

Axessor Apexx IP Locks

Integrated Locks Enhance Security,
Efficiency for Credit Union



Projected completion

2026



Location
New York

USA

"The Axessor™ Apexx IP Locks have been a huge improvement for our team. The system has eliminated the need for locksmiths and reduced costs while making it easier for our staff. **Employees at branches that don't have it yet are asking when they'll get it.**"

Ryan Phillips

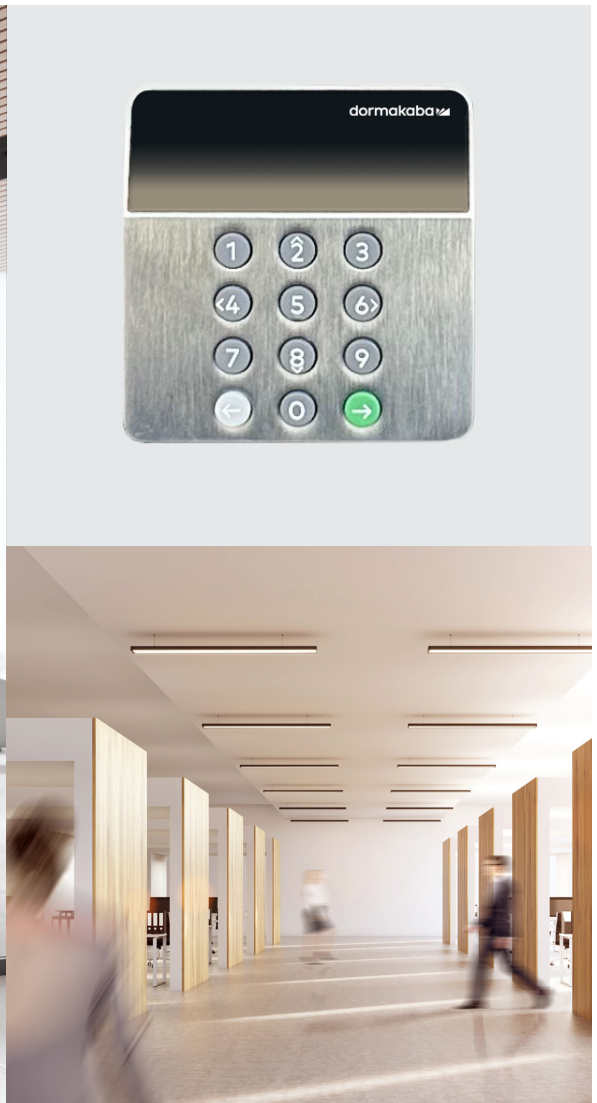
Fraud & Physical Security Program Coordinator, Sunmark Credit Union

Fast facts

- Headquartered in Latham, NY
- 17 branches across New York
- Since its establishment in 1937, Sunmark has responded to its members' changing needs by adding new branch locations, technologies, and services.
- As a nonprofit, Sunmark can offer higher rates on savings, lower rates on loans, and low- or no-cost services.

Solution

- Axessor Apexx IP Platform



Background

Sunmark Credit Union is a full-service financial institution serving the Capital Region and parts of New York State. Those who bank at Sunmark live, work, worship, or attend school in 14 counties spanning approximately 200 miles.

"As technology grows and members' needs change, Sunmark is changing, too," said Ty Haller, Assistant Manager of IT Infrastructure at Sunmark. "We place a heavy focus on fraud prevention and security, ensuring the safety of our members, branches, and employees. From an IT perspective, we are committed to staying ahead by adopting the latest technologies. Sunmark was one of the first financial institutions to integrate core banking with our teller machines, and dormakaba's centrally managed locks were the next step in elevating our access control solutions."

Sunmark recently transitioned to a universal banker model, where employees cover multiple branches in the region rather than being assigned to a specific location. This shift required a more flexible and secure safe access system to accommodate employees working across different locations without compromising security.

The challenge

Sunmark's previous lock system was outdated and inefficient. It relied on A/B-style combinations, requiring two people onsite to open a safe. This setup led to several operational challenges.

- **Limited flexibility for staff:** Employees were restricted by rigid shift schedules, making simple tasks like opening the branch or covering a lunch break unnecessarily complex.
- **Manual access control:** Lock combinations had to be physically managed on premise, which was time consuming, especially with Sunmark's growth.
- **Lack of auditing:** The old locks did not provide audit trails, making it difficult to monitor who accessed a safe and when.
- **Security risks with turnover:** When an employee left, Sunmark had to hire a locksmith to reset combinations, incurring costs and delays.

"Turnover was a big factor," Haller said. "If someone were to leave that had half the combination, we had to call a locksmith to change the lock. There is cost and time associated with that."

Sunmark needed a modernized, centralized, and secure lock system that would allow for remote management and individual user credentials to bring greater operational efficiency.

The Axessor Apexx IP Solution

Sunmark implemented the dormakaba Axessor Apexx IP electronic safe lock solution, which offered a seamless way to enhance security while simplifying daily operations. The Axessor Apexx multi-lock IP platform allows Sunmark to remotely and securely manage an entire fleet of locks.

Key benefits of Axessor Apexx IP

Industry leading security

- Each employee has an individual access code rather than shared combinations, increasing accountability.
- The system provides real-time audit reports on access history to strengthen security oversight. "It has raised the level of security on the vaults quite a bit and given us options for holiday or weekend lockouts," Phillips said.
- The locks are powered by Power over Ethernet (PoE), with a battery backup for a redundant power option.

Unmatched convenience

- Using the most secure encryption, Axessor Apexx IP enables your team to remotely add or delete users, receive real-time audits, view lock user directory, apply security settings, and receive active alerts.
- With PIN sync, employees only need to remember a single PIN, which works seamlessly across all authorized equipment – taking away the need to manage multiple codes for different locks.
- Employees can now move between branches without restrictive lock access constraints, bringing improved flexibility to your operations.
- With scalability and simplified administration, Axessor Apexx IP is ideal for financial institutions like Sunmark who need the efficiency and convenience of a networked and unified safe lock solution, while maintaining the highest security standards.

"The ability to manage everything remotely is big for us. Multiple counties is a lot of ground to physically cover," Phillips said. "Now we can see which locks are online, troubleshoot issues, and ensure everything is running smoothly – without having to send a technician out."

Substantial cost savings

- As users can be added or removed remotely, it eliminates the need for on-site visits or locksmith services.
- Removing locksmith fees for combination changes entirely has already saved Sunmark thousands, with each change previously costing \$450.





The results

The impact of Axessor Apexx IP has been overwhelmingly positive across Sunmark's operations.

- **Ease of installation:** Six branches have the system installed, with full implementation planned across all 17 locations by 2026. "It's so easy to do and such a quality-of-life enhancement for us, so we are installing it now for a new branch opening," Haller said.
- **Implementation process:** Axessor Apexx IP has a standard footprint, designed for easy compatibility with existing safes. For Sunmark, there were only a few instances where something else was needed to complete installation. "We've had a great experience with dormakaba," Haller said. "The staff has been incredibly helpful with any troubleshooting needed."
- **Time saved:** Eliminated the need for manual lock audits, allowing branch staff to focus on customer service.
- **Cost savings:** Removed locksmith charges for lock reprogramming and also mitigates potential loss risk by receiving timely alerts.
- **Enhanced security:** User-specific access codes provide higher protection.



"The response from our staff has been fantastic," Haller said. "Tellers and managers love the new system because it makes their jobs easier and keeps our locations more secure. All they saw was changing a lock, but it objectively created so much satisfaction among our staff. The cost is absolutely worth it in the long run."

How can we help you?

Our offering

Access Automation Solutions

Entrance Automation
Entrance Security



Access Control Solutions

Electronic Access & Data
Escape and Rescue Systems
Lodging Systems



Access Hardware Solutions

Door Closers
Architectural Hardware
Mechanical Key Systems



Services

Technical Support
Installation and Commissioning
Maintenance and Repair



Key & Wall Solutions

Key Systems
Movable / Sliding Walls



Safe Locks

Electronic Safe Locks
Mechanical Safe Locks
Boltworks and Accessories



Glass systems

Manual Door Systems
Glass Fittings
Horizontal Sliding Walls



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