



National Mini Storage

Building trust with perimeter solutions



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Security



Whether it's a temporary stop between moves or a long-term home for prized possessions, residents across Auckland put their trust in National Mini Storage to provide a safe haven for their greatest treasures. That trust has in large part been earned thanks to the industry-leading security solutions deployed across their 12 (soon the be 13) sites.

"If you think about storage, the main benefit we offer customers is a safe, secure place to keep belongings that can't be stored at home," says Ryan Coom, Brand and Innovations Manager at National Mini Storage. "Strong security is one of the biggest drivers of our success, and we've invested a lot into making sure our sites convey a high level of trust with our customers."

Since opening their first site in 1991, one of the ways National Mini Storage has maintained that trust is through their Gallagher perimeter solution, which has been deterring and detecting potential intruders from the start. "I've been with National Mini Storage for 24 years," says Ryan. "Gallagher is all we've ever used because it gets the job done."

Prevention, detection, and management

At the heart of National Mini Storage's perimeter solution is Gallagher's energized monitored pulse fence. Sensors along the fence continuously monitor for vibrations so that when an intruder is detected, the system can immediately alert their team.

"Generally, the sites where we utilise Gallagher's perimeter solution are in industrial areas where there's not many people around at night," explains Ryan. "When we've had attempted break ins, the energized fence has been a fantastic deterrent that stops intruders in their tracks. And because the sensors detect the disturbance, it instantly alerts our monitoring company so we can get a guard dispatched quickly."

Multiple zones along their perimeter send precise directions to guards about the location of the attempt, and because the system is smart enough to differentiate between intruders and disturbances from wildlife or harsh weather conditions, false alarms are rare.

"Our fencing solution has been great," Ryan says. "We set the zones and they're all on timers, so the energizer turns off automatically when our sites open for the day and turn back on at closing – it's all automatic so we can focus on other aspects of our operations and trust that our perimeter is secured."





Benefits beyond security

While securing their sites is the primary function of National Mini Storage's perimeter solution, over the years they've found other benefits in surprising places.

"Our sites are insured, and our insurance company wants to know we're doing everything we can to minimise risk," explains Ryan. "Our Gallagher perimeter solution has been crucial in helping us demonstrate the varied security measures we've taken to keep our sites safe, and because it's been so effective at detecting and deterring intruders, we receive a rate reduction on our plan."

National Mini Storage's perimeter solution has also helped them adapt to staffing changes in the self-storage industry.

Ryan elaborates: "Our fencing can be managed remotely which has made it a lot easier to hire and keep staff. It used to be that staff lived on site, but that's no longer the norm. It's also easier for them to do their jobs because they can manage the individual zones from one centralised platform instead of having to physically patrol the perimeter."

Support and ease of use

"I've been in the company 24 years and Gallagher's perimeter solution is all we've ever used – we've never looked at using anything else," says Ryan, who attributes the longevity to the partnership they've forged with Gallagher in addition to the efficacy of the solution. "Anytime we need help, their support line has been available and quite useful over the years," he explains.

Ryan also cites ease of use as a key reason why they've kept with Gallagher all these years: "The software is easy to use and it's easy to tell what's going on at our sites thanks to the reporting tools. And no matter what the shape or layout of the property might be, the fencing has been easy to work with. Every site has some strange angles and corners, and we've got different gates and swing doors – the fence is flexible enough to work with each site's specific needs and there's been no issues."

In short, "we're happy" says Ryan.

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