Green Cross Health

Cloud-based solution simplifies security operations across a network of medical centres and pharmacies.

GALLAGHER™

Green Cross Health provides support, care, and advice to New Zealand communities through their network of 352 Unichem and Life pharmacies and 53 medical centres across the country.

For medical centres and pharmacies, the provision of a high standard of security is critical. With the storage of controlled drugs, industry compliance standards to meet, and staff and patient safety at stake, these sites require a robust security solution.

Green Cross Health previously had poor experiences with security providers, who had proved hard to get hold of if the team had a query or needed to make any changes. There was little visibility of who was monitoring each of their sites – or even if they were being monitored at all. "Half the time we weren't sure if a site was being monitored," says Niam Kerr-Bell, Design and Development Manager for Green Cross Health. "I'd set the alarm and not know if the alarm was going to go off internally, or whether someone was going to be notified."

Gallagher's cloud-based solution provided the answers Green Cross Health required. "I had heard about some of the critical sites around the world that Gallagher was protecting and thought, 'oh wow!'"says Niam. "Straight away I had confidence in the system."

The Gallagher solution was installed at their brand-new The Doctors Greenlane Medical Centre site in Auckland and is now being built into all new sites and retrospective installations across New Zealand.

"We are starting to spec the Gallagher cloud-based security solution in every build we do now, and every new business we acquire and renovate."

Peace of mind with simplified security

Ram raids are a major security risk for pharmacies, with one of Green Cross Health's pharmacies experiencing three ram raids in the three years since they opened. Niam explains: "There are highly desirable drugs on site that people try to break in and steal. Sadly, this is a problem specific to our industry."

The Gallagher solution provides Green Cross Health with peace of mind, knowing that their sites are secure and that, if there were to be a security incident, they would know about it immediately – enabling them to take action. "With the Gallagher app we get instant notification that something has happened, rather than it go to a security provider to then wait for them to call us."

Niam's favourite thing about the system is that it is phone based. The app simplifies security management, with everything the sites need right at their fingertips. "Having security on your smartphone means it's easy to use, it's easy to add a user. There's no-one calling you at 8:00 pm when you're locking up after doing a pharmacy stocktake asking why you're still there, which is really beneficial."

Secure sites from day one

Niam ensures the Gallagher solution is installed in any new fitouts, ensuring the site is secure from the day they take ownership. "I'm able to protect the asset, which we're still liable for through the various stages of the build. I like to take control of the security early on in the piece, as I can to get that level of comfort knowing a site is secure – well before you get the stage of $400K of stock sitting on the shelves."

This process has also simplified access for contractors. In the past, contractors would have been given a physical key and an alarm code – with all contractors using the same code. Now, each contractor is set up with their own individual credential via the app, which also provides access to the site – allowing them to come and go independently using their smart phones.

Niam says specifying a security system to be installed during fitout is ideal. "You want to set up your access control and doors at this stage, when you are building and framing your walls. The opportunity to run all your cables and have locks fitted neatly is right there."

Using the Multi-Site feature within the app, Niam can quickly switch between the premises needed as he makes his site visits. Once the pharmacy or medical centre is ready for opening, he can easily onboard staff and users of the app, who are instantly able to gain access without worrying about keys.

In addition, the cloud-based system has removed the hassle of providing access to technicians when it comes time to update the system. "Being cloud-based means that feature updates can be pushed into the system via the cloud in real-time. You don't need a technician to come on site and make a change to the system as it can all be done remotely with a configuration app, which leads to time and cost savings."

Exceptional business value

At The Doctors Greenlane Medical Centre, the Gallagher system is helping the centre offset some of the operational costs through securely sub-letting some of their consult rooms to health professionals such as acupuncturists and physiotherapists. Utilising Gallagher readers installed at each consult room door, the centre can grant the health professional access to their consult room through the app. Not only does this simplify access by removing the hassle of issuing sets of keys, it also ensures access to other areas of the centre remain restricted to authorised staff only.

The Gallagher system also supports Green Cross Health to adhere to strict protocols and comply with Cornerstone accreditation – an accreditation framework managed by The Royal New Zealand College of General Practitioners. Niam explains: "We have individual Directors of each pharmacy, and the solution works for them in terms of what they require. The last three audits for new builds I've been involved with, I've gone through the Gallagher app with the auditors and shown them how it works to ensure it fits the criteria. The Guarding component within the app – which allows us to request a guard call out if an alarm is activated – means we've had no issues what-so-ever."

Since installing the Gallagher system, Green Cross Health has seen huge returns on investment. "Our security monitoring costs have halved," says Niam. In the past, the company received numerous individual invoices from different security providers for each of the sites they monitored. With Gallagher's centralised billing process, Green Cross Health now receive one invoice per month with a full list of all their sites.

Operating the same Gallagher cloud-based system across more sites has created consistency. Green Cross Health has worked with Aotea Security to install Gallagher systems into all new sites, which has streamlined processes. "I can give Aotea a call and talk about the site, and within two days the legacy solution has been disconnected, we have a new Gallagher system operational, and the team trained on how to use it. It's seamless."

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> ——— *Niam Kerr-Bell - Design and Development Manager, Green Cross Health*