

Case Study

# SECOM'S INTEGRATED SECURITY SOLUTION FOR HARVEY NORMAN



## ALL-ROUND PROTECTION FOR THE NEW UK FLAGSHIP STORE AND WAREHOUSE

Formed in Australia in 1982, Harvey Norman has become a leading global retailer of home appliances, technology, furniture and beds. The company has over 300 stores worldwide. One of its most recent projects has been the opening of its first store and warehouse in mainland Britain, based in Birmingham's Merry Hill Shopping Centre.

The new flagship store occupies a retail space of some 8,000 m<sup>2</sup> and is pivotal to the growth of the brand's presence in the UK. The standalone warehouse is about 2,400 m<sup>2</sup> and is situated 300 metres away from the store. It acts as a critical logistical hub for Harvey Norman, where customers can collect the products they've bought.

The company started exploring ways of securing the two new premises through the use of robust intruder alarms, fire detection and access control systems. It was looking for a reliable, cost-effective partner who could meet its deadlines and standards for these critical installations.

## SECURING A SUITABLE SOLUTION

Security specialist SECOM took part in the competitive tender process with approval from Marko Kavcic, Harvey Norman's Investments and Maintenance General Manager for Central and Eastern Europe. SECOM has previously worked on security installation projects for Harvey Norman in locations such as Singapore.

In early 2024, SECOM won the tender process for implementing the key security systems.

### AT A GLANCE

#### COMPANY

Harvey Norman

#### INDUSTRY

Retail

#### SOLUTION

Intruder Alarm, Fire Detection and Access Control



"SECOM provided an excellent service throughout, delivering a high-quality installation of critical systems within the budget and deadlines. Their reliability and professionalism ensure that we will consider them as a preferred contractor in the future."

#### MARKO KAVCIC

Harvey Norman  
Investments and Maintenance  
General Manager

The specialist was chosen due to its global partnership with Harvey Norman, its competitive pricing, reliability and comprehensive range of services.

Harvey Norman had produced some very specific and detailed security requirements for the store and warehouse systems, designed to maximise both safety and operational efficiency in the two sites.

The specifications included sounder activations if access control doors were open for too long; interfaces between the fire alarm and access control systems, so that the doors would be released in the event of a fire; and full integration with Harvey Norman's building management system (BMS), to provide visual evidence in the event of any intruder and fire alarm activations.

The company also wanted a specialised access control solution for the server room to create an 'airlock' if adjacent doors were being opened. Finally, it asked for integration of the networked software via VPN to allow access by Harvey Norman's IT team in Slovenia. This would enable them to remotely monitor and control the system.

## MEETING THE SPECIFICATIONS

Ashley Loomes, SECOM's Installation Supervisor, says: "I had regular site meetings with the key stakeholders, including Marko Kavcic. This enabled Harvey Norman's needs to be further refined and incorporated into the final design of the complete security system."

The final solution includes access control systems on doors inside the store and warehouse; integrated intruder alarm and fire detection systems that provide full security coverage; and a networked solution using dedicated VPN connections for remote users. The store's system maintains access control both internally and in areas leading to the external service areas. The integration of the systems ensures that all doors will be automatically released during a fire emergency.

The installation process was fairly seamless, although several challenges had to be addressed by SECOM. For instance, the creation of the airlock for the server room required a specialised power supply with built-in relays to prevent unauthorised access when the server room door is open. The integration with the BMS also posed a technical challenge, which required co-ordination and testing to ensure a smooth operation.

## A SUCCESSFUL INSTALLATION

SECOM successfully delivered the project on time, by September 2024, and within budget, meeting all of Harvey Norman's expectations. No significant issues were encountered during the implementation and all of the installed systems are fully functional, with ongoing operational reliability.

The new system is being fully monitored by SECOM's Alarm Receiving Centre (ARC). SECOM is also in discussions with Marko Kavcic relating to the potential integration of a CCTV solution with the intruder alarm system, to give visual verification of any alarms.





The success of the project was mainly attributed due to the strong project management and collaboration between all of the parties involved, including excellent communication between SECOM, as the main contractor, and the electrical contractor. The flexibility and cooperation of Marko Kavcic and the SECOM installation teams ensured that all of Harvey Norman's requirements were met promptly and effectively.

## A SEAMLESS OPERATION AND AN EXCELLENT SERVICE

Tony Burton, National Account Executive for SECOM, reports: "The new systems have been well-received internally, and offer seamless operation and enhanced security. Both the store and warehouse staff appreciate the ease of use and the added sense of safety that these systems provide."

Marko Kavcic adds: "SECOM provided an excellent service throughout, delivering a high-quality installation of critical systems within the budget and deadlines. Their reliability and professionalism ensure that we will consider them as a preferred contractor in the future."

Meanwhile, SECOM has been involved in further projects with Harvey Norman, including the installation of additional systems for the company's new UK Head Office in Sutton Coldfield. The intruder alarms, CCTV and access control systems have also been integrated into a secure VPN for remote monitoring. Further projects are planned in both Sutton Coldfield and Belfast.

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