Swinkels Family Brewers

customer story

nedap

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A warm welcome to Swinkels Family Brewers

Swinkels Family Brewers in numbers

- 1 family
- 27 brands
- 130 countries
- 1800+ employees
- 300 years of experience
- 8 million hectolitres of beer per year
- 713.1+ million Euros annual turnover

And 2 facilities protected by 1 access control system – AEOS by Nedap.

When you arrive at Swinkels Family Brewers, producer of world-famous Bavaria beer and 25 other beer brands, the car park barrier rises without a hitch. You then report to the friendly receptionist who asks you to register at a post in the comfortable lobby. As part of your registration, you're asked to read some safety and security rules. Once you've confirmed you've read these, your visitor badge is automatically printed and the person you have an appointment with is informed that you're ready.

It's a well-structured arrival that's as welcoming as it is efficient, which is exactly what Swinkels Family Brewers wanted. Because for them, as at Nedap, people come first and hospitality is firmly embedded in the corporate culture. It wasn't enough to have an access control system that provided great security – they also wanted it to meet their demands in terms of the experience it provides and the emotions it evokes.

Increase security, yet maintain openness

Swinkels Family Brewers had grown quickly – both nationally and internationally – and its headquarters in Lieshout in the Netherlands had expanded accordingly. As a result, it needed to review its security and apply more stringent measures, but also wanted to maintain its warmth and openness.

Understandably, Swinkels wants to know who's coming in and where each person is on the site, but it doesn't want visitors to be faced with a tall fence on arrival – it wants the barrier to rise automatically. Being hospitable is part of the Swinkels company culture; it believes a brewery is all about emotion and experience and this is something it wants to reflect in its access control and security systems.

Previously, the entrance was protected by a few security cameras and a fairly unstructured system of recording visitors. The security policy hadn't kept pace with the organisation's growth, and the fact Swinkels Family Brewers was using two access control systems caused further complications. Also, it was being asked to complete increasingly more audits for major customers that included questions regarding access control and security.

Improving security processes had become essential for this historic yet forward-thinking firm.

A united approach

To tackle its security issues, Swinkels Family Brewers set up a project group. This included representatives from its facility, IT and engineering departments, and its construction office, as well as its installer and an external consultant.

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> “The underlying principle behind this was that we didn’t want to create something that resembled Fort Knox”

The project group began searching for solutions, but soon realised that what they needed initially was a security policy. So they drew up a list of the risks they wanted protection against, then used that to establish a system of zones across the entire site. The underlying principle behind this was that they didn’t want to create something that resembled Fort Knox. The aim was to project an image of openness and hospitality, while maintaining security.

AEOS meets a growing list of requirements

Once the security policy was adopted, the project group set out to identify a suitable solution. The specifications included a long list of requirements that the new system would need to fulfil. Many of these were included as the project went along because insight into what was needed developed progressively. Especially when it came to ensuring this new security platform could meet Swinkels’ future needs.

Ultimately, the team deduced that it needed a system that’s scalable, user-friendly, can be linked to other management systems, is IP-based and more. All of these requirements were what led it to choose AEOS by Nedap as the right system.

Flexibility is the key

As subsequent years have proved, AEOS is indeed a great fit for Swinkels Family Brewers in terms of both its corporate culture and its security needs. In particular, Swinkels appreciates the flexibility offered by AEOS. It makes it straightforward to add new functionality, adapt the configuration, expand AEOS to new sites and integrate others systems and processes.

After AEOS was installed, for example, Swinkels decided to add the AEOS graphical interface. This ensures all incident reports are received at a central location so they can be dealt with by security. And Swinkels can easily add more functionality, such as recording vehicle details, as and when it chooses to.

To further tighten its access control and begin working with anti-pass-back rules, Swinkels also plans to remove the coin machines on its outgoing barriers and replace them with card collectors and badge readers. Again, it’s something that’s simple to accommodate in AEOS.

> "The flexibility that AEOS offers is ideal. Our company processes are easy to incorporate."

Easy integrations

Swinkels facility manager, Stefan Fehlhaber, believes that the ease of integrating AEOS with other systems is an important benefit. "I'm really pleased with the integration of AEOS and Geutebruck cameras," he says. "If an unauthorised badge is presented or there's an intercom call, the camera switches on automatically. We're also going to make use of AEOS's integration capabilities as we renew our visitor registration system."

Currently, Swinkels' AEOS system receives employee information directly from its HR database. When the new visitor registration system is in place, card management will be run entirely through GuestManager© by G10. AEOS will then receive employee and visitor data, including authorisations, through an local connection with G10.

Fehlhaber says: "We decided to make this change because granting and revoking access rights is a dynamic process. And we want it be handled by those responsible for each specific area – in a decentralised way. We want to use GuestManager© for this activity and the power of AEOS is that it allows communication with such applications. There are no technical limitations when you use AEOS."

Everything on one ever-improving platform

All of the above illustrates how well AEOS fulfils Swinkels Family Brewers' initial requirement to be able to complete as many tasks as possible on one single open security platform. AEOS is designed to provide whatever you need from access control. And, as your needs and circumstances change, so can AEOS.

It's the ultimate foundation for any kind of physical access control, anywhere, and we're continuing to enrich it with industry-specific features. With services like the Global Client Programme, our project rollout system, we're also helping multinationals to streamline their security around the world in an easier, more efficient way.

Stefan Fehlhaber, Facility Manager at Swinkels says: "We're very impressed with the scalability, stability and robustness of AEOS. It's very practical to use in daily life and is easy for our security people to operate. It's also very convenient for our employees to be able to use one badge at different locations."

First people, then technology

That said, for many organisations, implementing a new access control system can generate some level of resistance. Swinkels Family Brewers anticipated this and applied their people-first approach to managing it.

In the run-up to implementing AEOS, they ensured their people knew what to expect and why the change was happening by communicating about it clearly. In the planning stages, they also involved department managers, asking them which areas they wished to be secured and which needed to remain accessible. This not only helped them to get it right, it built support for the changes to come.

Security for life

This approach is very much aligned with how we work at Nedap, which is partly why we were such a good fit for Swinkels Family Brewers. As Fehlhaber says: "We really like the fact that Nedap keeps close to end users so they're aware of new developments in terms of needs, wants and preferences."

We do this because, for us, security isn't just about technology – it's about people and how they live their lives. We aim to fulfil people's basic needs for security so they feel safe enough to make the most of each day and focus on their core tasks, without even thinking about security.

We call it 'Security for life' because this freedom that AEOS offers is about far more than just access control. It has the ability to boost productivity, creativity and performance, not to mention happiness and fulfilment too.

We look forward to seeing how AEOS helps Swinkels Family Brewers and its people to progress and grow over the coming years.