



tend (verb)

to look after; watch over and care for.

# Tend Health

Flexible security solution supports cloud-first healthcare provider.



## Tend Health is changing the healthcare industry in New Zealand for the better.

---

Based in Auckland, New Zealand, Tend Health uses cloud technology to streamline General Practitioner visits by offering online or in-person consultations that patients manage in their own time, all from their smartphone. From the initial consultation right through to online payment, Tend Health provides a seamless healthcare experience that replaces long waits and crowded waiting rooms with a convenient health solution, designed for modern life.

It comes as no surprise that when Samantha Lee, Tend Health's Head of Customer Experience, sought a security system, she wanted one that embodied their cloud-first ethos.

"Everything we do is cloud-based, so we needed a security system that was complementary with what we do," says Samantha. Gallagher's security solution for small and medium businesses (SMB) was a natural fit. The cloud-based, mobile-first system aligns with the innovative approach of the business, while still meeting their security requirements in a way that is easy to manage.

As a medical facility, the Tend Health Centre sees many people through its doors each day. Doctors, nurses, and administration staff come and go at all hours, as well as locums who complete shift work. Business is booming, so a growing number of patients visit during the week for in-person consultations. To ensure the safety of staff and patients, Tend Health required a secure access control solution that would protect multiple access points, including back of house areas holding medicine and confidential patient information.

Gallagher SMB provides the ideal security solution. By using the Gallagher SMB app Samantha can manage who can access the site and assign privileges to staff as required. She can also grant temporary access to contractors.

"I love that I can give locums temporary access and revoke it after they finish working for us. I don't have to rely on them returning a key or remember to change the alarm PIN code", says Samantha.



*“We want to make New Zealanders healthier, make healthcare more accessible, and reduce the burden on hospitals. We want to make it so that we are the ambulance at the top of the cliff, and not the bottom.”*

*Samantha Lee - Head of Customer Experience, Tend Health*

Better yet, Samantha can do it all from the comfort of her own home. Previously, if access was required by a contractor or casual staff member after hours, a key-holder would have been required to drive to the Centre to give them access. Now, by using the Gallagher SMB app, Samantha can disarm the site remotely, grant access, and lock doors, without moving from the couch.

“If somebody needs access to the Centre, I can just unlock it from my phone which is awesome”.

With such a variety of people accessing the Tend Health Centre at different times of the day, it was difficult to keep track of who was entering the facility, and at what time.

By utilizing the *History log* in the Gallagher SMB app, Samantha can quickly verify who armed or disarmed the alarm and what door was accessed. “If the building is disarmed at 10pm, I can see that it was the cleaner and not one of our staff. It’s fantastic!”

Confident that their medical center’s security needs are well covered by Gallagher SMB, Samantha is free to focus on Tend Health’s next big goal. They plan to open more facilities across the Auckland region. “We want to make New Zealanders healthier, make healthcare more accessible, and reduce the burden on hospitals. We want to make it so that we are the ambulance at the top of the cliff, and not the bottom,” says Samantha.

Gallagher is proud to support and protect Tend Health’s initiative to make New Zealand healthier.

**You’ve worked hard to build your business. Let us help protect it.**

Talk to our team today

[smb@security.gallagher.com](mailto:smb@security.gallagher.com)

**Gallagher World Headquarters**

181 Kahikatea Drive, Melville, Hamilton 3204  
New Zealand

**Phone** +64 7 838 9800

**Email** [security@gallagher.com](mailto:security@gallagher.com)



**Regional Offices**

Americas  
Australia

+1 877 560 6308

+61 3 9308 7722

**Disclaimer**

Please note that information contained in this document is intended for general information only. While every effort has been taken to ensure accuracy as at the date of the document, there may be errors or inaccuracies and specific details may be subject to change without notice. Copyright © Gallagher Group Limited.