



# Waikato Innovation Park

Efficient and responsive tenant management with Gallagher  
access control - case study



Waikato Innovation Park is New Zealand's growth hub for Ag-Biotech, Food and Innovative businesses. It offers commercial tenancies and specialised professional skills support to companies active in the agriculture, foods, and innovation technology sectors.

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With over 60 businesses, including two factories, as well as 17ha of land under development to create an innovation hub for the Waikato, Innovation Park is home to hundreds of people.

Simon Travaglia, Infrastructure Manager at Innovation Park, has been at the park since 2008 and was there for the install of the Gallagher security system.

Before the Gallagher solution was installed, many doors were traditional lock and key - this created a number of problems for the Innovation Park team, including replacing lost keys and cutting additional keys which meant key management and lock replacement was inevitable. "Sometimes if we weren't sure if former tenants had returned all their keys, we'd have to replace all the locks and keys - adding a huge cost and burden to the process and delaying the move-in of new tenants," explains Simon.

Gallagher T20 readers were installed at the entrance of each office space and, as part of the tenancy agreement, the Innovation Park team provide access cards for all tenants and contractors on site. They also deal with alarm activations and run any required reports.

Simon continued: "The T20 is our access control reader of choice. It is a great, robust reader for our tenants which is easy to use and has visual indication of alarm and door state which is important. I particularly like the fact we can add our tenant's logo onto the readers which adds that personal touch when they arrive on site."



*"We needed a security solution that could suit the different requirements of our tenants and which could be customised to their changing needs over time. The Gallagher system has the ability to do all that and more and allows us to respond to tenant requirements at short notice."*

*Simon Travaglia, Infrastructure Manager*

Simon said: "Switching to access cards and fobs has made a huge difference both logistically and financially. People are prone to forgetting or losing their cards, so key fobs are preferred as most people don't forget their keys. We're very interested in the Mobile Connect feature, which will be something we look at in the future as this will make things even easier to administer."

The impact of COVID-19 changed the site on several levels. Each company responded to the situation differently, and the Park needed to ensure the system was adapted to reflect their different requirements. "Some companies immediately went to work from home and didn't return until Alert Level 1, some companies reduced numbers of staff on site, and some remained on site throughout the lockdown, so we had to ensure we understood the access requirements for each company," continued Simon.

"The Gallagher system is the easiest system we've used by far" summarises Simon. "The company reflects what the park is all about - innovation. We're looking forward to introducing other features which the system offers, including mobile access, CCTV integration, and more."



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3EXXX - 12/20