



SAFEGUARD
SELF STORAGE

SAFEGUARD
SELF STORAGE

Ph. 0800 437 640 | safeguardstorage.co.nz

0800 437 640

Safeguard & ICT.

Smart solutions to secure self storage.

Project overview.

Safeguard is a rapidly growing chain of forward-thinking self storage facilities with 19 branches across New Zealand. They offer an extensive range of self-storage units with fully gated and alarmed locations. These remain easily accessible for customers thanks to the innovative security solution provided by ICT Partners Millennium Technology.

The self storage industry has seen significant growth over the last two decades with almost 10% of the total adult population in Australia and New Zealand now using self storage.

The latest Safeguard development is a shining example of what can be achieved with the right technology. The Hautapu site sits on the edge of the booming town of Cambridge, near Hobbiton, in the middle of New Zealand's dairy farming heartland.



Location.

Cambridge, New Zealand.



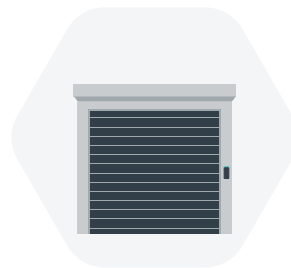
Industry.

Commercial.



Integrator.

Millennium Technology.



Storage Units.

234.



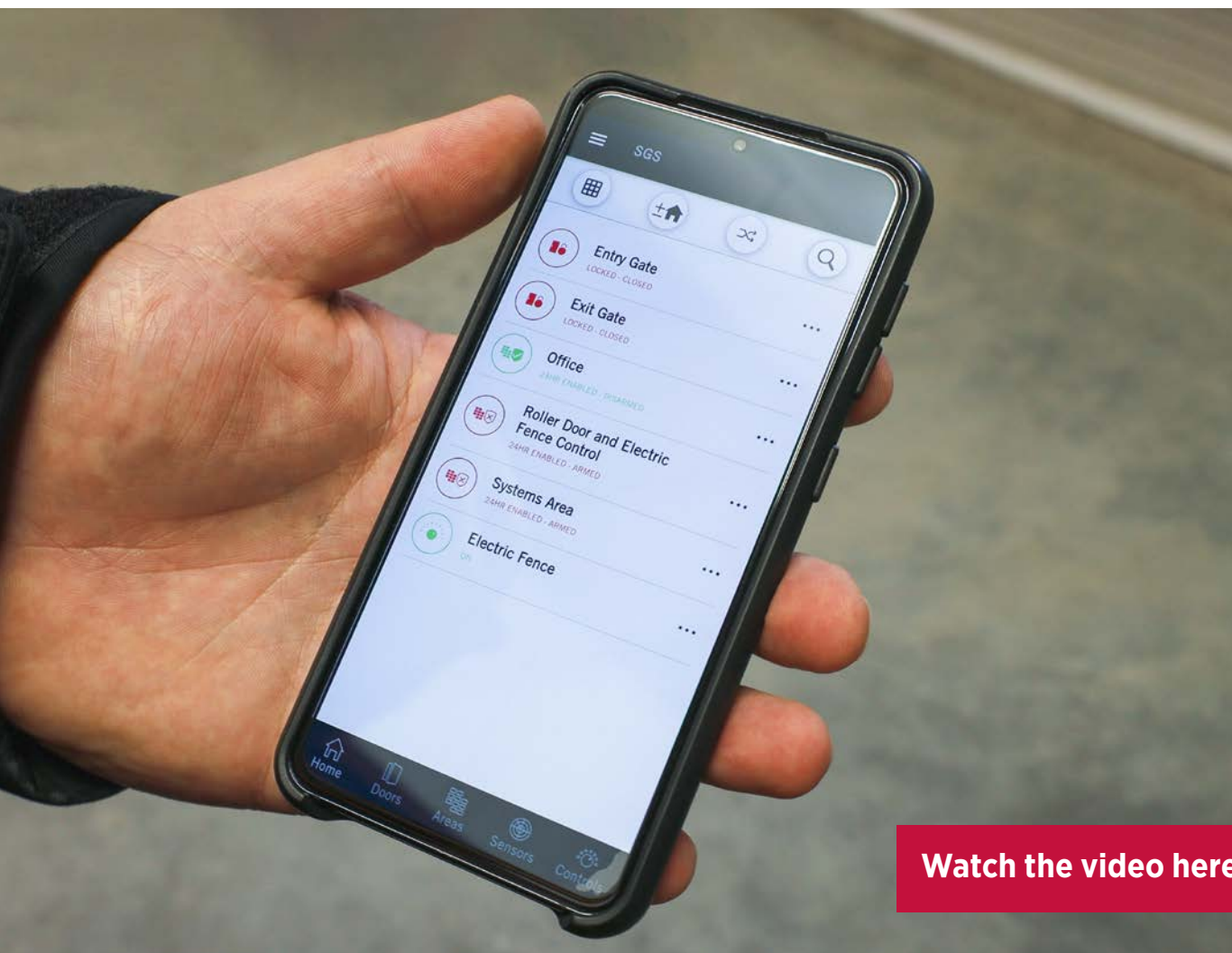
A closer look.

“ ICT really improves our offering. Managers can customize and make changes that we wouldn't be able to do with other systems. ”

- Terry King, Managing Director at Safeguard

Highlights:

- > Cost-effective Protege GX system that enables offsite management
- > Custom integration tools deliver tailored customer solutions
- > ArmorIP monitoring with 4G backup redundancy
- > Future-proofed for ongoing development



Watch the video here



The story.

Legacy offerings in self storage security have been available for decades, but advances in technology mean customers are increasingly demanding smart solutions from modern storage businesses.

The relationship between Safeguard and local integrators Millennium Technology predates the current business. Terry King, Managing Director at Safeguard that he met Barry Mitchell, Director at Millennium Technology a decade ago, “We started off a relationship and he’s been providing for us all the way through.”

This lengthy partnership means the duo have a deep understanding of the systems driving the self storage industry and how they can affect customers. After looking at different options, the unified ICT platform was chosen for its ability to deliver a future-proofed solution that would continue to deliver in the long-term.

Innovative technologies deliver benefits.

As well as providing the security solution, Mitchell explains how the Protege platform provides a base that Millennium Technology has built on. “It enables us to add value by innovating new self storage specific cloud technologies through our software solution. ICT provides us with a robust backbone to deliver those to our self storage customers in a cost-effective manner.”

The nature of self storage means a lot of doors to control and wire up, so Millennium Technology developed a tool using the Protege GX SOAP Web Service – an API for custom integration – which has led to time savings of around 90% during setup and configuration. Danie Harmse, Operations Manager at Millennium Technology says, “The legacy self storage systems were designed with specific functionalities in mind, but thanks to the intelligence of ICT, we can develop new solutions. This is one of the things I appreciate about ICT - the ability to create tools that simplify our lives.”

Simple, future-proofed solution.

That solution is also driving obvious benefits for Safeguard staff and customers. No longer do staff have to be onsite if a customer has an issue with a PIN. “From a head office point of view, ICT makes it a lot better,” says King. “My general manager and operations manager can make changes and do things that we wouldn’t be able to do with the other systems.”

Customers love the system because as soon as they have registered and paid, it only takes a few seconds before they get their PIN and they are ready to go. While staff love the freedom of the Protege Mobile App. Harmse says, “I set them up with the app, then they can open gates and roller doors, turn on lights, and more from their phone while they’re walking around, then just carry on with what they are doing.”

Pinpoint monitoring accuracy.

One of the traditional challenges the self storage industry used to face was that a unit alarm would go off in a facility, but there was no way of knowing exactly which unit had raised the alarm given a single zone input. Thanks to ICT's Armor IP, Safeguard has IP monitoring that delivers pinpoint accuracy and insight, which can be critical if an incident ever occurs.

"With ICT and ArmorIP, if unit C1 is forced open, our monitoring company will call and tell them unit C1 just opened and has an alarm," explains Harmse. "There's no need for anyone to log onto the system to check what is happening which makes our customers' lives easier."

Millennium Technology has also installed a Protege 4G Cellular Modem as a backup in case of power failure. The modem provides a secondary reporting path so the monitoring company still receives alarms and can react to any incidents such as if the electric fence is cut, keeping Safeguard secure.

Products & services.

- > Armor IP
- > Protege Mobile App
- > Protege GX
- > DIN Rail Enclosures
- > Protege 4G Cellular Modem
- > tSec Keypad Readers
- > Vandal Proof Covers
- > Protege GX SOAP Web Service API

Turning challenges to opportunities.

An installation like this with almost 300 doors presents plenty of challenges, but the team at Millennium Technology thrives on this.

"We're problem solvers by nature so challenges are what we deal with every day. If you look around Safeguard here, there's almost 300 doors here to wire in. Trying to do that cost-effectively is always a challenge. But ICT helps us to deliver that by centralizing that solution," says Mitchell.

This centralization delivers other opportunities for the team from Safeguard. "It means we now don't have to have a manager onsite," says King. "That gives us options to use a call center for facilities under 150 units. Being able to open units and gates for particular customers at particular times is something that's going to be really beneficial for us moving forward."

The outcome.

Using ICT hardware and technology, the solution developed by Millennium Technology uses Protege GX to provide a secure storage environment. This allows Safeguard to focus on innovation which drives growth for the business and respond to customers' changing needs, so they continue providing an outstanding self storage experience.

Future focused technology.

According to King, "Storage is definitely becoming a technology-based business, and ICT gives us a better option around that. Having managers that don't need to be on site all the time gives us another opportunity.

Millennium Technology is not sitting still either. According to Mitchell, "Self storage is a fast-moving industry and we've got to keep up with that momentum."

With more development in the pipeline, Millennium Technology will continue to deliver forward-thinking security solutions, and Safeguard plans to roll out Protege GX across further sites as they continue their expansion around New Zealand.



"Thanks to the intelligence of ICT, we can create tools that simplify our lives."



- Danie Harmse, Operations Manager at Millennium Technology



About ICT.

Founded in 2003 by Hayden and Rachael Burr, ICT began with a focused vision to provide innovative and easy-to-use electronic access control and security solutions. Almost 20 years later, tens of thousands of companies worldwide use ICT products and systems every day, and our vision remains steadfast and engrained in all we do.

With headquarters in Auckland, New Zealand, we have a global presence and an international reach. Offices in Denver (USA), Toronto (Canada), Melbourne (Australia), Copenhagen (Denmark) and Hong Kong, provide full local sales, support and service to our clients and partners around the world.

Innovation is in our DNA.

With more than 40% of our staff dedicated to research and development, innovation is a core part of the ICT DNA. When you invest in an ICT solution, you can rest assured that your investment is protected by the best in the industry.

One solution, maximum value.

Our use of open technology allows our products to integrate seamlessly with your existing systems, providing a comprehensive solution that adds value to the infrastructure investments you already have on site.

From design to dispatch.

100% of the ICT products are designed and manufactured in New Zealand at our state-of-the-art purpose built premises is subject to rigorous testing standards to ensure superior quality.

This is all backed up by sales, support, and training, and we offer a 5-year warranty across the DIN-Rail range for our ICT Dealer Network Members, providing the perfect solution for your next project, regardless of scope.



Designers and manufacturers of integrated electronic access control, security and automation products. Designed & manufactured by Integrated Control Technology Ltd. Copyright © Integrated Control Technology Limited 2003-2023. All rights reserved.

Disclaimer: Whilst every effort has been made to ensure accuracy in the representation of these products, neither Integrated Control Technology Ltd nor its employees, shall be liable under any circumstances to any party in respect of decisions or actions they may make as a result of using this information. In accordance with the Integrated Control Technology policy of enhanced development, design and specifications are subject to change without notice.

www.ict.co