

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, elevator systems or HR systems.
- **Display intranet, web pages,** alarm response instructions, video feeds, or other relevant information within Command Centre's user interface via an in-built browser window.
- **Review video footage** associated with a site alarm or event with display of pre-event, during event and post-event footage.
- **Define seamless and bidirectional 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.**
The access mode for a door can be configured for 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, historical card states, site items 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, or 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:

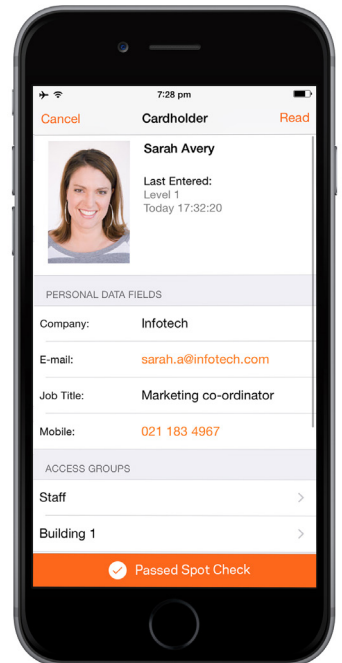
- **Sites to share host, visit and visitor configuration** so that visitors arriving on-site can be managed from either a reception workstation or a kiosk.
- **Automatic removal of access on visit completion** or when a visitor badges their card at an off-site reader.
- **Customizable sign-in process** 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.
- **Notification to the host or escort** via email or SMS when a visitor arrives on a visit.



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 in 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 (or their supervisors). Features include:

- **Broadcast notifications** to cardholders via SMS, Email or push notifications (via Mobile Connect app)
- **Alarm acknowledgement** via Return Message
- **Scheduled event notification filters** for targeted notification
- **Scheduled email generated** for select reports
- **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 a cardholder's identity at a door. The operator can compare the cardholder's image record with that of the video footage at the door.

- **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 Image 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 Pro/ Ultimate* SP1, Windows 2008 Server R2 (64-bit only), Windows 2012 Server, Windows 2012 Server R2, Windows 2016 Server, Windows 8.1 Pro, or Windows 10 Pro/Enterprise.
	Workstation	Windows 7 Pro/Ultimate* SP1, Windows 8.1 Pro, or Windows 10 Pro/Enterprise.
	Command Centre Mobile	iOS 9 or later. Android 5.0 or later.
Database Platform	Microsoft® SQL Server	2008 R2/Ex SP3, 2012/Ex SP2, 2014/Ex SP2, or 2016/Ex SP1
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	Unlimited
	Field Devices	See Controller datasheet
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 passport, drivers licence and 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

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