

Bundaberg Regional Council

CHALLENGE

In 2020, Bundaberg Regional Council, having identified the need to upgrade its access control system, commenced the process of acquiring a new system offering capabilities way beyond that of its legacy system.

Council required a future proof system able to meet its organisation-wide needs across its many offices, depots, community halls, libraries, sports complexes, water and waste management sites, and that could be integrated with a visitor and contractor management system and be centrally managed.

Informed by its unique requirements and the wide selection of systems available in the marketplace, Council invited security system suppliers to tender submissions in accordance with its procurement processes.

SOLUTION

Optic Security Group's Brisbane-based Business Development Manager Devon Ala'i adopted Optic's characteristic Enterprise Security Risk Management (ESRM) approach to understanding Council's risk context, operational needs, and business goals. This approach ensures a risk-based as opposed to product-based solution.

Following the tender process, Optic was selected by Council to design and install an integrated solution incorporating **Gallagher access control, Salto NEO wireless padlocks, and the HealthSafe SecurePass visitor management system.**

Concerned about the security risks posed by physical access cards, Council made a big push towards the mobile credential app to better suit their needs. The

Gallagher/Salto integration would enable the **Gallagher Mobile Credential App** to communicate with both **Gallagher Multi-Tech Readers** and **Salto NEO Padlocks via a Bluetooth enabled 'single-app' integration.**

The integration of **HealthSafe SecurePass** with the access control system would deliver an additional risk management layer by creating a health and safety workflow for all visitors and contractors. Guiding them through health and safety questions on arrival, maintaining a detailed history log and providing for accurate GPS tracking while onsite, the system would deliver improved visibility in the context of COVID health and safety.

VALUE ADD

Our recommended integration provided for remote access control system management and contactless entry, delivering savings and allowing staff and visitors to use their mobile device just like an access card:

- **Eliminating the replacement cost of lost/stolen cards**
- **Allowing remote provisioning and updating of IS information in real time**
- **Offering optional two-factor authentication for added security (PIN or biometric)**
- **Reducing expenses with a subscription that allows for reissued credentials.**

Waiting for the release of the new **Salto Bluenet Neo Padlock** was also an initiative aimed at maximising the benefit to Council of a wireless solution, minimising cabling costs and ensuring ease of compliance with heritage requirements.

The **HealthSafe SecurePass** platform has also proven to be well suited to scaling up to manage multiple sites and keeping annual licensing affordable.

The support of manufacturers throughout the scoping and design process was critical, ensuring the most informed, most fit-for-purpose solution.

In addition to ongoing service and maintenance, Devon and his team provide ongoing training and advice to Council on how to make the best use of their systems and what new innovations are over the horizon.

Optic Security Group's Enterprise Security Risk Management approach can deliver end-to-end management of your security and safety risks – from identifying and assessing the risks and placing them within the context of your organisation's goals, to mitigating the risks with the right solutions and ensuring they remain always fit-for-purpose.