

Incedo™ Pro

Smarter Access Starts Here



Access Control Made Scalable, Secure and Simple

Incedo Pro is a flexible access control ecosystem designed to meet the needs of modern buildings, campuses and organizations. It brings together access points with physical and digital credentials, management tools, and integration capabilities – all within a secure, scalable platform. Whether you're managing a single office or a global multi-site infrastructure, Incedo Pro puts you in control.

Built to scale

One system, supporting up to 35,000 doors and 300,000 credential holders in a single deployment*. From small offices to multi-site infrastructures.



User-friendly management

Intuitive and customizable interface for administrators and users, enabling fast onboarding, role-based access management, and centralized control.



**Deployment scale depends on system architecture and project configuration.*

Open integration

REST APIs, camera systems, elevator control, and third-party tools.



Hybrid flexibility

Wired and wireless access points, a future-proof, easily expandable system.



Secure by design

Supports multi-factor authentication and designed to support NIS2-aligned security requirements.



From booking to unlocking

Streamline user journeys from visitor registration to seamless entry.

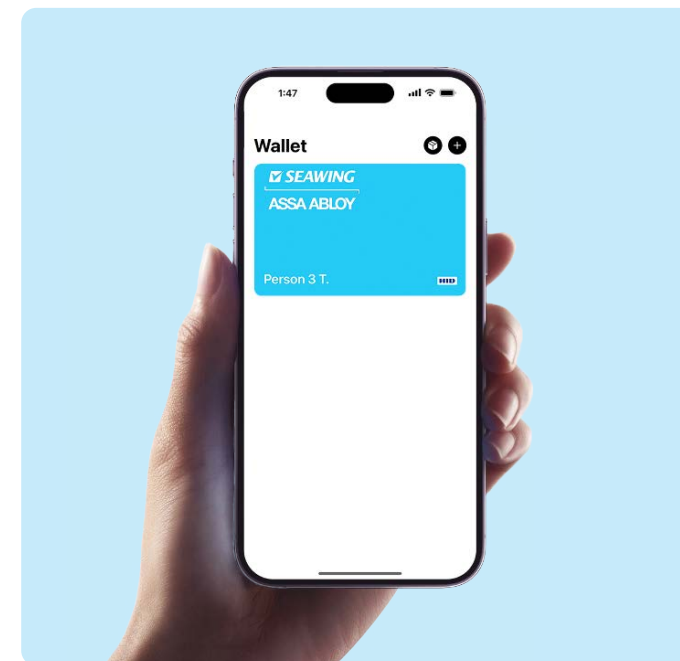


Administrative efficiency and visibility

Fewer manual processes, faster onboarding and offboarding, and full visibility across all access points in real-time.



Mobile First, Apple Ready



Incedo Pro is suitable for access via PIN, card/badge, or mobile, according to needs — on the fly:

- No plastic cards needed – access everything with your smartphone.
- Instant activation and remote provisioning.
- Greater security with biometric and multi-factor authentication.
- Perfect for VIP entry, staff onboarding, and guest access.

Flexible access control platform

For modern, multi-site buildings and organizations.

Credentials

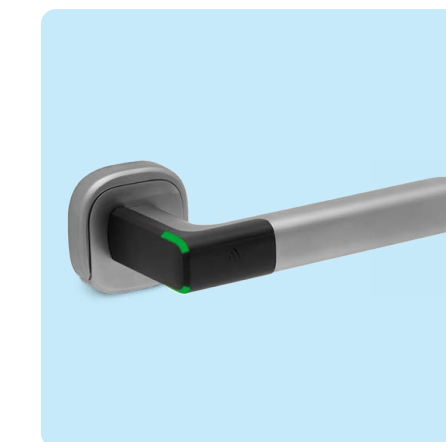
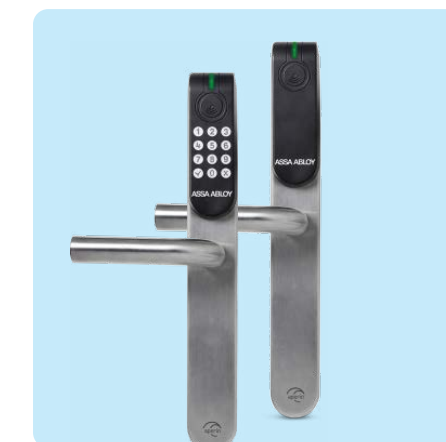
Smartphones (Apple Wallet*, Google Wallet*), biometric data, smart cards, PIN codes, key fobs.

**Availability depends on region, project scope, and credential configuration.*

Access devices

Readers, wireless door locks, electric locks.

[Learn more on page 6](#)



Who Is Incedo Pro For?

Incedo Pro adapts to diverse environments and industries:

Commercial real estate & corporate HQ

Centralized access management for offices, headquarters, and multi-tenant buildings.

Education (schools & universities)
Manage access to classrooms, labs, and dormitories. Grant temporary credentials to students or contractors instantly.

Healthcare (hospitals & clinics)

Secure sensitive areas and enable fast, contactless access for authorized personnel.

Offices & co-working spaces

Simplify credential management, integrate with booking systems, and enable remote onboarding.

Manufacturing & logistics

Control access to production zones, automate shift-based permissions.

Government & public buildings

Enhance security, support audit-ready access trails and public area monitoring.

Hospitality (serviced apartments)

Streamline guest check-in with mobile keys, manage staff access to service areas, and enhance the overall guest experience.

The old way

- Plastic cards sent by post
- Forgotten PINs and shared passwords
- Separate systems for each location
- Manual onboarding and offboarding
- Delays at reception desks
- Limited auditability and control

The Incedo Pro way

- Mobile credentials delivered instantly
- Biometric, secure, and personal access
- One platform for all sites and users
- Remote access management
- Seamless entry via phone or smart credentials
- Real-time access logs and centralized oversight

From Friction to Flow

No more waiting in the lobby – visitors self-register online or at a terminal and instantly receive a mobile key or access card.



How It Works

Core system architecture access control is based on three key components.

Together, these components ensure the right people have access to the right areas at the right time, automatically and securely.

Credential

Identifies the person (e.g. RFID card, mobile phone, biometric data).



Reader

Authenticates the credential (e.g. card, mobile credential, PIN).



Controller

Makes the access decision.



3 Types of Credentials

Multiple credential types can be combined to ensure flexibility, resilience, and higher security.

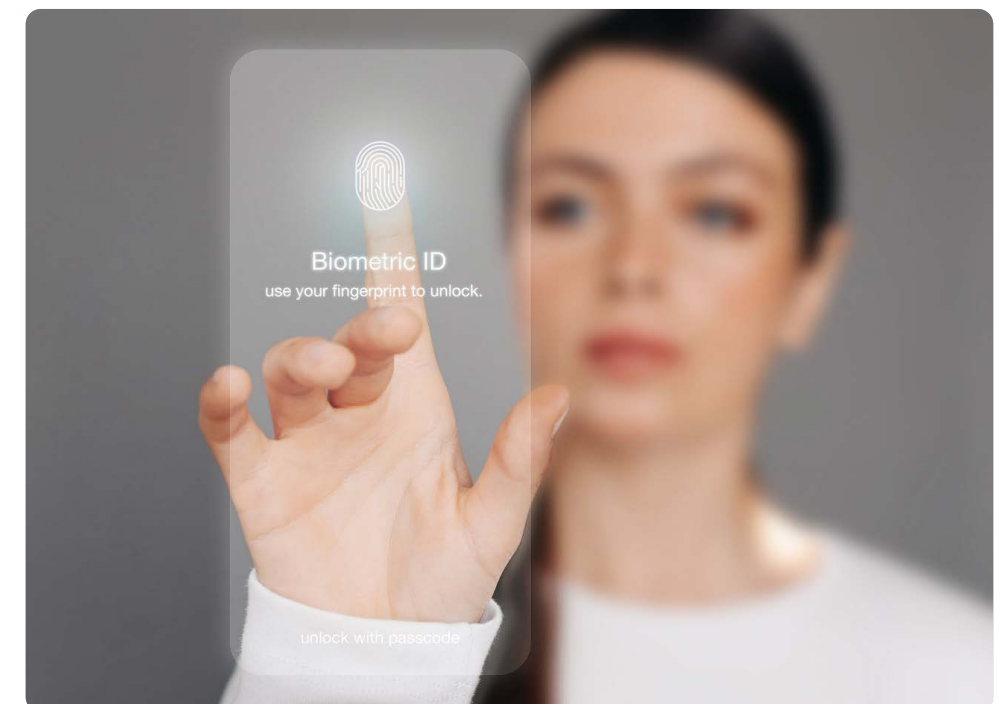
Something you have
an RFID card, a mobile phone.



Something you know
PIN code.



Something you are
biometric data (fingerprint, facial scan, iris).



Examples in Action



Anna

Facility manager at a university campus uses Incedo Pro to manage access to 12 buildings and create custom permissions for each department.



Dr. Malik

Hospital administrator provides contactless Apple Wallet credentials to visiting specialists, valid only during appointment times.



Thomas

HR manager at a growing tech firm, onboards new hires remotely with mobile credentials – no cards, no delays.



Sofia

Operations manager at a serviced apartment chain sends time-limited mobile keys to guests before arrival – enabling smooth, contactless check-in without the need for a front desk.

Customer Journey With Incedo Pro

Designed for Real-World Scenarios:

- **Lost phone?** Credentials revoked instantly.
- **Dead battery?** Alternative credentials supported.
- **Visitors?** Time-limited access with full audit trail.



Our Support

Incedo Pro Professional Services

Fast, reliable support at every stage



Access control is mission-critical. That's why Incedo Pro is backed by a structured, multi-level support ecosystem designed to ensure fast response, reliable operation, and long-term system performance.

For all markets, we ensure the same high standards through strict guidelines for distributors and by providing direct access for local teams to our technical support experts, guaranteeing consistent quality of service.

3 Levels of Assistance

This structure ensures clear escalation paths, local responsiveness, and expert support for complex or critical scenarios.

Our Partner Network

Trained and certified to deliver high-quality installations and first line support. Supported by ASSA ABLOY with ongoing training and direct technical backup. First point of contact for most customers – backed by our local and central teams. To ensure best-in-market quality, our partners must meet strict certification and training requirements, with regular updates to maintain the highest standards of service.

Local ASSA ABLOY Teams

Regional experts who understand your local market, regulations, and project needs. Direct support for installers, system integrators, and partners. Ensuring smooth rollouts and quick responses close to the customer.

ASSA ABLOY Incedo Pro Experts

Dedicated product specialists with deep technical knowledge. Supporting complex projects and integrations at both pre-sales and after-sales stages. Rapid escalation point for urgent technical issues.

First level support
Partner/installer team



Second level support
ASSA ABLOY local team



Third level support
ASSA ABLOY Incedo Pro team



Guidance every step of the way

Support is not just about solving problems. It's about creating success at every stage and for every stakeholder. We go far beyond the industry standard to ensure smooth delivery, adoption, and long-term reliability.



Pre-sales & Design

Helping define the right solution from the start.

- Joint workshops with consultants, architects, and end customers to define the right solution.
- Detailed project planning, specifications, and compliance guidance.
- Direct involvement with owners and decision-makers to align expectations.



Installation

On-site and remote assistance to ensure smooth deployment.

- On-site and remote assistance for installers and integrators.
- Partner enablement through certified training and structured documentation.
- Coordination with facility managers and IT/security teams to guarantee smooth deployment.



After Sales

Fast, reliable troubleshooting and maintenance support when you need it.

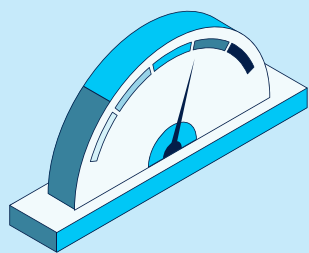
- Continuous improvement feedback loops with both partners and end users.
- Long-term partnerships with building owners and operators, ensuring upgrades, expansions, and technology adoption are always future-proof.

Service You Can Rely On

Security & Governance Highlights

Our customers consistently tell us that it's not just our technology, but the way we support them, that makes the real difference. Here's why they continue to choose Incedo Pro over the competition:

- Role-based access control
- Multi-factor authentication support
- Full audit trails and event logging
- Secure integration via REST APIs



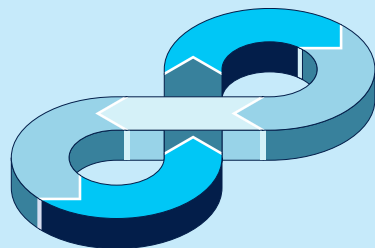
Speed

Short response times at all support levels, from installer requests to urgent end-user issues. Our structured escalation process ensures that no matter where you are, you always get quick answers – as confirmed by many of our satisfied customers.



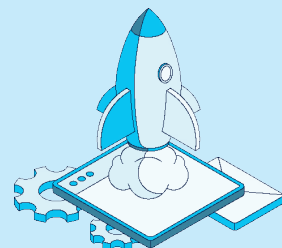
Reliability

Experienced technical teams across regions deliver consistent expertise. Whether it's a complex integration, a compliance question, or a system upgrade, customers can rely on proven knowledge backed by years of global project experience.



Continuity

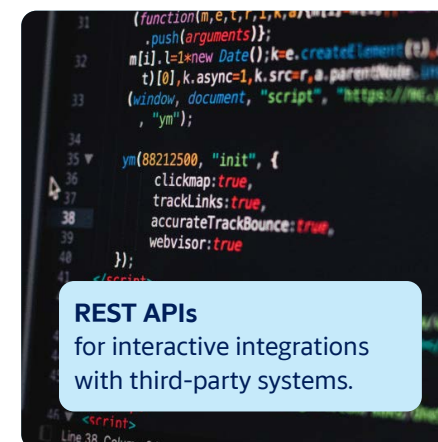
Support doesn't stop after installation. We provide continuous guidance before, during, and long after deployment, ensuring systems stay secure, up to date, and future-proof. This long-term commitment builds trust that goes beyond a single project.



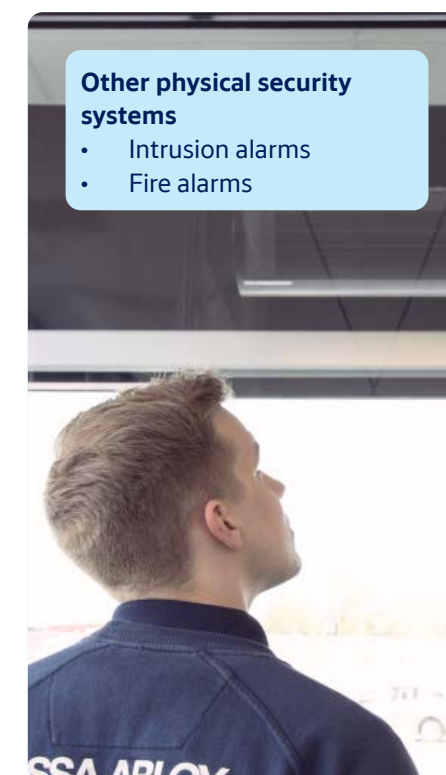
Partnership

We work hand-in-hand with installers, integrators, consultants, end users, and building owners. Our approach is collaborative, making sure every stakeholder in the project feels supported, informed, and confident - from the first design sketch to ongoing operations.

System Integration & Interoperability



Incedo Pro
built for integration



Software Editions That Fit Your Needs

Choose the tier that suits your infrastructure:

Standard

Single-site or simple deployments.

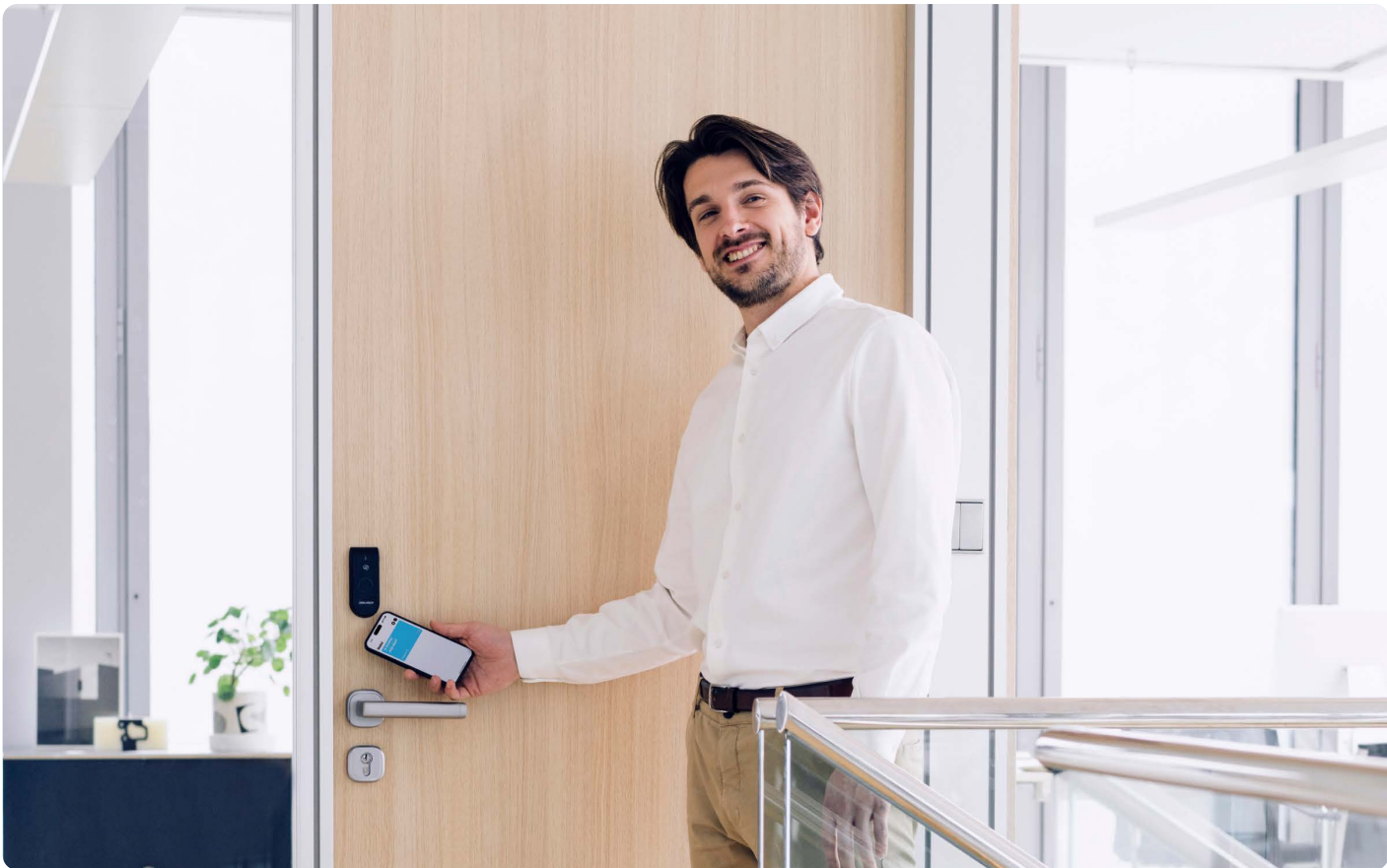
Premium

Multi-site organizations with integration needs.

Enterprise

Large-scale, regulated, or high-security environments.

Powered by a scalable controller platform capable of supporting up to 2,000,000 events and 300,000 credentials depending on system configuration.



Our Local Teams

ASSA ABLOY Opening Solutions Bulgaria EOOD
Business Park Varna, Building B8
9009 Varna
Bulgaria

Phone +359888717180
e-mail: diyan.borisov@assaabloy.com

ASSA ABLOY Croatia d.o.o.
Strojarska 20 (23rd floor)
10 000 Zagreb
Croatia

Phone +385 (0)1 6465 120
e-mail: adria@assaabloy.com

ASSA ABLOY Opening Solutions s.r.o.
Dock in Three (entrance B, 3rd floor)
Boudníkova 2506/1
Praha 8, 180 00
Czech Republic

Phone +420 226 806 200
e-mail: info@assaabloy.cz

ASSA ABLOY Opening Poland
ul. Hżeczka 24F
02-001 Warsaw
Poland

Phone +48 662 291 914
e-mail: info.pl.openingsolutions@assaabloy.com

ASSA ABLOY Opening Solutions Romania SRL
Str. Preciziei nr. 5 (sector 6)
062202 București
Romania

Phone +40744 331 967
e-mail: si.ro.openingsolutions@assaabloy.com

Predstavništvo ASSA ABLOY Croatia d.o.o.
Omladinskih brigada 88-90
11070 Novi Beograd
Serbia

Phone +381 69 2013 140
e-mail: igor.ljubicic@assaabloy.com

ASSA ABLOY Opening Solutions Slovakia s.r.o.
Obchodno – výstavný objekt F
Devínska Nová Ves 7469
Bratislava – mestská časť
Devínska Nová Ves 841 07
Slovakia

Phone +421 2 4552 0141-2
e-mail: info@assaabloy.sk

ASSA ABLOY Opening Solutions Slovenija d.o.o.
Poslovna cona A18
4208 Šenčur
Slovenia

Phone +386 (0)4 280 77 44
e-mail: aasloinfo@assaabloy.com



Talk to our experts about securing your buildings with Incedo Pro

Scan the QR code to request a consultation or product demo

© Images: All rights reserved by iStock and ASSA ABLOY.
We reserve the right to make technical modifications.
Version: Incedo Pro Brochure-2026.05.04

ASSA ABLOY Opening Solutions
Palánkai u. 5
H-8000 Székesfehérvár
Hungary

Phone +36 22 510 170
Fax +36 22 510 171
e-mail: sales.seawing@assaabloy.com

assaabloy.com

Experience a safer
and more open world

ASSA ABLOY