



# See who's at the door

## Business needs

The world's only over-the-door smart security camera needed a secure and reliable way to provide continuous access to home security video footage via a Wi-Fi connection and/or LTE network.

## Networking solution

AT&T Global SIM delivers reliable, end-to-end connectivity to remote monitoring devices. AT&T Control Center allows the company to provision, monitor, and update their devices.

## Business value

Dependability, portability, and ease of installation

## Industry focus

Home security technology

## Size

Privately held

## About Iris ID Systems, Inc.

Since 2020, Iris ID Systems, Inc., the global leader in authentication technology, has partnered with sister company, remo+, to lend its expertise in biometric security for the growing home security and IoT market. The technology support from Iris ID has allowed remo+ to add new benefits (such as the AI face capability feature) into its DoorCam 3+ LTE. The DoorCam 3+ LTE is the world's only over-the-door smart security camera. It is a viable solution for anyone living in a place where permanent installations are not allowed. It works for people who are on-the-go, for students, for seniors, caregivers, and those who need a little extra security to escape difficult home situations.

## The situation

Iris ID is the exclusive North American representative of the remo+ DoorCam 3+ LTE connected over-the-door smart security camera. The device is designed to provide home video security for renters and others who are unable to make permanent security installations. The solution required the portability and reliability of a robust cellular network.

## Solution

AT&T Global SIM automatically delivers worldwide, end-to-end connectivity for remo+ technology. With constant communication available by way of a Wi-Fi connection and/or the AT&T LTE network, DoorCam 3+ LTE customers will always have access to their valuable security videos. The AT&T Control Center makes it easy for remo+ to deploy and manage the devices with advanced diagnostic tools and smart process automation.

## A global leader in authentication technology

Iris ID Systems Inc. is a global iris- and face-recognition biometric technology company. It serves verticals that include time and attendance, law enforcement, travel, immigration, access control, and national identification. Its IrisAccess is the world's most deployed iris recognition platform. The technology is found on six continents and in thousands of locations, authenticating the identities of millions of persons daily. More people in more places authenticate with IrisAccess than with all other iris recognition products combined.

As a global leader in authentication technology, Iris ID partnered with sister company remo+ to lend its expertise in advanced identity authentication™ for the growing home security and IoT market. Iris ID became the exclusive North American dealer of remo+ DoorCam 3+ LTE, the world's only over-the-door smart security camera.

Marketing Director of Iris ID, Shauna Hepburn, says the new remo+ DoorCam 3+ LTE over-the-door connected smart security camera is designed for apartment residents and others who are unable to install a permanent security solution.

"The DoorCam 3+ LTE represents a different market for Iris ID," Hepburn said. "Traditionally Iris ID is more business-to-business as opposed to business-to-consumer. The company has 25 years of experience delivering biometric iris and face solutions for Fortune 100 companies and some of the most secure spaces globally."

**"It's people's data. Of course we want the reliable and secure connection that AT&T provides."**

**Bryan Quackenbush,**  
Director of IoT Product Management, Sales,  
and E-commerce at Iris ID Systems, Inc.



## Better security for apartment and dorm residents

Technology support from Iris ID has allowed remo+ to add new benefits, such as the AI human detection capability, into the DoorCam 3+ LTE. That makes it even more valuable for people living in a place where permanent installations are not allowed. This includes people who move often, students, seniors, caregivers, and those who need security because of domestic violence.

Bryan Quackenbush, Director of IoT Product Management, Sales, and E-Commerce, said remo+ is working well in apartment complexes, dorms, and hotels. "It's a big benefit for people who previously were unable to install security systems," he said. "If you have a door, you can now have security."

There are also commercial applications for the remo+ DoorCam 3+ LTE. "We see it being used in construction trailers, recreational vehicles, and other portable structures where security is needed," Quackenbush said.

While Iris ID products use iris-recognition technology, the remo+ DoorCam uses artificial intelligence for person detection. "Battery life is very important to us, so we use AI to determine if it's a leaf or squirrel that the camera sees going by the house or apartment," Quackenbush said. "The camera only continues to record if it detects a person, thereby saving battery life. It's a tremendous product enhancement."

## Supporting customer access to security videos

After comparing solutions from several vendors, remo+ chose AT&T Global SIM to connect its over-the-door security camera. A key factor was the cost-effective and reliable AT&T LTE-M network, which was designed and optimized for IoT connectivity.

This strategic relationship with AT&T Business is a logical next step in the DoorCam product line expansion, providing customers with the portability and reliability of a robust, dependable LTE network. With constant communication available via a Wi-Fi connection and/or the AT&T LTE network, DoorCam 3+ LTE customers will always have access to their valuable security videos.

Equipping the DoorCam 3+ LTE solution with AT&T connectivity has opened the door to new use cases. “Police can hand these cameras to a domestic violence survivor to take home,” Quackenbush said. “These survivors don’t need to know how to install it, and they don’t need Wi-Fi. They can literally hang it over the top of their door, and they have protection.” The cameras act as a deterrent. They can also capture evidence for the police if someone threatens the resident.

## Reliable and secure connections

Quackenbush likes the security that the AT&T Business solution delivers. “It’s privacy,” he said. “It’s people’s data. Of course we want the reliable and secure connection that AT&T provides.”

Quackenbush was also impressed with the expertise of the AT&T staff. “It was a great team from the technical side as well as the sales side,” he said. “Everything was very smooth and laid out and we had a blueprint to go to market. And they’ve been great in the onboarding and certification process. Any time we’ve had a question about PTCRB [an organization that certifies wireless devices] certification—I’m talking module selection or deployment testing—the AT&T Business technical guys have been great.”

Quackenbush continued: “AT&T Business has been great to work with, and I know our CTO, Chanwoo Lee, has found them very useful.”

## Delivering confidence to customers

Quackenbush cited the flexibility of the AT&T Business solution as a top benefit. “Its scalability—we like the ability to really move anywhere in the nation,” he said. “That’s huge with the network as well.”

Hepburn appreciates the solution’s dependability. “The AT&T reliability and reach enables remo+ to take a fairly unknown product to reach the masses and provide them security, safety, and affordability,” she said. “We really believe in this product. We want to put it in as many hands as possible and make remo+ a household name.”

Hepburn believes AT&T reliability can be especially vital for families. “Having a well-known connectivity provider like AT&T gives confidence to our customers as well as to AT&T customers who might start using DoorCam 3+ LTE,” she said. She noted that she, herself, uses the DoorCam 3 at her home and loves the 2-way talk capability and clear audio and visuals. “It records all the activity, so I see my daughter coming home from school, and I can talk to her right then,” Hepburn said.

**“The AT&T reliability and reach enables remo+ to take a fairly unknown product to reach the masses and provide them security, safety, and affordability.”**

**Shauna Hepburn,**  
**Marketing Director at Iris ID Systems, Inc.**





## Safety and security

remo+ plans to use the AT&T Control Center to provision its DoorCam 3+ LTE products, according to Quackenbush. “This will be our first cellular-enabled product,” he said. “It’s been a learning curve as far as adding it. But AT&T Business has been great as far as walking us through those steps.”

Quackenbush believes that families’ increasing mobility bodes well for DoorCam 3+ LTE. “People are selling their houses and living in RVs and being more mobile,” he said. “I think they want to have that sense of security out there.”

Hepburn said the safety and security remo+ customers expect depends on connectivity. “The connection part really highlights AT&T Business’s capabilities in providing a safety net for their consumers and our consumers,” she noted. “Just always being able to connect to the people at home and protect your loved ones, I think that’s what everybody’s looking for.”

As remo+ continues its commitment to innovation, Quackenbush and Hepburn expect to be calling on AT&T Business. “We like the AT&T network and the support that we get,” Quackenbush said. “AT&T is the expert on cellular and the network, and having a good relationship is what we’re looking for to be able to go where we want to go.”

