



Polaris Data Centre

Supporting high-security data centre operations
with Gallagher Security



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Polaris Data Centre is one of Queensland's most established data centres, providing secure wholesale and retail colocation services to a range of Australian customers.

Commissioned in 2009, the highly resilient facility was strategically developed in Springfield, Queensland. Designed to exceed Tier III requirements, Polaris' N+2 capability enables the maintenance of critical power, cooling, and infrastructure systems while retaining full redundancy capability. This level of resilience makes it well suited to enterprise, government, and other mission-critical environments.

Peter Blunt, Chief Commercial Officer at Polaris, has been in the Australian data centre industry for 20 years. In his role, Peter has oversight across the data centre's daily operations and is heavily engaged with their long-standing customer base – from government to the financial services and beyond.

Peter says Polaris customers operate in highly regulated environments where physical security and compliance requirements are rigorous and non-negotiable.

"As a data centre operator, security is critically important to our customers. Whatever we implement needs to stand up to the scrutiny of government agencies, financial institutions and other organisations with very stringent security requirements," says Peter.

A new security platform

Polaris recognised that its legacy security platform was approaching the point where it would no longer meet the organisation's future operational requirements. Ageing hardware and concerns around long-term support prompted the team to evaluate their options.

Over time, the platform had become increasingly reliant on manual processes and workarounds to support evolving business needs. While compliance standards were consistently maintained, achieving those outcomes required significant effort from the team.

The existing environment involved duplicated processes, multiple data entry points, and tasks that were managed through separate systems. As operational requirements became more sophisticated, Polaris wanted a security platform that would improve efficiency while reducing complexity and administrative overhead.

"We found the existing system required a lot more effort than it should have. It met our requirements and always remained compliant, but we found significant duplication and a few workarounds required to achieve the outcomes we needed. We wanted a platform that would improve workflows and make compliance easier to manage," says Peter.

Polaris also wanted confidence that any future investment would support long-term growth, so Peter and the team undertook a comprehensive review to find a platform capable of supporting both current and future requirements.

Throughout the process, Polaris focused on finding a solution that could centralise security management, streamline workflows, and create a single source of truth across the facility. The new security system would also be customer-facing, so it needed to support their individual compliance standards for audits and reporting.

User experience quickly emerged as one of the most important factors.

"We wanted an intuitive and user-friendly platform that could be operated confidently by both experienced security personnel and staff who may only use the system occasionally. For us, simplifying day-to-day interactions with the platform was a critical step towards reducing potential human error and improving consistency," says Peter.

Polaris also wanted a platform that could integrate seamlessly with other technologies both now and into the future. Cybersecurity was another significant consideration. Given the nature of Polaris' customer base and the critical infrastructure environment in which it operates, security needed to be embedded throughout the solution.



The Gallagher solution

Following a detailed evaluation process, Polaris selected Gallagher's solution, delivered in partnership with Securcom.

Pedro De Jesus, Gallagher Security Sales Manager - Queensland and Papua New Guinea, and Securcom, a Certified Gallagher Security Channel Partner for more than 20 years, joined forces to plan and deploy Polaris' new security system.

The solution included Gallagher Command Centre, Access Control, Visitor Management and a Class 5 High Sec Alarm System, alongside IDEMIA facial recognition, turnstile integration, key cabinet management, and the Milestone video management system.

"Together, these solutions created a security environment capable of supporting both operational efficiency and compliance requirements," says Saulo Barbosa, Business Development Manager at Securcom.

"From the outset, the Gallagher platform stood out because of its ease of use and flexibility. The ability to manage multiple security functions through a centralised platform aligned closely with Polaris' vision of creating a more streamlined and intuitive operating environment.

"Equally important was Gallagher's proven track record in high-security facilities and critical infrastructure environments. Strong cybersecurity credentials and extensive certification provided confidence that the platform could meet the expectations of both Polaris and its customers.

"Gallagher's High Sec Alarm System gives us confidence in the security of Polaris' facility. Certified to the AS/NZS 2201 Class 5 standard, it provides a robust, independently certified security solution that supports Polaris in meeting the security and compliance expectations of its government and enterprise customers," concludes Saulo.

The solution delivers end-to-end authentication and encryption across Gallagher's High Sec Alarm System and T-Series Readers.

By continuously monitoring End of Line Modules (ELMs) within sensors and verifying communications with the Gallagher High Sec Controller, the system can immediately detect disruption or tampering, enabling a rapid response to potential security threats.

For Peter and the Polaris team, it was important to see real-world deployments in other highly secure facilities.

"We knew we weren't the only organisation relying on Gallagher for critical security functions, and that gave us added confidence in both the technology and its suitability for our environment," says Peter.

Delivering during a live cutover

The most challenging aspect of the project was the implementation itself.

"As a 24/7 operational data centre, Polaris could not afford downtime or disruption to customers or security processes. The migration had to be completed while the facility remained fully operational," says Pedro.

"The project required a carefully planned live cutover across all five levels of the facility, with both old and new systems operating in parallel throughout the transition period. Achieving this required close coordination between Polaris, Gallagher, and Securcom, as well as detailed planning and risk management.

"Securcom and Gallagher's experience delivering projects within live critical infrastructure environments played a significant role in building confidence throughout the implementation process."

The result was a seamless transition that exceeded expectations.

"It was done absolutely faultlessly. We had contingency plans in place and were prepared to bring in additional security resources, like security guards, if required, but we never needed them. The project was delivered efficiently, securely, and without disruption to operations," says Peter.

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Peter Blunt, Polaris

The results

Since implementation, Polaris has seen significant improvements across its security operations and overall efficiency.

Peter says one of the most immediate benefits was the reduction in administrative effort required to manage day-to-day security activities. By eliminating duplicate processes and consolidating multiple functions within a single platform, the team has been able to spend less time managing systems and more time focusing on higher-value operational activities.

The improvements in workflow design have also contributed to greater consistency and fewer opportunities for human error. Staff can now access information more easily, complete tasks more efficiently, and operate within a more intuitive environment.

"As a data centre serving highly regulated organisations, the security environment forms a highly visible part of the customer experience. By implementing a modern, highly reliable solution, Polaris has strengthened customer confidence while reinforcing its reputation as a trusted provider of critical infrastructure services," says Peter.

"Having a solid and reliable system with an intuitive user experience says something about the quality of the broader service we provide."

Built for future growth

The benefits of the Gallagher platform continue to grow as Polaris evolves.

Peter says Polaris has already expanded the solution to support the specific requirements of a customer seeking more advanced access control within its tenancy.

"The ability to deliver that enhancement quickly and cost-effectively demonstrated the Gallagher system's flexibility and scalability," says Peter.

The successful delivery of a complex live migration reinforced the strength of the relationship between Polaris, Gallagher, and Securcom and highlighted the importance of trusted partnerships within critical infrastructure environments.

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