

Command Centre

Site Management Software





Gallagher Command Centre is the central management platform for the Gallagher security system. Leveraging a client server architecture, the software provides a powerful and versatile feature set, enabling system operators to configure, monitor and control the security system.

Site Monitoring and Control

Command Centre allows the monitoring and control of your site using one platform with integrated access control, intruder alarm management and perimeter security.

The system allows operators to:

- **Design tailored screen layouts** with support for multi-monitor workstations and the flexibility to include: Graphical representation of items on site plans; live item status; detailed alarm instructions; recent event histories; integrated video or cardholder data
- **Monitor the status of items** and respond to system events by performing overrides of access zones, alarm zones, doors or other items
- **Automatically notify interested people** of events or alarms as they occur, via email/SMS
- **Lockdown areas** in response to a threat or emergency situation
- **Monitor and control guard tours**
- **Define macros** which initiate a string of functions at the controller from a single action.
- **Confirm and control the identity of a person** passing through a nominated door via visual comparison of a cardholder image against a live or video image
- **View cardholders** currently located within selected areas
- **Integrate seamlessly with a variety of third party systems** including biometric readers, long range readers, offline or wireless readers, alarm systems, video, intercom or elevator systems, or HR systems
- **Integrate intranet, web or network based alarm response** instructions, video feeds or other relevant information directly to Command Centre's command and control interface via in-built browser capability
- **Review video footage** associated with a site alarm or event with display of pre-event, during event and post-event footage
- **Define seamless and bi-directional integration** with a variety of third party systems
- **Control site access** to ensure a free state is only enabled when a registered cardholder is present.

Configuration and Operation

Gallagher Command Centre can be fully customized to suit your business needs:

- **Site hardware and system components**, including: access, intruder alarm and perimeter security fencing
- **Schedules to automate access and alarm state changes**. Doors may be configured as requiring card only, card plus PIN, dual access (two unique cards), free access etc
- **Entry and exit delays** for intruder alarm zones
- **Individually programmed responses** for a cardholder or all members of an access group
- **System division and assigned privileges** to manage operators
- **Communicates with Gallagher Controllers** via peer-to-peer communications independent of the server. Data is automatically distributed to areas of the system where it is required
- **Dial up support** for remote sites or off-site alarm monitoring
- **Communication between Gallagher Command Centre and Gallagher Controllers** using up to 256 bit AES encryption; a recognized industry leading level of data protection
- **Configuration**, live operation and reporting of on-site guard tours.
- **Offline controller capability**, system integrity is maintained even during loss of connection with primary servers
- **Reserve workstation licenses** for privileged operators

Events occurring on the site are automatically uploaded from the field controllers to the server and reported in real-time to operators who have been given the appropriate system privileges.

Cardholder Management

Command Centre's Cardholder Management allows operators to:

- **Import cardholder data**, photos and access rights from third party systems via flexible XML interfaces or the simple data mapping interface provided by the Enterprise Data Import module
- **Assign access rights** based on the type of day, time of day, area being accessed, validity of the cardholder token, and the competencies (training, licenses, inductions or medical clearances) the cardholder possesses. Access changes are immediately and automatically downloaded to the controllers
- **Manage cardholder details**, view recent cardholder events from the user interface, and track card replacement history.
- **Perform bulk updates** of cardholder information, such as a change in department
- **Design card layouts**, and print and encode photo ID cards
- **Tailor screen layouts** for the cardholder management team
- **Find cardholders in the system** via access card presentation, text entry or multi-statement search criteria
- **Integrate intranet, web or network based cardholder information** directly to Command Centre via in-built browser capability.

The Gallagher integration of access control and intruder alarms allows a person with correct permissions to access a door as well as disarm an associated intruder alarm zone on entry, without requiring a separate keypad.





Reporting

Command Centre provides a comprehensive range of report options and features including the ability to:

- **Retrieve and report on a variety of stored information** including events, cardholders and their access, cardholders and their location, site items details or exception reporting
- **Report on events from an individual server** or events aggregated from multiple servers within a multi-server network
- **Configure reports to run on a repeating schedule** or in response to events such as a fire alarm
- **Email reports from a schedule** or directly from the user interface
- **View additional reports**, including evacuation (also visitor data when used with visitor management functionality), access, time, and contextual reporting
- **Access reports easily** through a 'find reports' viewer or 'favourites' list within an application tab
- **Configure cardholder reports** including page layout, file output type(.doc, .xls, .pdf, or .csv) filters within the report, and more.
- **Perform expanded report filter operations** using parameters such as competency status, card type, cardholders last entered zone.

Visitor Management

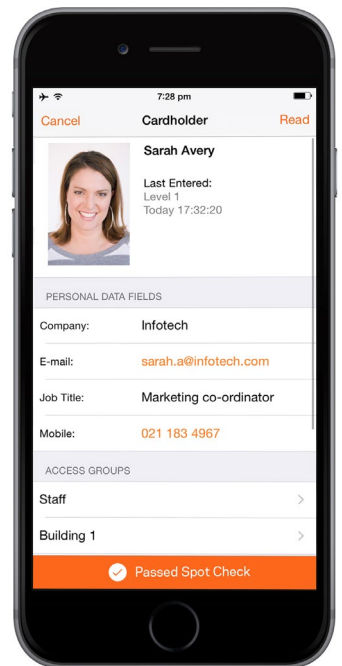
Gallagher Visitor Management is a feature of Command Centre delivering extensive pre-registration and reception-based visitor management functions. This software allows:

- **Sites to share host, visit and visitor configuration** so that visitors arriving on-site can be managed from either a reception workstation or a kiosk
- **Automatic removal of access on visit completion** or when a visitor badges their card at an off-site reader
- **Customizable sign-in process** to allow greater flexibility in the visitor experience
- **Full communication with visitor management** reception, pre-registration or kiosk clients via network services over TCP/IP
- **Quick identification** of preregistered visitors via barcodes
- **Remote, single-click client deployment** and automatic client updates reducing installer time as they no longer need to visit each workstation
- **A comprehensive audit trail** of all visitor management events, including receptionist actions, visitor pre-registration, escort, host and visitor actions are securely maintained at the Command Centre server.

Command Centre Mobile App

Designed specifically for the iPhone and iOS8, this elegant application provides a whole new way of interacting with the Command Centre solution, it allows users to:

- **Become more mobile** and guards can spend more time out on patrol than the control room
- **Manage alarms** and perform common overrides away from the control room
- **Challenge cardholders** with the Spot Check feature, to tell at a glance if a person is authorized to be in a location, including the ability to record the reason for a fail, the location detail, and to disable the card, preventing further use.
- **Manage temporary entry/exit** points with the Mobile Access feature, allowing secure access control anywhere on site
- **Response to open door requests** from anywhere on site
- **Remote monitoring the status** of Access Zones, Alarm Zones, Fence Zones and Doors
- **Access of relevant incident details remotely** and the ability to add notes regarding an alert for control room oversight
- **Trigger pre-configured macros**
- **Secure operation** utilizing latest network security standards
- **Lockdown individual zones** directly from the phone
- **Easily configure Bluetooth®** wireless technology enabled readers with our mobile configuration wizard
- **Scan QR and Barcode** for quick information display on cardholder or asset



Notifications

Notifications is a feature for Gallagher Command Centre that enables email or text messages to be sent to cardholders about:

- **Event notifications** via SMS or Email
- **Alarm Acknowledgement** via Return Message
- **Scheduled event notification filters** for targeted notification
- **Scheduled email generated** for select reports
- **Broadcast notifications** to cardholders
- **Expiry notifications** of cards or competencies.



Guard Tours

Guard Tours enable the configuration, live operation and reporting of on-site guard tours. Guard tour functionality provides:

- **Checkpoints**, either by input, output, doors, logic blocks or integrated system items
- **Tour reports**, showing when the checkpoints were arrived at, and what personnel were involved
- **Live operation** of a guard tour, a control room operator manages the live implementation of a tour
- **Tour Alarms** that can be configured to trigger if the checkpoint is arrived at too early, too late, or in the wrong order.

Controlled Challenge

Controlled Challenge enables an operator to double-check cardholders' identities as they pass through a door by providing a visual comparison of the cardholder's image from their record and their live image or one provided via video.

- **Specific information** for display to the operator via an inbuilt screen designer
- **Flexible queue management** of challenge events across single or multiple workstations
- **Communication with the cardholder** about any upcoming card or competency expiries
- **Integration** with third party DVR/NVR systems
- **View-only challenge** - presenting information about cardholder's badging at the door for an operator to see on a view-only basis
- **Controlled challenge** - requiring the operator to grant or deny access based on the verified identity of the cardholder.

Multi-Server

Gallagher Multi-Server is a significant feature of the Gallagher system architecture and it supports:

- **Peer-to-peer communication** between multiple servers in a distributed environment
- **Sharing of cardholder details and access rights** automatically between multiple sites separated by large geographical distances
- **Provision of cross site operational cover for alarm management**, system monitoring or control and activity reporting
- **Running of evacuation reports from a remote server** with the last known location of cardholders at the site in the event of a disaster.

Technical Specifications

PART NUMBERS

| Gallagher Command Centre Server Options | | Gallagher PIV Solution | |
|---|---|---------------------------|--|
| C201311 | Command Centre | C201611 | PIV Command Centre - License |
| 2A8957 | Multi-Server | 2A8500 | PIV Door License |
| Software Upgrades | | Visitor & Card Management | |
| C201820 | Server DVD and Feature Summary | 2A8071 | Photo ID & Encoding License |
| C201900 | Gallagher Site License | 2A8955 | Visitor Management License |
| 2A8943 | Door Licenses | 2A8681 | Visitor Management Self Registration Kiosk |
| 2A8067 | Workstation Licenses | | |
| 2A8945 | Fence Controller Licenses | Compliance | |
| 2A8670/ 2A8672 | D10 Tautwire/D21 Disturbance Sensor License | 2A8959 | Competencies License |
| | | C12565 | Tag Board License |
| | | C12583 | Random Cardholder Selection License |
| Third Party | | C12599 | Cardholder Display License |
| 2A8953 | Salto Integration Licenses | C12639 | Regulated Zones License |
| 2A8995 | Aperio Integration Licenses | C12597 | Quick Print Labelling License |
| 2A8951 | Morpho Reader Licenses | C12673 | Alcolizer License |
| Mobile Solutions | | | |
| 2A8570 | Mobile Connect Credential | 2A8561 | Mobile Access Feature |
| 2A8559 | Command Centre Mobile License | C861300 | Gallagher Mobile Reader |

GALLAGHER COMMAND CENTRE

| | | |
|-------------------------------------|--|--|
| Recommended Computer Specifications | A number of variables e.g. event rate, will affect the recommended computer hardware specifications. Please discuss your requirements with Gallagher Technical Support. | |
| Operating System | Server | Windows 7 Professional / Ultimate*/ Enterprise Microsoft Windows 2008 SP2, 2008 Server R2 (64 bit only) 2012 Windows 8.1 Professional / Enterprise, Windows 10, MS Server 2016 |
| | Workstation | Windows 7 Professional / Ultimate*/ Enterprise, Windows 8/8.1 Professional/ Enterprise, Windows 10 |
| | Mobile Client | iOS8.0.2, and above. Android 5.0 and above |
| Database Platform | Microsoft® SQL Server 2008/Ex SP4, 2008 R2/Ex SP3, 2012/Ex SP2, 2014/Ex SP2 | |
| Configured Workstations | Maximum Number | Unlimited |
| Operator Authorisation Level | Fully configurable for each operator | |
| Configured Operators | Max. number of configured operators | Unlimited |
| Gallagher Hardware | Gallagher Controllers (6000, 3000 & 5000GL) | Unlimited |
| | Field Devices | See Controller data sheets |
| Number of Cardholders | Command Centre | Unlimited* |
| Event Database | Command Centre | Unlimited* |
| Card Issue Levels | 15 | |
| Maximum Access Controlled Doors | Unlimited | |
| Access Control Zones | Max. number of access controlled zones | Unlimited |
| Controlled Outputs | Max. number of relays | Unlimited |
| Alarm Inputs | Max. number of inputs | Unlimited |
| Elevator Control - Low level | Maximum of 4 elevator cars (each with up to 75 levels) per Gallagher Controller Gallagher Technical Support recommends using the Gallagher Controller 6000 architecture for low level elevator control. | |
| Elevator Control - High Level | Refer to Gallagher Technical Support to determine the number of Gallagher Controllers required for the system. | |
| Data Protection | 256-bit AES encryption | |

* 32 and 64 bit versions are supported ** Conditions apply. Contact your Gallagher Channel Partner for more information.

* Maximum number dependant on relevant SQL database limits

System configuration, network capacities and the volume of system activity affect performance, please contact Gallagher for advice. For the development of interfaces to specific third party systems or the development of customized system behaviour, please contact our professional services.

GALLAGHER VISITOR MANAGEMENT

| | |
|-------------------------------------|---|
| Gallagher Command Centre | Version 7.10 or later |
| Workstation Client Operating System | Windows 7 Professional / Ultimate*/ Enterprise, Windows 8/8.1 Professional/Enterprise, Windows 10 |
| Printer Support | Microsoft® Windows®, Dymo label printers |

VISITOR MANAGEMENT KIOSK: MINIMUM SYSTEM REQUIREMENTS

| | |
|----------------------------------|---|
| Processor: | Intel Core I3 processor or equivalent |
| Memory: | 2 Gb |
| Operating System: | Windows 7 Professional / Ultimate*/ Enterprise, Windows 8/8.1 Professional/Enterprise, Windows 10 |
| USB Ports: | 3 or more (for optional printer, camera, business card scanner) |
| Supported Business Card Scanner: | Acuant Scanshell/Snapshell scanner |
| Supported Camera: | Any standard web camera |
| Network: | Kiosk requires network connectivity |

PRODUCT NUMBERS

| | |
|--|--------|
| Visitor Management optional licensed feature | 2A8955 |
| Visitor Management Workstation license | 2A8067 |
| Visitor Management Kiosk | 2A8681 |

©2013 Gallagher Group Ltd. Gallagher is an ISO 9001:2008 certified supplier. All rights reserved. The products described in this document are subject to continuous development and improvement so specifications and information may change without notice. System configuration, network capacities and the volume of system activity affect performance.

GALLAGHER WORLD HEADQUARTERS

Kahikatea Drive, Hamilton 3206
Private Bag 3026, Hamilton 3240
New Zealand

TEL: +64 7 838 9800

EMAIL: security@gallagher.com

REGIONAL OFFICES

New Zealand..... +64 7 838 9800
Americas..... +1 877 560 6308
Asia +852 3468 5175
Australia +61 3 9308 7722
India +91 80 2676 2084
Middle East..... +971 4 2602145
South Africa +27 11 974 4740
United Kingdom / Europe..... +44 2476 64 1234

DISCLAIMER: This document gives certain information about products and/or services provided by Gallagher Group Limited or its related companies (referred to as "Gallagher Group"). The information is indicative only and is subject to change without notice meaning it may be out of date at any given time. Although every commercially reasonable effort has been taken to ensure the quality and accuracy of the information, Gallagher Group makes no representation as to its accuracy or completeness and it should not be relied on as such. To the extent permitted by law, all express or implied, or other representations or warranties in relation to the information are expressly excluded. Neither Gallagher Group nor any of its directors, employees or other representatives shall be responsible for any loss that you may incur, either directly or indirectly, arising from any use or decisions based on the information provided. Except where stated otherwise, the information is subject to copyright owned by Gallagher Group and you may not sell it without permission. Gallagher Group is the owner of all trademarks reproduced in this information. All trademarks which are not the property of Gallagher Group, are acknowledged. Copyright © Gallagher Group Ltd 2015. All rights reserved.

