CyberLock®

Innovative Solutions
Vending Security

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Security Challenges in the Vending Industry

Vending companies face a variety of security challenges. Ensuring machines are locked, and the assets within are properly secured, is the first priority. Unfortunately, both internal and external theft are prevalent in the vending world, representing significant costs for vending operators. To help safeguard against external theft, a quality lock remains the best line of defense. While service workers must naturally have access to the machines, selecting an intelligent locking system can keep vending personnel accountable, reducing internal shrinkage.

CyberLock is virtually tailor made for the vending industry. CyberLock offers high security electronic cylinders that are designed to retrofit into existing hardware. The unique design negates standard lock picking techniques and the combination of the CyberLock cylinder and CyberKey smart key ensures a record of every access attempt is recorded in both the lock and the key, keeping employees accountable.

With CyberLock You Can:

- Manage service routes and schedules using the CyberAudit software
- Reduce internal revenue loss and increase accountability by scheduling and tracking all access activity
- Eliminate the need to re-key when keys are lost or stolen, or employees are dismissed
- Carry one key that can be programmed to open one, several, or all locks

CyberLock Features

Control and Schedule Access

Using the CyberAudit Management software, permissions for each lock and key can be changed effortlessly, enabling immediate and precise control over access to all entry points. One key can be programmed to open one, several, or all locks in the system. System administrators can schedule a service route that allows access to specific locks at specific times and denies access outside of the scheduled times and dates.

Increase Accountability

Every time a CyberKey meets a CyberLock, a time-stamped access record is stored in both the lock and the key, providing system administrators with full visibility of all access attempts, whether successful or not. This helps decrease revenue loss by increasing accountability of employees.

Physical Security

Unlike mechanical locks, CyberLock cylinders have a unique, sealed design that negates standard lock picking techniques. Additionally, CyberLock cylinders are designed to withstand a variety of harsh conditions while maintaining security.

Easy Installation

Over 380 CyberLock cylinders have been designed to retrofit into a variety of access points, including vending machines. CyberLock cylinders retrofit directly into existing hardware, making installation quick and seamless.

Eliminate Duplication Concerns

CyberLock employs unique access codes that electronically bind both the cylinder and key to one system, meaning CyberKey smart keys are not susceptible to mechanical duplication like traditional master keys.

Key Control

When a key is lost or stolen, CyberLock cylinders can be programmed to deny access to the lost or stolen key. Additionally, CyberKey smart keys can be scheduled with an expiration date. This means when the key expires it will deny access until communication occurs between the key and the CyberAudit software.

Refreshment Solutions is the largest vending and micro market company in New Orleans and Baton Rouge with over 80 employees. They pride themselves on efficiency, green initiatives, and high-technology vending machines, making them innovators in their industry. Refreshment Solutions promotes a healthy lifestyle when stocking their machines, providing businesses with nutritious items to choose from. With technology like a vending app, which allows users to request a refund or a new product, and cashless machines, giving users the ability to pay via mobile device, including Apple Pay and Google Wallet, there are major assets to protect. With multiple locks and padlocks securing their machines, building, warehouse, and case rooms, Refreshment Solutions needed tight security and control of their assets.

Challenge: Key Control and Audit Trails

With over 6,000 machines to service and 21 daily vending routes, Refreshment Solutions needed a solution that provided accountability and key management. Refreshment Solutions was handing out set keys to each driver. Since each route had a designated set of keys, if the driver didn't have the right key on the route on any given day, another employee would then have to drive a key out to the driver or the machine would be left unserviced. That machine would then need to be added to the schedule for the following day, piling up more work.

Solution: CyberLock

Refreshment Solutions faced frustration with a lack of accountability from employees who serviced their machines. With no control over when machines were serviced and no way of knowing whether employees serviced machines, Refreshment Solutions needed to implement a new system. After discovering CyberLock at NAMA, the National Automatic Merchandising Association Tradeshow, they had found their solution. "CyberLock gave us control through audit trails" says Jennifer Toomey, General Manager. The audit trails, recorded in both the smart key and lock, made it possible for Refreshment Solutions to have control over who is in what machine and at what time. With 21 vending routes daily, and each driver servicing 29 machines plus micro markets, this was the largest benefit.

Cyberlock not only saves time and money for Refreshment Solutions, it also provides peace of mind. Employees are held accountable due to the CyberLock system's ability to track who accessed what machine and when. CyberLock also allows employees to carry one key with special access permissions that allow them to only open the locks on their route, during the times that they are scheduled to service those machines.

How it Works: A Simple Step-by-Step Process

Step 1

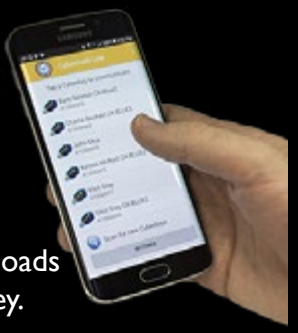
Replace existing mechanical vending machine cylinders with programmed CyberLock cylinders. Each CyberLock is an electronic version of a standard mechanical lock cylinder. Installation is as simple as removing the original cylinder and replacing it with a CyberLock cylinder. Installation requires neither wiring nor batteries, making it quick and easy.

Step 2

Assign a CyberKey to a user. Keys are programmed with access privileges for each user. A standard key holds a list of locks the user may open, with a schedule of days and times when access is allowed. For instance, the key can be programmed to allow access to specific locks along a service route from 8 A.M. to 6 P.M. on weekdays and 10 A.M. to 4 P.M. on Saturdays. It can also be programmed to expire on a specific date at a specific time for increased security.

Step 3

Access locks. When a CyberKey meets a CyberLock, the cylinder is energized and an information exchange occurs to determine if the key has access to that specific cylinder. The event and time is stored in both the lock and key. Lock cylinders and keys also record when an unauthorized attempt to open a lock occurred.



Step 4

Download audit trails and update keys via communicator devices. Expiring keys regularly ensures users frequently update their keys. When validating keys, the system downloads the audit trail and uploads new access privileges to the key. An expired key will not work until it is updated.

Step 5

View audit trail. The CyberLock system is managed centrally through CyberAudit software. Customized audit reports and automatic notifications on suspicious activities can be automatically generated via email.

CyberLock®

CyberLock, Inc. is the leading supplier of key-centric access control systems. It is part of the Videx family of companies with roots dating back to 2000 when the first CyberLock branded electronic locks and smart keys were introduced to the market.

Videx, Inc. has been designing and manufacturing innovative electronics since the company was founded in Corvallis, Oregon in 1979. Early products included display enhancement modules for Apple computers. In 1985, Videx entered the data collection industry with its first portable bar code scanner. Over the years, additional data collectors have been introduced, utilizing touch memory button and RFID tag technologies.

In 2013 CyberLock, Inc. was spun off as an independent company but maintains strong ties to Videx. The two companies continue to collaborate on future innovations.

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