (relays) to control floor access based on designated floor groups. The system also supports public access floors, allowing them to remain open during specific times of the day for seamless visitor and tenant convenience.

### LOCKER MANAGEMENT

Unlike standard doors, lockers require flexible access control. Primo enables users to dynamically reserve available lockers and provides reminders if they forget their assigned locker. The system supports both physical and mobile credentials for access, with the option to restrict usage to specific users. This solution combines the power of Impro's Enterprise Controller with Aperio's KL100 locks for seamless, secure locker management.

### THREAT LEVELS & CUSTOM MODES

Primo allows you to dynamically adjust access control behavior based on security conditions. Doors can automatically lock down, remain open, or follow custom rules depending on the configured threat level. These modes can be activated manually via the Primo interface or triggered

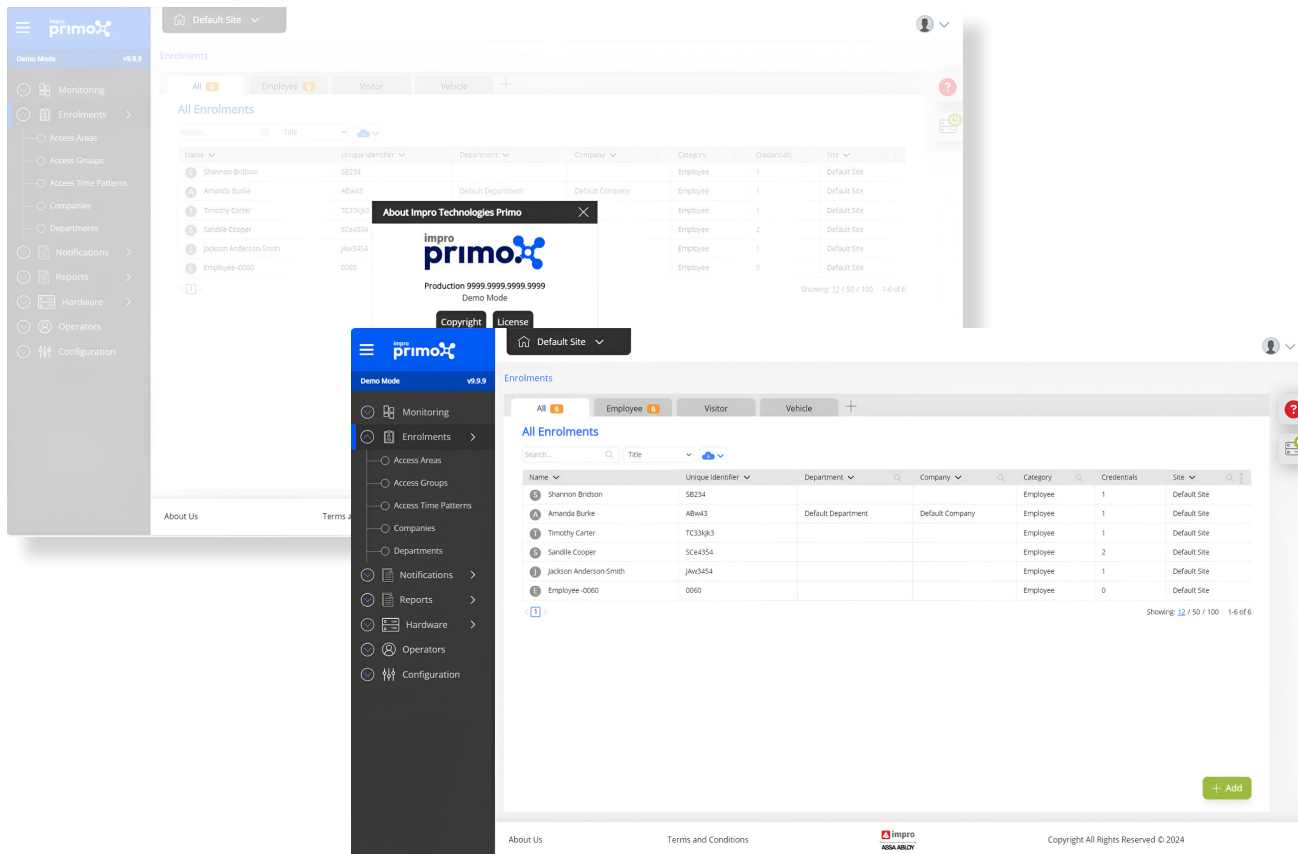
through physical inputs and outputs. This flexibility ensures a responsive security system that adapts in real time to site events, whether for VIP access or emergency situations.

### ACTIVE DIRECTORY

Active Directory support allows for seamless migration or import of an active directory database to the Primo software. This is a great tool to facilitate the addition of a credential database. Addition or Removal of a user will be managed from Active Directory. This also allows for Single Sign-On (SSO) for operators and administrators to simplify access software management.

### EXPIRY REASONS

Primo lets you define custom conditions, certifications, or requirements that expire over time. Users receive warning messages as expiration approaches, prompting them to recertify or retrain before access is restricted. Once a condition expires, access is denied, and users are notified. Upon meeting the requirements, access is automatically restored, ensuring compliance and security.



# Why choose Impro Technologies?

## TECHNICAL EXPERTS

We have an extensive range of technical specialists to assist in both pre- and post-sales guidance. From field application engineers to a specialised Client Services division, our focus is on providing customers with the support they need to succeed. This extends to technical support, which is available 24 hours a day, 7 days a week. In addition, personalised on-site support is available for customers worldwide.

## ACCREDITED TRAINING

Our dedicated training centres provide accredited training in all aspects of access control. To ensure the effective installation of all our hardware and software solutions, it is recommended that customers request a copy of the installer's accreditation certificate, which proves that the individual has completed the official Impro Technologies training, and is qualified to install and maintain our solutions.

## PROUDLY SOUTH AFRICAN

Founded in South Africa in the late 1980s, we are exceptionally proud of our heritage. Today, our operations continue to be based in Durban, South Africa, encompassing R&D, engineering, and manufacturing. Having all our design and production within one facility has the additional benefit of allowing us complete control over every step of the process, to ensure that our standards are maintained. For customers, this means flexible turnaround times, as we are able to scale up our manufacturing facilities quickly and efficiently to meet exceptional demand.

## WARRANTY AND REPAIRS

As a manufacturer, we can offer a variety of warranty options for customers, including up to five years for hardware. Our manufacturing facility also provides a repair service for products outside of warranty, which is cost-effective and ensures the

longevity of the product.

## QUALITY

We pride ourselves on the quality, not just of our products, but also our personal service. We have nurtured relationships with customers and distributors that span many decades. Our products are tried and tested around the world, with many installations still operating successfully over 20 years later. In those rare instances that you experience a problem, you can be assured that Impro will not rest until it is suitably resolved - whether it's a technical support query or a product issue.

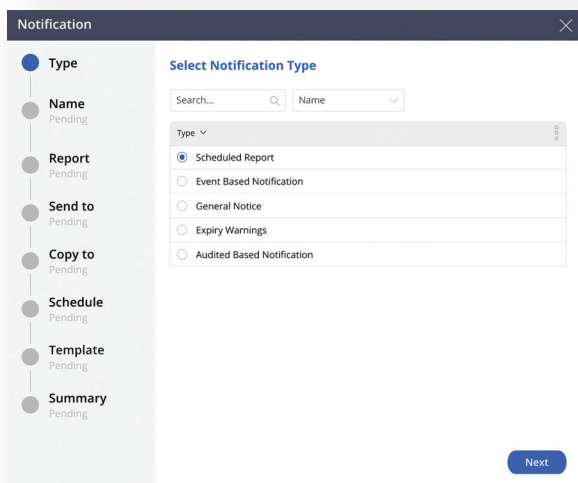
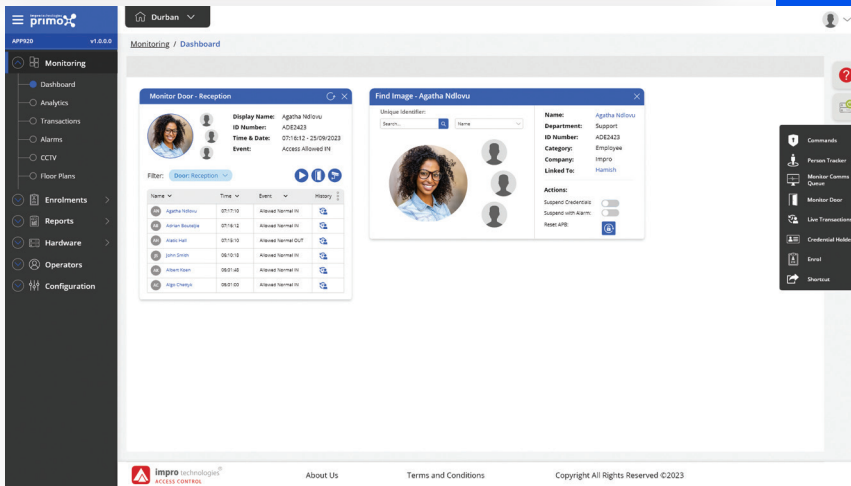
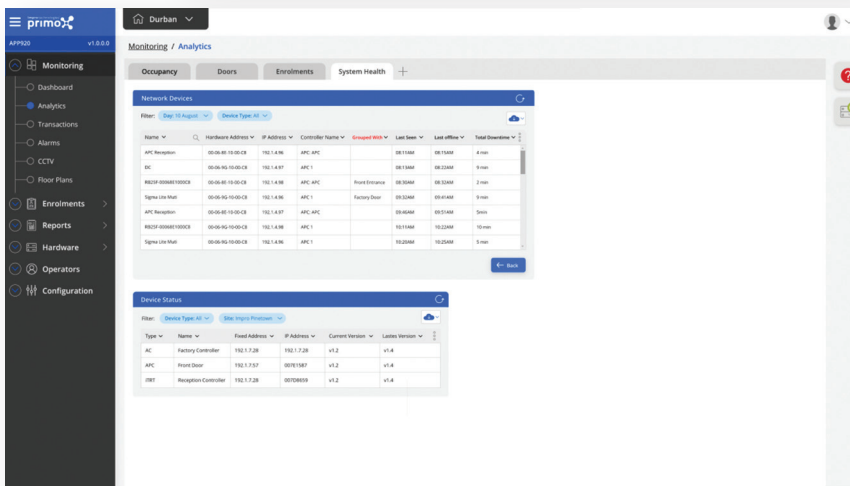
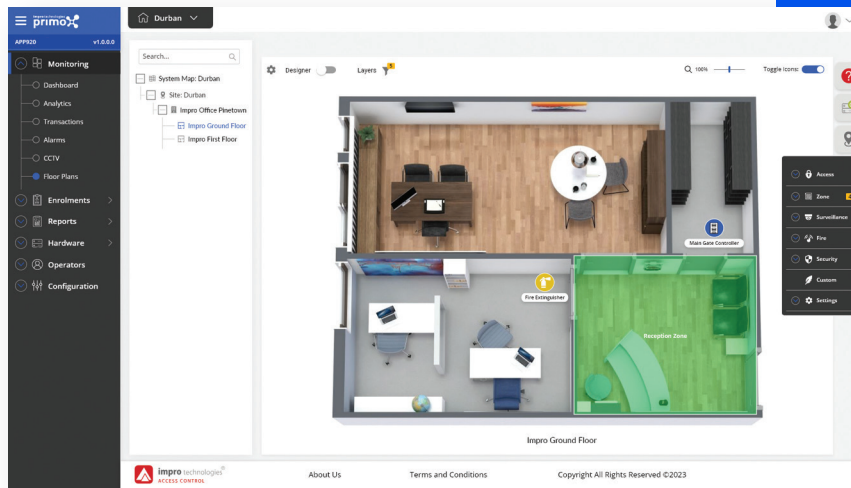




Sign In

LOGIN





Convenient security.  
Convenient control.



# Compatible Impro products



## SERVER MACHINE

- Centralised Database
- Virtual Server Compatible
- Base Application and centralised web server and device control



## ENROLMENT

- Operator Security
- Tag, Biometric and Facial Enrollments
- Multi user concurrent enrollment
- Mobile Credentials



## SECURITY

- Multitude of Physical access control options
- Door & Lift Control
- Turnstile and Booms and more



## CONTROL ROOM

- Graphics Runtime
- Live site and transaction monitoring
- Reader \ Device control from software

### Enterprise (Increased limits and integration)

TCP/IP



Enterprise Controller

Enterprise Controller

Enterprise Controller

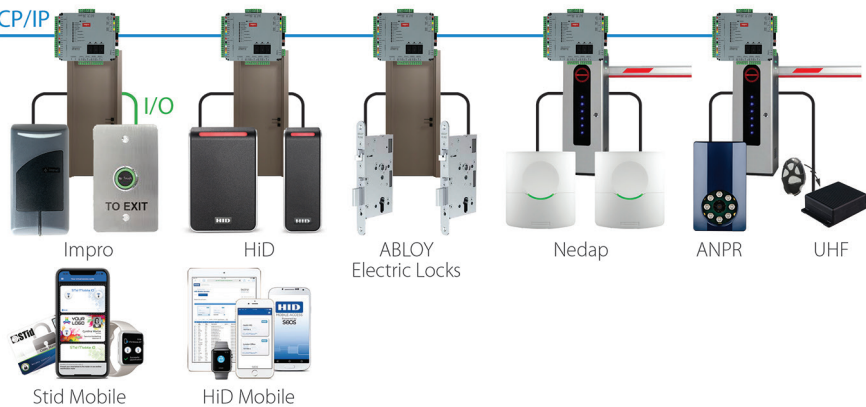
### Clustering architecture (Cabling to central point)

TCP/IP



### Distributed architecture (Door controller at each door)

TCP/IP



Convenient security.  
Convenient control.

**Convenient security. Convenient control.**



**Impro Technologies** has  
over 30 years' experience in  
the access control industry

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