

The Doctors, Ti Rakau



COMPANY: The Doctors, Ti Rakau – Auckland

BACKGROUND: Global Security provides The Doctors with a suite of security products and services - tailored to the unique needs of their busy medical practice.

OUTCOMES: The Doctors enjoy the benefit of dealing with a single supplier to manage all aspects of security for their building and staff. Global Security also introduced a number of new security measures which have paid dividends within the first six months.

HIGHLIGHTS:

- A single-supplier solution – The Doctors now deal with one supplier for all their security needs, instead of three as previously
- A full service offering – Global was the only company to provide a banking run service as part of their security package
- Smooth implementation – Global took care of the change-over from the previous suppliers, for a hassle-free implementation

While the staff at The Doctors are providing 7-day a week care for their community, Global Security is working behind the scenes to monitor the pulse of their security.

The Doctors is a purpose-built medical centre, at 316 Ti Rakau Drive in East Tamaki. They provide a full A&E and family medical service; and are open 7 days a week for emergencies. They also provide an occupational health service for local South Auckland businesses and industries.

Like most medical facilities, they have additional security risks related to drugs being kept on the premises, and patients who occasionally become difficult or violent.

Previously, The Doctors had three different security companies providing different services. As Practice Administrator Paula Bills explains, it was spotting an area of potential risk that lead to the change.

“Now we have the simplicity of dealing with a single supplier for all our security needs.”

“We used to do the banking ourselves, but wanted to change this. As well as the staff safety issues, there was the fact that private vehicles are not covered for work-related accidents.”

Paula says it made sense to engage a security company that could provide all their security needs, including the collection of banking.

“We called for proposals, and found that Global were the only ones who could provide the whole package. They were competitive on price, and they gave us confidence they would deliver.”

Global's winning proposal recommended a suite of security services for The Doctors – including regular guard patrols, installation of CCTV cameras and panic buttons, and banking collection services. The monitoring of alarms is also provided through the Global Control Room.

The Doctors, Ti Rakau



"We'd previously had a number of break-ins, and a car stolen from our staff carpark. There haven't been any incidents since the cameras were installed."

Paula Bills,
Practice Administrator

PROJECT OVERVIEW

- CCTV cameras (with remote access)
- Mobile guard patrols
- Global 24/7 monitoring
- Panic buttons
- Banking run service
- Preventative maintenance of equipment

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"Now we have the simplicity of dealing with a single supplier for all our security needs," says Paula. "And there were no hassles in terms of changing suppliers. The implementation was very smooth – Global took care of it all!"

Global has installed four CCTV cameras throughout the premises; including a camera on a security 'hotspot' of the carpark at the back of the building.

"We'd previously had a number of break-ins, and a car stolen from our staff carpark. Most of these incidents happened during the day. There haven't been any incidents since the cameras were installed...although we were able to look at the CCTV recordings when a staff member's car was backed into!"

Another camera is positioned at reception. As with the carpark camera, it has already paid dividends within the first six months. There was a recent incident where someone attempted to steal a staff wallet from inside the premises. Although the offender was caught in the act – he was also caught on camera.

"I was able to download his photo from the camera recordings," says Paula. "He has a trespass notice against him, and we can use that photo to alert staff if he returns."

Paula says the reception camera has also proved handy for other operational needs. It has been used to reconcile clinic payments, for instance, with staff viewing the recordings to identify which patients have paid.

As part of this security project, Global also recommended improvements for the panic button system.

"Previously, we had pendants which were worn by staff. But with our teams working rostered shifts, it wasn't easy to co-ordinate the hand over. Now we have three buttons secured in strategic locations, so all staff are able to access them."

The original catalyst for The Doctors' security project - the banking run - is also working well.

"It's very convenient," says Paula. "We no longer have to organise trips to the bank, or worry about our safety."

As part of the service, Global has a Preventative Maintenance schedule in place. Every six months, all equipment is serviced to ensure it is functioning at optimal levels.

Petra Hakansson, Global Security's sales and marketing manager, explains the benefits:

"Our preventative maintenance service gives clients the confidence that all equipment is operating at 100%. They know the sensors will always activate if there's a breach, for instance, or the CCTV footage will always be legible because the lenses are kept clean and focused."

Another benefit Global can offer is to extend preferential pricing to all The Doctors staff for their residential security needs.

"That gives people the ultimate peace of mind...knowing that one trusted company is looking after their safety and security, both at home and at work."