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Virtual Doorman's™ New Interactive Web Portal Enhances Communication and Performance

'Generation Three' Web Portal Enables Faster, More Efficient Communication Between Residents and the Virtual Doorman Command Center

New York, NY (PRWEB) June 18, 2009 -- [Virtual Doorman™](#), the leading high-tech residential monitoring service that provides traditional doorman service remotely, is launching the third generation of its advanced technology: an interactive [Web Portal](#) that enables residents to communicate far more efficiently and rapidly with the Virtual Doorman Command Center.

Formerly limited to telephone and email communication, the new web portal provides residents with a superior means of alerting the Virtual Doorman about guests who will be arriving, packages and deliveries that are expected, and a host of other activities requiring the attention of the Virtual Doorman.

"In the ten years since we launched Virtual Doorman, the company has grown substantially," said [Colin Foster](#), Vice President of Sales & Marketing for Virtual Doorman who added that Virtual Doorman now services more than 100 small to mid-sized residential properties throughout the Greater New York metropolitan region with an additional 15 buildings to be activated with the Virtual Doorman service by the end of the summer.

"We are introducing this user-friendly interactive Web Portal to enable us to continue delivering the same exceptional customer service that is our hallmark and that our customers deserve. Available 24/7, the new Web Portal has been designed to streamline the information exchange between residents and their Virtual Doorman. It ensures real-time, accurate information exchange between residents and the Command Center, along with detailed activity logs which can be accessed in the event of a problem."

Highlights of the new web portal include:

- Simplified communication regarding building maintenance

Requests submitted online via the Web Portal alert everyone--the super, the management company, the Virtual Doorman, etc.--simultaneously so that the request is instantly documented and can be handled quickly and efficiently.

- Enhanced event logging capabilities

All visitors are automatically logged into the system where records of their visits can be viewed at any time, establishing a running report. This data provides the ultimate record for enhancing tenants' security and protecting their privacy.

- Improved communication between residents and building management

The Web Portal serves as a building bulletin board where building managers can post important notices, sign-ups and other messages (i.e. notices about upcoming water outages, elevator service, building events, sign-up sheets for services such as exterminators, etc.).

- Real-time guest and delivery management.

Rather than communicate via phone or email to inform the Virtual Doorman that a guest will be arriving and then wait for email confirmation, the command center is now updated instantly with the information added by the resident who can rest assured that their changes have been implemented successfully.

"The software behind Generation Three has been three years in the making and we expect it to raise the bar for electronic doormen to a whole new level," noted Mr. Foster. "Simply put, the new software is a faster, more accurate, more efficient, and better documented means of communication between the residents and our Virtual Doormen. The system's use of available technology greatly reduces chances of human error making it far more reliable and easy to use. With its user friendly web portal platform, we are confident that Generation Three of Virtual Doorman will become a serious alternative for both rental and condo/coop buildings ranging from 4-60 units, as well as a supplemental option for buildings with 40-125 units."

About Virtual Doorman

Developed by Virtual Service, a New York City based provider of interactive video security, video monitoring and alarm systems, Virtual Doorman provides the same services of a traditional

doorman -- at a fraction of the cost. The system is designed to remotely secure the building, greet visitors and provide access, accept deliveries, facilitate maintenance and service calls, and much more, offering increased convenience, heightened security and peace of mind.

The new interactive Web Portal further enhances the functionality and uniqueness of Virtual Doorman by offering tenants added account management features and streamlined communication with the command center and their building management.

The company is headquartered at 104 West 40th Street, 2nd Floor, New York, NY and can be reached at 212-400-6000, via email at info@virtualdoorman.com or on the web at www.virtualdoorman.com.

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