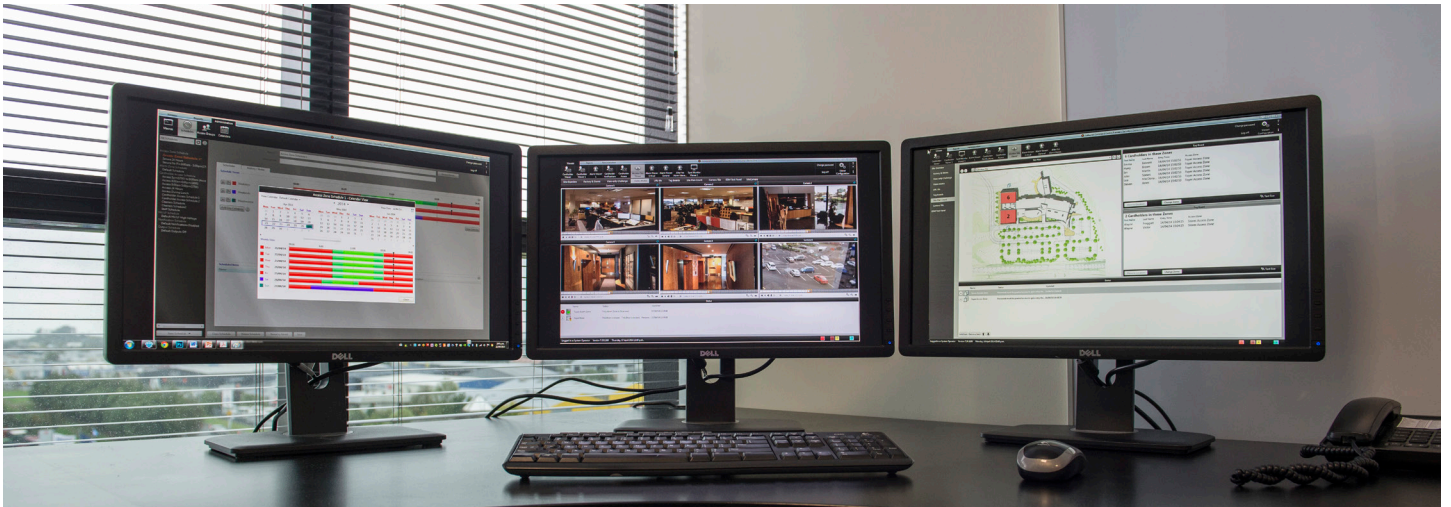

Gallagher Software Maintenance





Ensure your security operating system is continually kept up-to-date with the very latest in Gallagher software technology. We believe in building enduring partnerships, and that means working together to ensure our technology supports your business into the future.

From annual renewals to longer-term contracts, Gallagher Software Maintenance increases business continuity by maintaining the highest standard of security software and helping to protect your business from emerging security threats and changing operational needs.

Key Benefits of Software Maintenance:

Access to new features, updates, and functionality

As relentless innovators, we constantly revise and enhance our product offering based on the feedback and developing needs of our customers. Software Maintenance ensures you receive the very latest enhancements, features, and functionality of the Gallagher Command Centre security platform.

Enhanced system performance utilizing the latest software available

Built on Microsoft platforms, Command Centre takes advantage of the latest in technology trends and advances, bringing about enhanced system performance and robustness by ensuring compatibility with the latest available software.

Compatibility with the latest Gallagher hardware

We are continuously developing our hardware products in perimeter security, access control, and alarm management. Having the most up-to-date Gallagher software means you'll also have the functionality to support these latest hardware devices and optional software integrations.

Investment protection

Taking advantage of regular updates through Gallagher Software Maintenance protects your initial security investment by safeguarding your systems and technology from becoming outdated. Operational and regulatory requirements, coupled with changing external security threats, contribute to an ever-evolving security environment, where technology develops rapidly. The best way to protect your security investment is to maintain it with regular updates, ensuring it stays current.

"For the safety of our staff, students, and assets we always use the latest version of Command Centre. Software maintenance has proven to be more than an agreement but a valued business partnership between Griffith and Gallagher."

John Skinner, Security and Traffic Manager, Griffith University, Australia.

Managed operational costs

Software maintenance enables you to allocate costs associated to software updates to your operational budget, rather than the costly capital expenditure of large-scale software upgrades.

Peace of mind about maintaining the highest standard of software security and data integrity

Our experienced research and development team continuously deliver the highest quality security solutions to meet the challenges faced by our customers. Regular software updates protect your business with the highest possible standard of Gallagher security software and data encryption available.

For further information about Software Maintenance, please contact your security provider or Gallagher Business Development Manager.

Frequently Asked Questions

1. What is Software Maintenance and why is it necessary?

Software Maintenance provides you with the latest version and features of Gallagher Command Centre. Having Software Maintenance ensures you have the highest level of security available from Gallagher, plus ongoing compatibility with the latest version of Microsoft operating system and SQL server.

Operating the latest version of Command Centre also means your system is compatible with up-to-date Gallagher hardware developments.

2. How does Software Maintenance work?

Your first year of Software Maintenance is free with the purchase of your site license. An annual renewal fee is payable after that period.

When a new release of Gallagher Command Centre is released to market, both you and your security provider will be notified. Your security provider will then make contact with you to arrange the upgrade.

3. How do I register for Software Maintenance?

New sites - you are automatically registered when you purchase your site license. Existing sites - contact your security provider or Gallagher Business Development Manager who will provide a proposal.

4. When does software maintenance start?

Software Maintenance starts the date the license is issued to your security provider (unless agreed otherwise).

5. What happens if my Software Maintenance expires?

Software Maintenance expiry will have no effect on the ongoing functionality of your Gallagher security products and systems.

If Software Maintenance expires, you will no longer receive new software that is released. Subsequent Software Maintenance renewals will be backdated to your original expiry date.

6. What renewal or expiry notifications will I receive?

60 days prior to expiry, your security provider will receive a quote from Gallagher for the renewal of your Software Maintenance. There will be other notifications to both you and your security provider until approximately 120 days after expiration at which time your Software Maintenance will be cancelled.

7. Do I need Software Maintenance in order to keep using Gallagher products?

No, your current Gallagher security installation will continue to function without Software Maintenance.

8. Can Software Maintenance renewal dates be changed?

Yes, we can provide Software Maintenance for longer or shorter periods on a pro-rata basis, enabling you to align renewal dates with your financial year or other business drivers.

9. Can I buy Software Maintenance for a time period other than 12 months?

Yes, we can customize Software Maintenance to suit your needs. Renewals can be made for two or more years as required. If you would like to discuss your requirements, please contact your security provider or Gallagher Business Development Manager.

10. Are there any limitations of software maintenance?

Software Maintenance does not include incremental updates of third-party systems in our integrations. An additional fee may be payable.

If you are making changes to a third-party system that is integrated with Gallagher Command Centre, please check with your security provider or Gallagher Business Development Manager in advance.

See Gallagher Software Maintenance terms and conditions for full details.

11. How much does Software Maintenance cost?

The annual fee for Software Maintenance is 20% of the license RRP.

12. My Software Maintenance has expired. Can I renew it?

Yes, contact your security provider for a proposal to bring your site up to date and provide ongoing Software Maintenance.

13. How can I check whether my Software Maintenance period has expired?

Contact your security provider or Gallagher Business Development Manager.

14. If I have questions about Software Maintenance whom can I contact?

Your security provider or Gallagher Business Development Manager can answer any questions you may have about Software Maintenance.

GALLAGHER WORLD HEADQUARTERS

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

TEL: +64 7 838 9800
EMAIL: sales@security.gallagher.co

REGIONAL OFFICES

New Zealand.....	+64 7 838 9800
Americas.....	+1 888 430 0770
Asia.....	+852 2910 7912
Australia.....	+61 2 9412 4477
India.....	+91 80 2661 1590
Middle East.....	+9615 808728
South Africa.....	+27 11 974 4740
United Kingdom / Europe.....	+44 2476 64 1234

Disclaimer: System configuration, network capacities and the volume of system activity affect performance. Please contact Gallagher for advice. In accordance with the Gallagher policy of continuing development, design and specifications are subject to change without notice. Gallagher Group Limited is an ISO 9001:2008 Certified Supplier. Copyright © Gallagher Group Limited 2011. All rights reserved.

