

How Fields Community Optimized Operations for Growth with Access Control

Fields, a growing master-planned community in Frisco, Texas, faced a critical challenge: how to efficiently manage access to multiple neighborhoods and amenities while scaling to over 10,000 homes, all while maintaining an elevated experience within budget.

Challenge

Manual Data Cleanup Leading to Inefficiency and Frustration

Managing access control for Fields required manually maintaining two unconnected resident databases, creating a time-consuming and inefficient process. Fields, together with their property manager, FirstService Residential, recognized that as the community continued to grow, relying on a manual approach to data cleansing would become unsustainable. This approach posed risks of resident frustration and potential security issues.

Fields needed a mobile access control platform that could provide an elevated customer experience and automate data management without requiring changes to their existing backend systems.



Solution

Alosant Access Control Integrated with FSRConnect via the DataBridgeAI Platform

Fields upgraded to Alosant Mobile Access Control by placing a simple piece of hardware at each access point, eliminating the need to replace the existing gate and door system. This easy installation allowed them to consolidate the experience into one app, automate data management, and provide residents with a single OneCredential mobile ID for seamless access.

By partnering with FirstService Residential and leveraging the DataBridgeAI platform, Fields integrated their FSRConnect resident database with the Alosant-powered community app. This automatically authenticated all users on the property, streamlining access management for both residents and prospects. Consolidating all community engagement, including access control, into a single app and connecting it to their backend systems, Fields delivered the elevated experience they sought for residents while automating previously time-consuming processes.

Additional features included in the Life at Fields app not included in this case study:

- Unique resident and prospect role segmented by neighborhood
- Event management & event reservations
- Place & amenity reservations and rentals

Developer



Community Manager

