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Empowering Secure Access: LSC's Journey With HID

INTRODUCTION

For nearly a century, LSC has been a cornerstone of Australia's security industry, evolving from humble beginnings as an ironmongery into one of the leading wholesale and distribution companies in the country. Founded in 1926 by Aubrey F. Johnson in North Melbourne as the Locksmiths Supply Company, LSC has remained a family-owned business, passed through generations while continuously reinventing itself to stay ahead of market demands.

Each generation of leadership has propelled the company forward, embracing advancements and responding to the rapidly changing security landscape. Today, LSC's complete offering of security solutions reach homes and businesses via security professionals. This includes the supply of quality products and parts, as well as training and sales support to locksmiths, electronic security installers and all other industry professionals.

CHALLENGE

By the early 2000s, LSC recognized the need to adapt to the rapidly evolving security landscape. The lines between traditional and electronic security products were becoming increasingly blurred as customers sought more sophisticated solutions to protect against unauthorized access. This marked a pivotal moment in LSC's journey.

Given its core strengths and reputation around locksmith supplies and traditional physical security products, the transition into the electronic security sector would require LSC to adapt to different technology, market demands and competitive pressures. Partnering with an innovative and reliable provider would be critical to supporting LSC's transformation. They decided to seek a partner who could provide technological expertise, offer seamless integration with existing systems and demonstrate a commitment to innovation and product reliability.

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- David Lorimer
Product Manager, LSC

SOLUTION

LSC identified HID as a technology partner that fitted the criteria and had great synergy with their core business and customer base. The collaboration enabled LSC to quickly adapt, integrate and compete effectively.

David Lorimer, Product Manager at LSC, noted: "HID's continuous innovation in electronic security products allowed us to offer advanced solutions without needing to invest heavily in our own R&D. This enabled LSC to stay competitive and meet the evolving needs of our customers," David continued.

Beyond products, HID provided extensive technical training and support to LSC's tech support and sales teams, ensuring that the company could confidently deploy, support and sell HID's technology. This collaboration helped reduce the learning curve associated with new technologies.

RESULTS

This partnership helped LSC gain credibility and quickly establish a strong foothold in the electronic security market. By integrating HID's advanced access control solutions, LSC has expanded its product portfolio and soared to new heights with its renewed positioning.

David said: "We have seen many significant technological developments along our journey. As the access control industry continues to evolve, HID has been at the forefront of developing, from high frequency technology including iCLASS® and Seos® to the market leading HID Mobile Access® solution that merges today's demands for security and convenience."

"HID enables a gradual and flexible upgrade path. Their products bridge the gap between traditional and contemporary access control technologies, helping organizations modernize their systems efficiently while managing costs and minimizing disruption. For example, the mobile-ready HID Signo® readers would significantly bridge the gap between legacy systems and modern access control technologies. Combining the support of multiple credential technologies allows organizations to upgrade their systems gradually and have the flexibility to be integrated with existing infrastructure while supporting new features and enhancements," David added.

Much like the access control market's journey, LSC's understanding of the importance of innovation, constant improvement of product offerings and drive to add value to the customer has been the secret to their success.

Scott McLean, Marketing Manager for LSC, explained, "Aubrey Findon Johnson's (LSC's founder) ethos of striving to look after customers, staff and partners still holds true today and ensures we never lose sight of what is important." Today, LSC operates with close to 200 employees based in offices across Australia and New Zealand. The company also runs TechED, a premier training program offering security courses led by industry experts, ensuring that security professionals stay up to date with the latest advancements in security technology.

"As security technology has advanced, we've had the privilege of growing with it, and even though we've grown, we are still a family business at heart," Scott added.

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- David Lorimer
Product Manager, LSC

LSC Complete SECURITY SOLUTIONS

PARTNER SUCCESS STORY

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2024-09-30-pacs-lsc-australia-csy-en PLT-08014
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