



Farmlands Case Study

Gallagher SMB streamlines and standardises security for over 80 nationwide retail stores.



When iconic New Zealand rural retailer, Farmlands, needed to refresh the security of their 80 nationwide sites, they needed something cutting edge and innovative that could be scaled quickly.

"Time had passed by, and our current systems had become obsolete," says Jonathan Robinson, the National Property & Development Manager at Farmlands who is also in charge of security for the retailer.

As one of New Zealand's largest suppliers of agricultural products, staying on top of security was crucial to ensuring business continuity.

Farmlands turned to Gallagher for a solution. By choosing to roll out our SMB solution, they now benefit from a fully cloud-based system with functionality designed to streamline security for multi-site organisations.

One platform for all sites

"We had several different systems scattered throughout the network, and they were all old. It was painful," Jonathan explains. These systems didn't communicate with each other, making it harder to see the security status of each site and complicating management for staff.

Gallagher helped Farmlands standardise their security by enabling them to use one platform across all their stores. The powerful multi-site functionality of the SMB solution enables businesses to manage the security of multiple physically separate locations from one app. For Farmlands, this allows Jonathan to instantly log in to any of the stores and start managing that site's security, which is useful if an alarm is triggered, or he wants to check if someone has forgotten to set the alarm.

User management made easy

"If we needed to add new users or delete users, it wasn't something we could do," says Jonathan. "We had to get a technician out to the store, and with some stores in remote locations it could cost \$1,500 in travel fees alone."

With Gallagher SMB, the control is in the hands of the business, who can manage their own users on demand via a smartphone. This requires no involvement from technicians, reducing costs. "We can add users, delete users, and do whatever we need. It makes it so easy and we're not paying so we recover costs. From our viewpoint, it's priceless," he explains. SMB also makes it easy to manage the access of temporary staff, like summer students or contractors. "Adding temporary staff is easy and after their time working with us is completed, we can just go and remove them from the system," says Jonathan.



Greater visibility over who has access

With keys and pin codes, it was difficult for Farmlands to keep track of who had access to the stores. Jonathan explains: “Staff would share pin codes, and temporary staff would often use someone else’s code due to the cost associated with adding a new user. We didn’t know who had access to the stores because it was hard to monitor closely.”

Gallagher SMB provides full visibility over who has access to each of the sites at all times. Using the History Log functionality, Farmlands can also see who has armed and disarmed the alarms or locked and unlocked doors. “We can see in a heartbeat who has used the system. It’s really simple in that regard,” adds Jonathan.

Reduced maintenance costs

The maintenance and upkeep of a large network of security systems can be costly. Gallagher SMB solves this for Farmlands by enabling their trusted security installer, Aotea Security, to remotely connect into the systems. This allows the installer to perform maintenance without travelling out to each individual store. “Having their technicians log in remotely saves us money, which at the end of the day is what every business wants – a system that is fit for purpose and will save money. I would say its highly beneficial,” Jonathan concludes.

With so many time and cost savings, Farmlands is happy with the transition to Gallagher. “We’ve taken a system and rolled it out to the better part of 80 sites in a short period of time,” Jonathan says. “With Aotea Security’s help, it’s been really successful”.

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Jonathan Robinson, National Property & Development Manager at Farmlands

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