

Case Study #15 – UNC Chapel Hill

University re-keys 350 buildings with Schlage Primus

JULY 5, 2007

Summary

UNC Chapel Hill, a previous Corbin-Russwin customer, found themselves frustrated with the lack of control they were experiencing, and converts all existing key systems to Schlage Primus.

Business Need

UNC Chapel Hill was frustrated with their previous supplier, Corbin-Russwin, because of their lack of master key options. UNC Chapel Hill needed lots of options for master keys, and needed a key system that could support this need. They also needed a key system that would prevent unauthorized personnel from duplicating the keys.

Challenges

Though the solution to UNC Chapel Hill's problems seemed to be obvious, it was critical to the university that the new key system would not only prevent unauthorized personnel from duplicating keys, but could also provide communication on how to use it, since it was completely different from what they had been using. The communication on how to use the system was important because the university needed to know how to manage their new key system and master keys in order to get the total key control they wanted.

Solution

Although the solution was a clear one, Mark Herman, a Schlage KSC, wanted to meet with UNC Chapel Hill and make sure there was a clear understanding of the university's wants and needs. Once this had taken place, Mark went forth in helping UNC Chapel Hill design the key system that would best suit their situation. The university and Mark concluded that Schlage Primus with national exclusivity was the best fit for them. This key system would allow UNC Chapel Hill to have plenty of master key options, a national exclusivity, and total key control, which is exactly what the university wanted.

Results

Since the re-key of 350 campus buildings, UNC Chapel Hill has decided to make Schlage Primus their new standard with no substitutes, and has decided to switch the rest of the existing buildings over to Schlage Primus over the next 10 years.