



First Credit Union

Multi-site management and convenient access control, streamline security operations across eight branches of a financial institution.

First Credit Union is a New Zealand owned and operated financial institution, offering a range of products designed to make the management of personal finances easier for its members.

An integral part of First Credit Union's approach is ensuring their members come first in every decision they make. So, when it was identified that their legacy security systems weren't up to scratch and important system enhancements weren't being made, they knew they needed a robust and reliable solution that would not only keep their members and staff safe, but also protect assets and reduce false callouts.

Special Projects Manager, Caitlin Kerr-Bell, and Member Experience Manager, Ana Braunias, worked with local Gallagher Channel Partner, Aotea Security, to complete a full review of the security systems across First Credit Union's eight branches. This security audit identified the need for one platform to streamline their security operations.

"It was important to us that we centralized our security with one system provider who could help us to implement enhancements to protect the safety of both our staff and members," says Caitlin.

Gallagher's security solution for small and medium businesses (SMB) was the perfect fit. The cloud-based, mobile-first system provides First Credit Union with the ability to securely monitor and manage the security of multiple branches with one app, all from their smartphone. This includes alarm management, and the ability to lock and unlock doors, directly from their mobile phone.

With over 90 employees, it was integral for First Credit Union to have a unified security management system that provides full visibility across every branch. Utilizing the Gallagher security for SMB Multi-Site feature, Caitlin and her team are easily able to manage and control the security of all their branches.

"Gallagher security for SMB has transformed how we manage our security and enables us to view our entire branch network at one click," says Caitlin. "I underestimated how well the Gallagher SMB app

would be received within our organization. Our branch managers have embraced it and found the new system so simple to use."

Across some of the larger branches in First Credit Union's network, they have several internal doors which are managed by front of house staff. These staff members required a quick and secure way to manage the access of internal doors, that was discrete enough for member-facing environments. The Gallagher SMB Key Tag feature proved to be the ideal solution and provides an alternative access credential for front of house staff members.

"The SMB Key Tag provides our member-facing team members with an easy way of accessing doors, while removing the need for them to keep their phones at the counter," says Ana.



As a financial institution, it was important for First Credit Union to action all alarm notifications in a timely manner. Previously, if one of the branch's security alarms went off, it meant a staff member or security guard would need to physically drive down to the site and check the perimeter. This not only created a delayed response, but also posed a significant safety risk for their staff.



“The ability to monitor our entire branch network anywhere, through one app on our phone, has been a game changer for us.”

Caitlin Kerr-Bell - Special Projects Manager, First Credit Union

“Before installing the Gallagher security for SMB solution, one of our team would drive down in the middle of the night to check the site. It’s much easier now, we get the notification straight to our phone, look at the cameras, and close the notification,” says Ana.

Through streamlining their security alarm management within the Gallagher SMB app, First Credit Union have also been able to achieve considerable cost-savings. “Our monitoring costs have been significantly reduced. We used to receive multiple alarm notifications a fortnight, which often resulted in high call out fees,” says Caitlin. “Since installing Gallagher security for SMB, we’ve received only one notification which was able to be dealt with instantly.”

By using the Gallagher SMB app, they are also able to grant temporary access for auditors, cleaners, Board members, or contractors who will be visiting their branches for extended periods of time.

“Being able to easily add or remove access for temporary visitors and contractors makes our lives so much easier. We can simply give them a single day of access and remove it when they’re finished or set up access schedules if they are here for longer,” says Ana.

Gallagher security for SMB’s cloud-first approach and reputation for robust cyber security protection, were critical to First Credit Union’s decision to choosing the solution to protect their branches.

“It was particularly important to our Chief Information Officer that we used a reputable company to protect our cyber security. Having our security managed securely in the cloud was the way forward for us and is what made the Gallagher solution so appealing,” says Caitlin.

“The ability to monitor our entire branch network anywhere, through one app on our phone, has been a game changer for us,” says Caitlin. “Now, we can arm and disarm our buildings, see what is happening in any given branch, and view our history log and incidents - all within the same app. Gallagher SMB has been a huge step forward for our business.”

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