



Berkeley Square House

Prestige Meets Practicality: Modernising Access
with Employee Badge in Apple Wallet



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In the heart of London's bustling West End, Berkeley Square House - a landmark multi-tenant office building known for its exclusivity, heritage, and global tenant base - has embraced a forward-thinking approach to access control.

Tasked with delivering a smarter, more seamless entry experience that met modern expectations without compromising security, the building's management team turned to Gallagher Security and Channel Partner Core Security Systems to implement a solution that was both high-assurance and future-focused.

A frictionless future for premium spaces

"Our biggest challenge is the smooth transition of occupiers and visitors coming into the building," explains Hayley Nicholls, Senior Building Manager at Berkeley Square House. "Additionally, being in the West End of London, our tenants are strict on security, so having a frictionless yet secure solution was key for us all."

Berkeley Square House's brief was clear: deliver a smooth, secure passage from street to suite. The building's management team needed a system that could cater to a wide range of user needs, from long-term tenants and facilities teams to short-term guests and international visitors, all while maintaining a seamless user experience and strong control over building-wide security.

"The transition from the street, through the speed lanes, into the lifts, onto the floors, and through any door needed to be frictionless as possible," emphasizes Michael Michael, Managing Director at Core Security Systems.

Gallagher's solution empowered precisely that. By utilising Gallagher's employee badge in Apple Wallet on iPhone and Apple Watch, the system provided users with secure, tap-and-go access using NFC-enabled readers, eliminating the need to open an app or carry a plastic card.

"Berkeley Square House wanted an almost frictionless route from commuter entry to office destination - no unnecessary stops, no forgotten cards. Employee badge in Apple Wallet delivered just that," says Michael.

Secure, scalable, and simple

Behind the scenes, Gallagher's end-to-end encrypted architecture was a key factor in the building owner's decision to roll out the system.

"Gallagher offers end-to-end encryption from the credential, through the reader, the controller, all the way to the server," explains Michael. "This was very important for our client - to reduce the volume of physical card credentials and protect the system at every point."

Command Centre served not only as the platform for access control, but also as the credential manager and credential provider, a distinction that eliminated the need for third-party provisioning systems and significantly reduced deployment complexity.

Gordon Swallow, Sales Manager - UK South at Gallagher, who collaborated with Core Security System's team to deliver a solution for Berkeley Square House, elaborates:

"One of the key features of employee badge in Apple Wallet is that we're able to be both the manager and the provider of the mobile credential, all from Command Centre without the need for integration from any other system. This makes a huge difference in Berkeley Square House's credential administration and management because it's seamless within their security system."

Michael agrees: "Issuing and managing employee badge in Apple Wallet entirely within Command Centre is a huge advantage for large, multi-tenant buildings like this one."

Provisioning was simple: employees received an email invitation, downloaded the Gallagher Mobile Connect app, and instantly added their credential to Apple Wallet. With in-app provisioning, access was up and running in minutes, and employees could continue using their badge even if their iPhone or Apple Wallet needed to be charged.

Seamless deployment, zero downtime

In total, the site now supports a high volume of users with employee badge in Apple Wallet, and that number is expected to grow. The installation process, which included the replacement of existing controllers and readers, was completed without disrupting access or operations.

"We swapped out the existing infrastructure and brought new Gallagher hardware online at the same time. The building experienced zero downtime. From a deployment perspective, it was as frictionless as the user experience," Michael says.

Ahead of launch, Core Security Systems conducted a soft rollout with building management and key security personnel. Not only did early testers report a smoother, faster experience than with physical cards, they also expressed enthusiasm about the future potential of the system, especially as interest grew among other tenants.

"Once people saw how smooth it was, they wanted in," Michael adds. "We're already working on additional deployments within the building."

Privacy and prestige, protected

Gallagher's employee badge in Apple Wallet takes full advantage of the privacy and security features built into iPhone and Apple Watch. Credentials are stored on the device and never shared with Apple. If a device is lost or stolen, users can lock it remotely using the Find My app, ensuring continuous protection. For a high-profile building where discretion and data privacy are as important as physical security, the integration offered peace of mind without compromising on convenience, control, or aesthetics.

Hayley puts it plainly: "I would absolutely recommend Gallagher's employee badge in Apple Wallet. It looks smart, it provides seamless access into the building, and it gives us a prestige security system to match our prestige building."





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