



CUSTOMER PROFILE

**Location**

Nashville, Tennessee

**Enrollment / Employees**

- Over 13,000+ students
- Over 6,000 faculty & staff

**Product**

Fastlane® Glassgate 150 with Idemia VisionPass and HID integration

# From Congestion to Convenience

Transforming Campus Dining at Vanderbilt Univ.

Founded in 1873, Vanderbilt University is a prestigious private research university in Nashville, Tennessee, with 13,640 students and an exceptional 7:1 student-faculty ratio. The Commons Dining Center serves as the campus's premier dining destination—Nashville's first LEED gold-certified building offering all-you-care-to-eat dining and serving as a central hub for first-year students. To address operational challenges during peak meal periods, Vanderbilt invested in Smarter Security's Fastlane Glassgate 150 with Idemia VisionPass and HID integration, **resulting in a dramatic reduction in wait times from minutes to none during peak periods and a 75% reduction in labor hours allocated to entrance monitoring.**

## Challenge

The Commons Center dining hall faced significant operational challenges during peak meal periods, particularly the critical 11:50 AM class change when high-volume traffic created bottlenecks.



- 75% reduction in labor hours
- 100% elimination of peak-time wait lines
- Unauthorized access dramatically reduced

Students experienced wait times of 15-20 minutes just to enter the facility, creating frustration and impacting their academic schedules. The conversion to an all-you-care-to-eat model with existing infrastructure complicated operations, while multiple entry points required coordinated access control that the manual ID verification process couldn't efficiently handle.

### Security Vulnerabilities and Structural Constraints

Unauthorized access became a persistent problem, with non-students and those without meal plans finding ways to enter the dining facilities. This put strain on food resources and created security concerns for the university. The existing system lacked the sophistication to prevent these breaches while maintaining smooth access for legitimate users, particularly challenging given that seating areas were located outside food serving stations, requiring multiple checkpoints.

### Infrastructure and Operational Complexity

The conversion to an all-you-care-to-eat model with existing infrastructure created its own set of operational challenges. Multiple entry points required coordinated management, while seating areas outside food serving stations demanded a system that could handle complex traffic patterns and varying access needs without a complete infrastructure overhauls.

## Solution

Vanderbilt's selection process focused on finding a turnstile system that could meet their specific operational needs. They chose Smarter Security's Fastlane Glassgate 150 turnstiles for their industry-leading throughput rates, which were essential for managing large crowds during class changes at the Commons Center. The turnstiles' elegant design complemented the LEED-certified facility's architectural standards, while their neural network technology, capable of distinguishing humans from objects, stood out to reduce false alarms and mitigate the risk of tailgating.

The system's proven integration capabilities with existing campus credential systems made implementation smoother, while Smarter Security's reputation for reliability and lower lifetime maintenance costs provided long-term value. The Idemia VisionPass integration provided touchless access, eliminating the need for physical ID cards, and the seamless pairing created a comprehensive solution that enhanced both security and the user experience.



### COMPREHENSIVE INTEGRATION STRATEGY

The implementation required seamless integration with three critical systems:

- **Meal Plan Management System** - Ensuring only valid meal swipes were accepted
- **Student ID System** - Connecting biometric data with existing student records
- **Dining Operations Monitoring** - Real-time tracking of access data and security events

Working closely with Vanderbilt's IT and dining services teams, we ensured the system met all security requirements while providing the reliability needed for high-volume campus operations.

## Results

What was once a daily source of student frustration—long lines and delays during peak dining hours—has become a seamless, almost invisible part of campus life.

### WAIT TIME ELIMINATION

Average student wait times dropped from 15-20 minutes to [virtually no wait](#) during peak periods – eliminating congestion entirely.

### STAFFING OPTIMIZATION

[75% reduction in labor hours](#) allocated to entrance monitoring, allowing staff to focus on food quality and customer service.

### ENHANCED SECURITY

Unauthorized access attempts [dropped significantly](#), with automated enforcement removing the need for staff intervention at entry points.

### RESOURCE MANAGEMENT

A [new 45-minute meal swipe policy](#) allows single swipes for multiple entries within that time, reducing unauthorized usage and improving student satisfaction.

### STRONG ROI

Projected [2.5-year payback](#) based on operational savings, demonstrating concrete return through reduced labor costs and improved resource utilization.

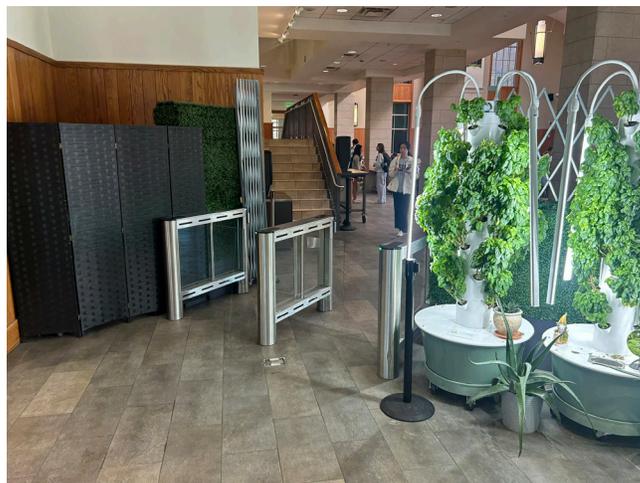
### ENHANCED STUDENT EXPERIENCE

Student feedback shows the system has enhanced campus dining by improving efficiency, providing a 45-minute re-entry window, expanding special event capabilities, and reducing congestion.

## Setting the Standard for Campus Innovation

The success of the Fastlane installation has positioned Vanderbilt as a leader in campus technology innovation, with the Commons Center serving as a showcase for prospective students and visiting administrators from other institutions. The system's performance has exceeded expectations, demonstrating that advanced security technology can enhance rather than complicate the student experience.

The Commons Center's transformation has become a valuable recruitment asset during campus tours and admissions events, illustrating the university's commitment to innovation, safety, and student convenience.



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