SECURITY IS JUST THE BEGINNING

Turning a cost driver into a growth engine

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About Gallagher Security

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Gallagher Security designs and manufactures award-winning security software and hardware, such as access control, intruder alarm and perimeter solutions, all at its global headquarters. Trusted by over 20,000 customers in 140 countries, including government, healthcare, education and critical infrastructure sectors, Gallagher's scalable, intelligent technology enhances business efficiency across diverse environments, from campuses to high-security sites, ensuring safety, compliance and uninterrupted operations.

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Introduction

For many decades, organizations used to see security systems as costly investments with unclear returns: They were supposed to help hedge against loss and risk instead of creating measurable value.

Even if they successfully prevented intrusions, their positive effects were usually not factored in when organizations assessed their overall performance. They didn't add anything on the positive side of the balance sheet.

This is changing, thanks to new technologies and smart applications that address challenges that were previously beyond the domain of security. Organizations increasingly see the systems—especially those designed to offer more than security—as value drivers.

As a security company that emphasizes customer-led innovation, Gallagher Security is in the right place at the right time. However, their position at the forefront of the shift toward security systems as value drivers is not incidental or merely reactive.

Gallagher solutions continue to do what customers have expected from them ever since—security at the highest standard—but they go far beyond that.

To stay ahead, Gallagher keeps on optimizing this offering through constant dialogue with customers. Their products, including the latest innovation, Gallagher OneLink, are the result of this close relationship as a smart solution that helps organizations redefine the role of security in a connected world.

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From preventing losses to creating value

Security systems—such as access control, intrusion detection, and perimeter protection—have traditionally been viewed as separate from the systems that drive organizational value, such as those that generate data to streamline operations, improve employee experiences, and inform smarter business decisions.

Thanks to advancements in security technology, integrated security systems have quietly became the champions of exactly that kind of data, from access control logs to user behavior patterns recognized by advanced AI.

Knowing about the potential of data and unlocking its power in domains beyond security are two different things, though.

Gallagher's focus is therefore on the holistic needs of their customers. Their products are not only technology-driven but are also shaped by the ways organizations operate.

Streamlining operations

Streamlining operations commonly means using systems and processes to reduce complexity, automate routine tasks, and optimize resource allocation, all to ensure that organizations can focus on their core tasks.

Gallagher designs Command Centre, the platform at the center of all Gallagher architectures, and solutions with these principles in mind. By unifying integrations and functionality into a single, easy-to-use management interface, Common Centre helps customers streamline operations on multiple levels.

> " We've seen customers leverage our systems to cut energy bills, lower insurance premiums, protect historic architecture, improve air quality, and maintain hospital operations during cyberattacks. Security is no longer just about prevention - it's about enabling resilience, efficiency, and smarter business outcomes. "
>
> *Joe Fan, regional Marketing Manager Asia, Gallagher Security*

First, it reduces the resources needed to operate securely. Secondly, it reduces administrative burdens outside of the security domain, from onboarding and offboarding employees to scheduling building access or integrating with HR, visitor management, and facilities systems.

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Gallagher's close relationship with their customers means the capabilities of their system and solutions become more than just theoretical possibilities, including in use cases far beyond what they were initially designed for and what the security systems by other manufacturers can do. For example, Gallagher systems have been used to optimize cafeteria operations in office complexes and automate ventilation at swimming pools based on chemical levels in the water.

Better employee experience

Interaction with Gallagher Security's system is designed to reduce friction within daily workplace routines. Smart phone-based mobile credentials for access control, for example, can also authenticate employees for Wi-Fi access, enable them to book rooms, and even access community newsfeeds, turning security into a hub for daily workplace interactions.

Gallagher's solutions reduce barriers instead of erecting new ones and thereby turn interactions with into premium employee experiences that support retention, productivity, and corporate culture. Users can quickly demonstrate return on investment, gaining value in their workflows from the foundational sense of safety and support to greater empowerment in their daily tasks.

Smart decision making

At the leadership level, Gallagher provides organizations with the data they need to improve space utilization, workforce planning, demonstrate compliances, and many other tasks.

A high-impact domain of increasing importance is energy management, where Gallagher helps their customers save on utility bills and achieve their sustainability goals.

Integrated with existing climate control infrastructures, Gallagher Security's solutions can automatically adjust lighting, heating, and cooling of corporate spaces. This alone has helped some of their customers generate ROI within six to 24 months after their systems were installed.

Unlocking value ahead

Gallagher systems and solutions offer customers actionable paths toward better operations, employee experiences, and decisions that generate ROI. Together with end users and channel partners, Gallagher takes the lead in getting organizations where they need to be.

A core tenet of the Gallagher philosophy is customer-led innovation. Their solutions and systems are shaped by active, ongoing engagement with those using and integrating with their solutions. Through a continuous cycle of listening, building, and refinement, Gallagher tailors solutions to customers' needs, which also enables them to develop systems that address pain points that affect many organizations from the start.

Connecting benefits across sites with OneLink

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Gallagher works with end users in a wide variety of verticals, all the way from smart city operators to mining companies and utilities running substations across large geographies. Their needs, as specific as they are on the detail level, often converge on one point: World-class security must be available everywhere and anywhere.

In terms of technology, cloud connectivity enables never-before-seen mobility and scalability of security systems, but connecting real-world sites in a way that works for companies requires concrete solutions. This connection enables them to integrate multiple previously siloed infrastructures into a single system, without disrupting existing workflows.

OneLink helps organizations link remote sites to their central security infrastructures. Previously, this required a VPN connection that needed to be set up individually, undergo regular maintenance, and run frequent updates to ensure functionality and cybersecurity. With OneLink, remote-site connections become plug-and-play links between Gallagher controllers on either side.

Once established, OneLink enables secure, real-time communication across the whole network.

Based on an encrypted WebSocket through Gallagher's cloud-hosted Controller Gateway, OneLink connections are as cybersecure and sophisticated as they are lean.

OneLink

Secure the impossible

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De-siloing benefits

With OneLink, organizations can extend the same operational, employee, and strategic benefits of Gallagher's integrated security systems to all their sites. Multisite environments no longer increase administrative overhead thanks to unified credential management and integrations with other systems such as HR. Employees experience consistent, frictionless access regardless of location, with the same mobile credentials enabling room bookings and other integrated services regardless of where they are stationed.

OneLink is the result of a constant feedback loop between Gallagher, users operating remote sites, and channel partners. It was designed with the goal to reduce setup complexity and maintenance needs for VPNs, while enabling real-time, secure integration with central systems. By creating OneLink, Gallagher plugged a gap in many infrastructures powered by its on-site solutions.

" Quantifiable savings are important, but the greater value lies in future planning: helping organizations optimize resources, anticipate needs, and demonstrate ROI in areas that security has not traditionally touched. Gallagher systems transform data into insight, giving leaders a clearer picture of both present operations and long-term strategies. "

Joe Fan, regional Marketing Manager Asia, Gallagher Security

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OneLink between all platforms

OneLink integrates seamlessly into Gallagher's wider security ecosystem, enhancing the capabilities not just of its trusted on-site solutions, but also its cloud-based lineup, including Command Centre Web and the user-centric AccessNow access request workflow.

Command Centre Web offers credential management and enables administrators to manage access permissions remotely without the need for a full workstation setup. This flexibility is particularly beneficial for organizations with multiple sites or remote locations connected with each other via OneLink.

AccessNow extends the functionality of Gallagher platforms by providing mobile access to multi-site security systems, allowing users to manage access and receive alerts on-the-go.

Combined with OneLink, Command Centre Web and AccessNow enable organizations to manage remote-site infrastructures as effectively as their central locations. OneLink eliminates all friction - performing a task hundreds of miles away becomes as easy as doing the same task on site.

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Gallagher's real-world impact

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From overcoming challenges to thinking ahead: Singapore's James Cook University

James Cook University in Singapore was faced with new regulations that mandate daily attendance tracking for visa and accreditation purposes, while student needs in the post-COVID-19 era moved towards safe and hygienic contactless solutions. To address this multitude of challenges across its whole campus, the university selected Gallagher to provide a unified solution for contactless, real-time attendance and access control.

Gallagher's T15 readers are installed campus-wide at James Cook University.

Gallagher's Single Door Controller 7000s and T15 readers were installed campus-wide, enabling the university's over 4,000 students to check in with their mobile credentials through their smartphones. Attendance data is synced in real-time with the university's custom-built portal, allowing administrators and faculty to access hourly reports instead of less detailed, daily reports generated by the previous system.

Gallagher's Single Door Controller 7000s power access control at the edge across James Cook University.

The Gallagher readers have achieved an impressive 99.98% availability rate, ensuring near-continuous access for students and staff across all entry points and reducing administrative overhead while facilitating the university's ambition to increase student numbers.
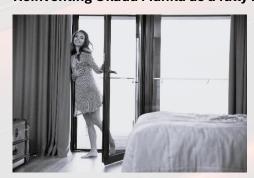
Read the full case study: security.gallagher.com/en/Case-Studies/James-Cook-University

Reinventing Okada Manila as a fully integrated resort

In the expansive Okada Manila resort, often described as a city unto itself, security management posed significant challenges due to the size and diversity of the property.

Gallagher's Command Centre allowed the resort to integrate multiple systems—such as electronic key management, guest room access, and lift operations—into a single, cohesive platform.

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The resort adopted a one-card system, simplifying access control and data collection. This integration has optimized site management, reduced unauthorized incidents, and enhanced operational efficiency, making security oversight more manageable and effective.

Notably, the implementation of Gallagher's Locker Management Solution reduced staff theft incidents to nearly zero, virtually eliminating a long-standing pain point for both the business and its employees.

Read the full case study:
security.gallagher.com/en/Case-Studies/Okada-Manila

Streamlining operations at King Chulalongkorn Memorial Hospital

As one of Thailand's largest hospitals, **King Chulalongkorn Memorial Hospital** required a robust security solution to manage its vast site and meet strict compliance standards. Switching to Gallagher's Command Centre, the hospital integrated access control, video management, building automation, and fire alarm systems into a single platform.

Gallagher's Command Centre site management software integrates a vast array of functions within and beyond security.

This centralization allows the hospital to ensure rapid response times and enhance patient and staff safety. With more than 10,000 users with access credentials, the hospital found a partner in Gallagher that enabled it to maintain validated access control, guarantee efficient operations, and reduce overall security costs.

Read the full case study:
security.gallagher.com/en/Case-Studies/King-Chulalongkorn-Memorial-Hospital

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Gallagher Security Industry Trends Report 2025 – key insights

Gallagher's 2025 Security Industry Trends Report highlights the latest developments in the security landscape, from technology and adoption trends to market shifts and the industry's continued growth path. These are some of the key takeaways:

Partnerships unlock intelligence: Organizations are moving beyond a focus on specs and features when searching for a security provider they can trust as a long-term partner, driven by the expanding abilities of security systems into the domain of business intelligence. End users are seeking collaborative relationships with strong support, recognizing that close partnerships are key to unlocking the full potential of their systems.

" A continuous cycle of listening, building, and refining ensures that our systems not only meet immediate needs but also anticipate what's next. By embedding customer perspectives into our design process, we broaden the lens of what security systems can deliver, from operational resilience to smarter integrations and long-term business value. "

Joe Fan, regional Marketing Manager Asia, Gallagher Security

Ease of use in focus: As security systems are used for a growing number of tasks across organizations - including by non-technical staff - ease of use is becoming a critical factor. Expanded functionality and complex integrations make intuitive user interfaces essential.

Mobile credentials trend continues: While mobile credential adoption continues to grow, the industry remains divided, as many organizations hesitate to move away from physical credentials due to customer skepticism and the challenges of integrating with legacy systems.

Growing influence of IT: With the increasing focus on cloud solutions, data intelligence, and evolving cyber threats, IT departments are playing a more significant role in security purchasing decisions. Organizations need security systems that meet stringent IT and compliance requirements.

AI and cloud adoption: The security industry is becoming more comfortable with AI, with businesses increasingly demanding smart systems that facilitate automation. Full cloud adoption remains in its early stages, but hybrid solutions are continuing to gain traction, offering businesses the flexibility to balance on-premise control with cloud-based scalability.

Click here for the full Security Industry Trends Report 2025:

security.gallagher.com/en/trendsreport

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The future is Security-plus

Systems that offer more value than just security are essential for addressing the complex needs of modern organizations. By unifying different tasks, Gallagher's solutions enhance security, improve operational efficiency, and provide actionable data insights.

Gallagher Security remains at the forefront of security innovation, constantly evolving their products to meet emerging trends that unlock customers' full potential. Gallagher solutions are designed to grow with their partners, ensuring long-term success.

Interested in learning more about how Gallagher solutions can unlock new possibilities at your organization?

Contact Gallagher today:
security.gallagher.com/en-HK/Contact-Us

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