V2025

Cloud Software and Hosting

Flexible, secure cloud deployment to suit every customer's needs

Eliminate Server Maintenance:
No need for on-site servers; cloud scales without manual upgrades.

Remote System Access:
Manage access securely from any location, on-site or remote.

Unified Site Management:
Control multiple sites from one interface in real time.

Deployment Flexibility:
Choose self-hosted or vendor-hosted for any business size.

Who Should Use This Cloud Access Control Solution?

This solution is ideal for enterprises needing high availability and centralized control, system integrators offering hosted access as a service, and SMBs seeking simplified, infrastructure-light access management. It supports multi-site deployments, remote administration, and flexible scaling—making it a smart choice for organizations to modernize their security systems.

Product Benefits

Eliminate Server Maintenance:
- Avoid the complexity of installing and maintaining on-site servers. Cloud systems scale seamlessly without manual upgrades.

Remote System Access:
- Securely manage and monitor your access control system from any location, whether on-site, at home, or traveling.

High Availability Architecture:
- Distributed cloud infrastructure ensures failover and geo-redundancy, maintaining system uptime even during localized outages.

Security-Centric Design:
- Built with enterprise-grade security protocols, the platform safeguards data through encryption and continuous monitoring.

Unified Site Management:
- Administer multiple remote locations from a single interface, enabling real-time oversight and permission control.

Enable Recurring Revenue:
- Cloud hosting supports subscription-based models, allowing installers and distributors to offer scalable service packages.

Deployment Flexibility:
- Choose between self-hosted or vendor hosted options, suitable for both enterprise-scale and SMB implementations.

ACCESS CONTROL

"Modern organizations require access control solutions that are scalable, secure, and adaptable to diverse IT environments. Impro's cloud-compatible platform meets these demands, enabling centralized management across multiple sites with minimal infrastructure. Whether deployed in a single facility or across a global network, Primo Cloud ensures consistent performance, simplified administration, and robust security.

Customers can select from flexible hosting models tailored to their operational needs. Self-hosting provides full control over infrastructure and data, ideal for enterprises with internal IT capacity or compliance requirements. Impro Enterprise Hosting offers a fully managed, high-availability environment, suited to large, multi-site deployments. For smaller installations, the upcoming SMB Hosting option delivers cost-effective, multi-tenant access control with remote management capabilities perfect for schools, residential estates, and dealerships.

Primo v2025.2 introduces true cloud compatibility, going beyond basic virtual server deployment. Secure communication is ensured via TLS 1.2 encryption, while optimized data handling reduces bandwidth usage and operating costs. Legacy UDP messaging has been replaced with MQTT—a modern, encrypted protocol using outbound connections—eliminating the need for complex firewall configurations and accelerating deployment timelines.

Administrators benefit from a unified, browser-based interface that enables remote access to all system functions. Doors, schedules, users, and credentials can be managed from anywhere, without VPNs or on-site servers. Credentials can be issued or revoked instantly, and real-time monitoring across sites supports rapid response to events and streamlined operations.

Key Advantages for Stakeholders:

- **End Users:** No server maintenance, remote access, and high system uptime through geo-redundant infrastructure.

- **Installers & Integrators:** Simplified deployment, reduced IT friction, and new revenue opportunities via hosted service models.

- **Enterprises & SMBs:** Scalable architecture with fair, predictable licensing across all hosting options.
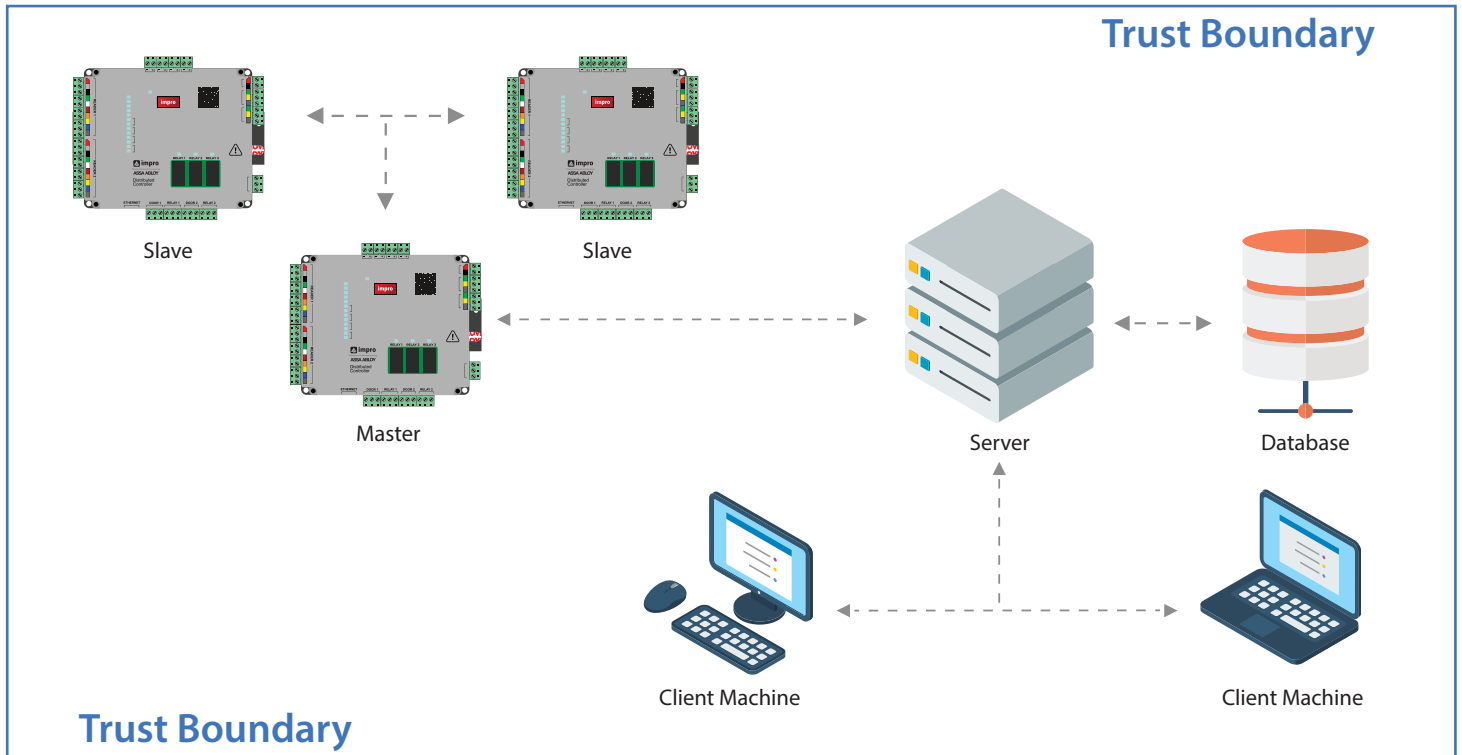
Primo Cloud supports mobile credentials, visitor management, and integration with third-party platforms such as video surveillance and locker systems. It also provides a seamless upgrade path for existing IXP and Access Portal customers—allowing them to modernize without replacing their hardware.

Whether upgrading from an existing system or deploying new infrastructure, Impro's cloud-ready access control platform offers a future-proof foundation for secure, efficient operations."

System Architecture Diagram

On Prem

Trust Boundary

Slave

Slave

Master

Server

Database

Client Machine

Client Machine

Trust Boundary

Primo V2025.2 Cloud

Slave

Slave

Trust Boundary

Master

MQTT Broker

Server

Database

Client Machine

Client Machine