

# Broadcast Notification solutions

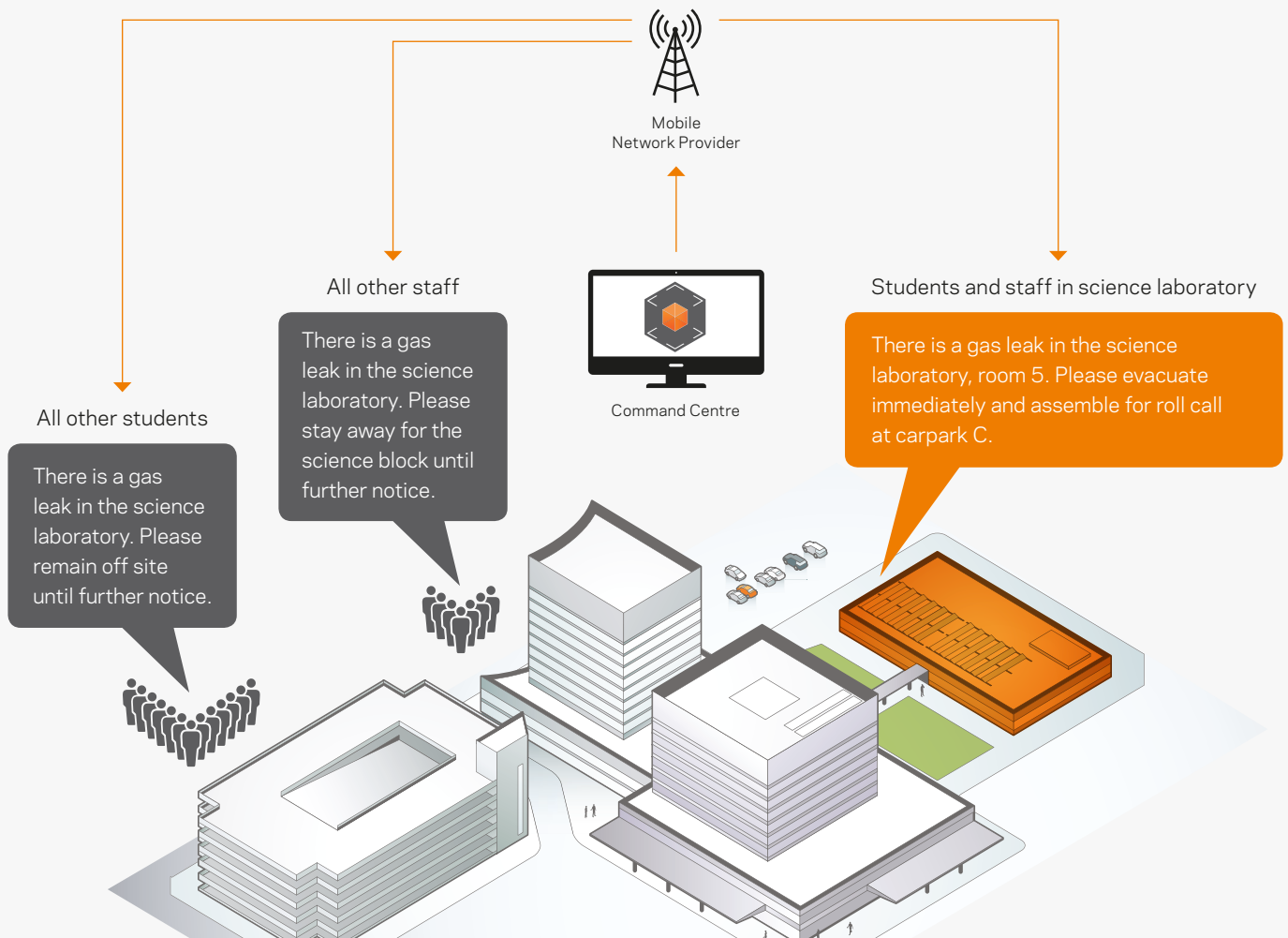
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Fast, accurate group communication  
to enhance your security response

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# Broadcast Notification solutions



Broadcast Notifications is a standard feature in Gallagher Command Centre, developed in response to the increasing need for security personnel to communicate simply and quickly with multiple people.

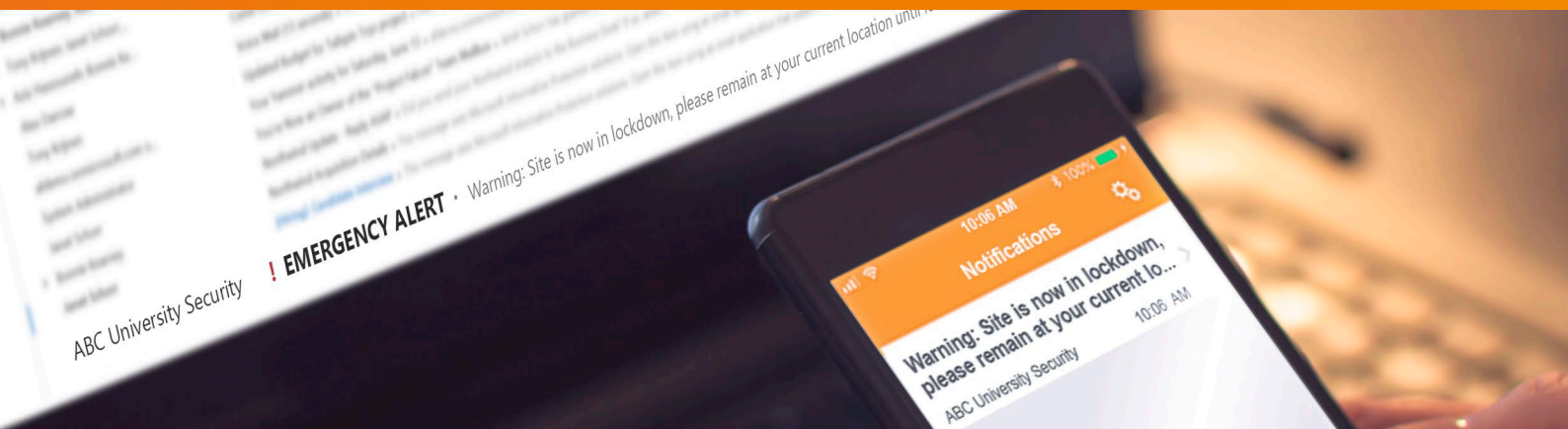
## Quick, accurate communication

Secure, trusted real-time alerts and important information can be sent to defined groups, or all staff, via email, text message (SMS) or the Gallagher Mobile Connect App.

In emergency or lockdown situations where employees could be in danger, preconfigured Broadcast Notifications and recipient lists allow security personnel to quickly send critical instructions to multiple recipients in one simple step. Broadcast Notifications can also be automatically triggered by alarms and events.

In non-emergency situations, ad-hoc Broadcast Notifications can be used to communicate hazards on site or notify specific groups of shut downs in their area.

With the ability to reach multiple recipients quickly and accurately, the Broadcast Notifications feature is a powerful, reliable solution for any large organization, from corporate and government sites to schools, universities, research facilities and hospitals.



## Get the benefits

- Send secure, targeted alerts and updates to specific groups in real-time.
- Communicate quickly and accurately to all cardholders during emergencies.
- Ensure authenticity and trust with customized templates, and the Mobile Connect App.
- Configure both static and dynamic recipient groups.
- Save time and reduce the risk of human error with automated Broadcast Notifications.
- Immediately identify and report on successful or failed to send notifications.

## Security threat response – lockdown

In the event of a site lockdown or serious security threat, every second counts. Secure your site quickly and simply with the push of a button to notify people when an incident is taking place and provide instructions to ensure they respond appropriately.

Preconfigured email, SMS and mobile messages can be sent to defined broadcast notification groups based on static data or dynamic criteria such as access events, membership to access groups, or roles and competencies.

Swift and effective management of a potentially dangerous situation keeps people on site safe and notifies anyone not on site to stay away until the issue is resolved.

Auto-generated Broadcast Notifications can be sent to groups of people with different messages based on where they are:

Notify those on site to follow lockdown procedure and wait for further instructions.

Inform people who have been on site but who are currently out for lunch or a meeting not to return until further notice.

Update anyone with site access who hasn't been in that day to stay away until further notice.

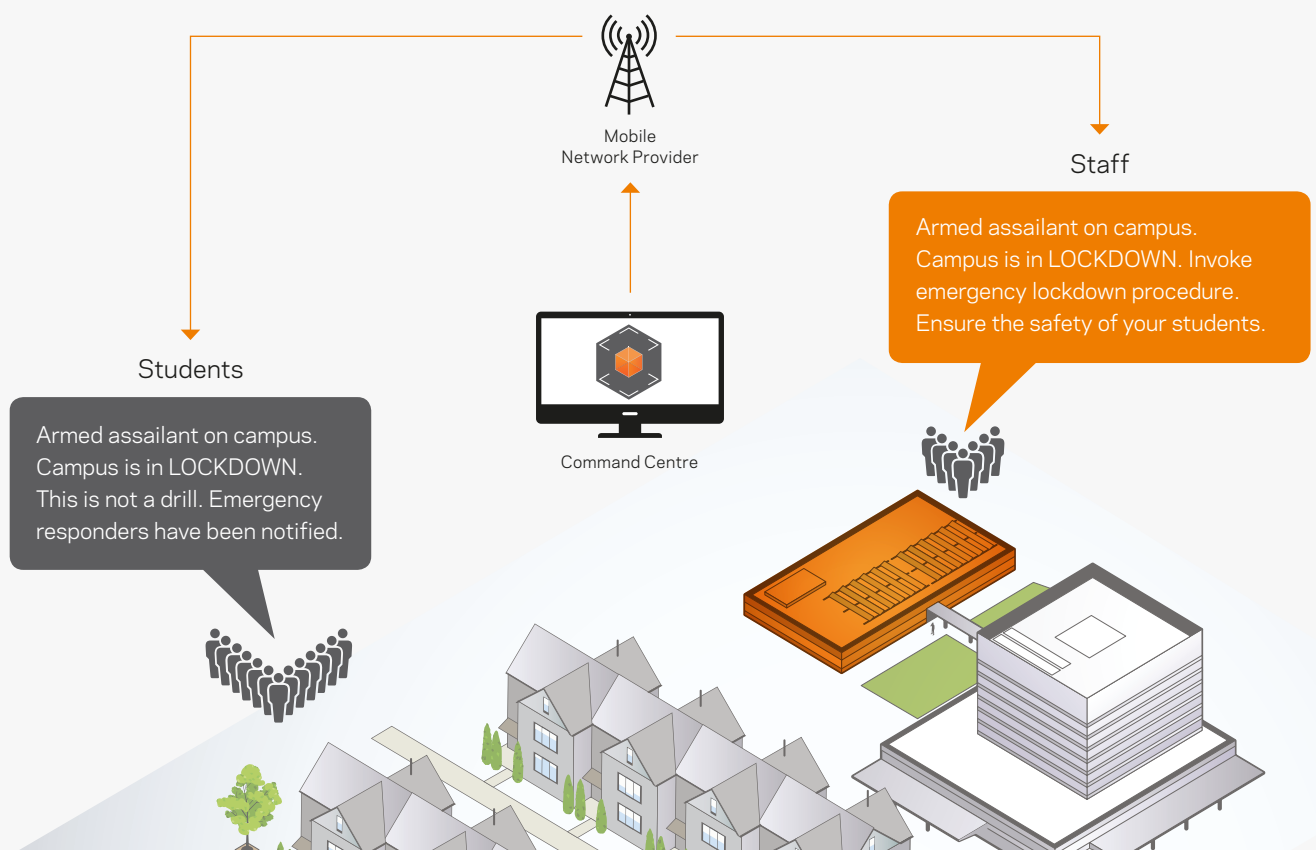
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As site threat levels change, Broadcast Notifications can be used to communicate an increased or decreased state of alert, keeping people updated and informed about what they should do to keep themselves safe. When a threat has been resolved, broadcast messages can quickly allow people to get back to business as usual.

## Emergency response and evacuations

In emergency situations, being ready with fast, powerful communication to staff can significantly improve response times and evacuation success. Fire evacuations, earthquake response procedures and emergency processes all become easier to implement and manage with the Broadcast Notifications solution.

- Alarms or events in Command Centre can trigger the system to send templated emergency Broadcast Notifications to preconfigured lists targeting affected staff, or the whole organization.
- Built-in flexibility allows one broadcast message to be sent to all staff, while another goes to guards or specific groups with added responsibilities, such as first aiders or emergency co-ordinators.
- Emergency evacuation drills can also be communicated using Broadcast Notifications, ensuring continuity of communication and warning people of drills before they happen.
- Trigger multiple actions including Broadcast Notifications from a single click on a site plan.



## General communication

Education providers in particular can benefit from the ability to easily broadcast important information to all staff, students and parents, who can be added to the system without receiving an access card.

Shut down notices, public health information, special events or staff changes can all be communicated using Broadcast Notifications in Command Centre.

For example, if the rapid spread of a contagious illness at a day-care requires the center to temporarily close at short notice, the manager can automatically send a Broadcast Notification to parents advising them to stay home with their children that day.



## Health and safety notifications

Industries where hazard identification is crucial can use Broadcast Notifications to inform staff of hazards in specific zones, or site shut downs. When the unexpected happens, security personnel can send out ad hoc Broadcast Notifications to contact multiple people in affected areas, notifying them of issues such as a burst pipe, broken machinery or accidental spill.

These impromptu, targeted Broadcast Notifications can warn people about nearby hazards as well as inform them about what they need to do to stay safe, and provide updates when the issue has been resolved.

## Dynamic broadcast notifications

Dynamic recipient lists can be configured in Command Centre, using existing cardholder data to create a broadcast notification group based on specified criteria at the time of sending. Different notifications can be sent to those that meet the criteria, for example people who have had access to a hazardous area in the last 24 hours.

Dynamic cardholder recipient criteria can also be set according to access group membership, cardholder competencies, cards about to expire, or cardholders only in specific zones.

# Highly visible, highly trusted

## Push notifications using the Gallagher Mobile Connect App

Ensure important information reaches your staff and reduce operational cost by using Broadcast Notifications and the Gallagher Mobile Connect App.

The Mobile Connect App allows you to use your mobile device just like an access card when combined with Gallagher's Bluetooth wireless enabled readers. Mobile devices with the app installed can then receive push notifications on the home screen, ensuring critical information is highly visible. People won't miss a thing with real-time updates on the mobile device that also provides them with access on site.

Broadcast Notifications received via the app also provide a trusted source of legitimate information amongst increasing amounts of text message (SMS) and email spam. As a secure communication channel, the app also protects against the threat of hoax or malicious text messages designed to disrupt operations or, in a worst-case scenario, harm people.

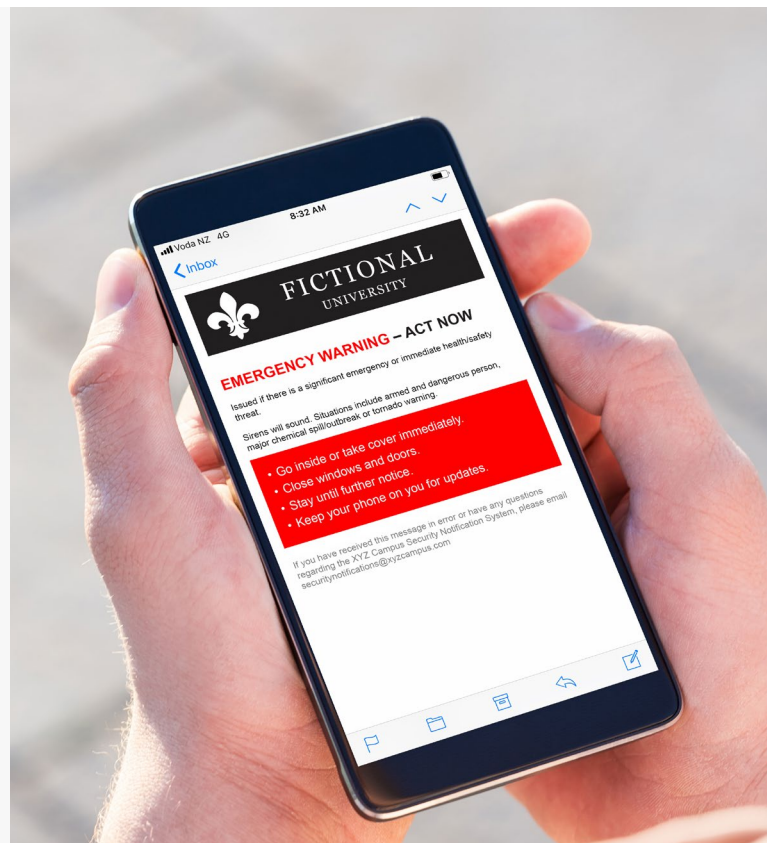
Because Broadcast Notifications on the Mobile Connect App are sent via the cloud, using the app also reduces expenses associated with bulk SMS messaging fees.



## Custom email templates

The ability to configure custom email templates using company branding and imagery makes Broadcast Notifications instantly recognizable to recipients. Increased trust in an authentic message means people take information seriously and are more likely to respond quickly.

ID attributes within the HTML templates allow information from the Command Centre database to be displayed, (e.g. cardholder details, expiries, event and alarm data). Build your own template or customize one of the seven provided.



# Other notifications in Command Centre

## Individual notifications

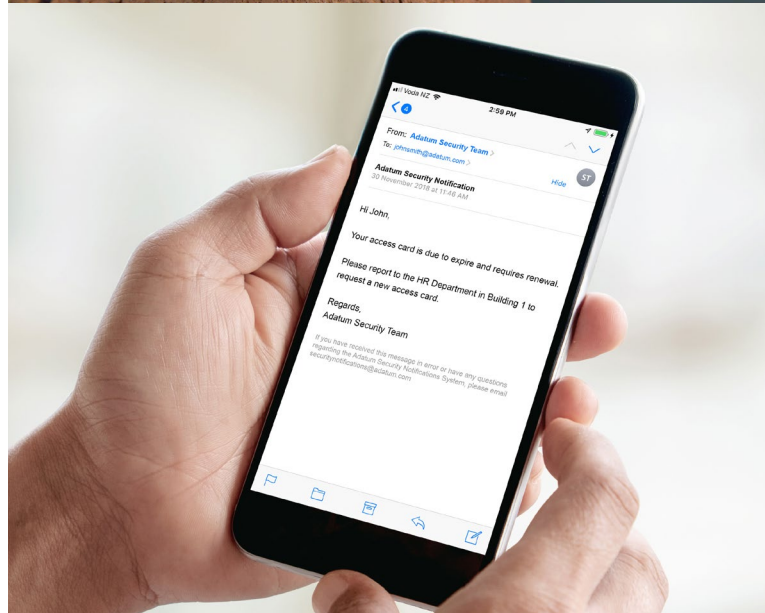
The Notifications feature in Command Centre, along with the Cardholder Competencies licensed feature, enables competency expiry notifications to be displayed on a T20/T21 Terminal. Card expiries can also be displayed.

Individual notifications can be configured for each cardholder based on their role, responsibilities and relationships. Highly flexible filters in Command Centre determine which events and expiries a cardholder needs to receive notifications for, and when they should receive them, via email or SMS.

- Security staff and guards can be set up to receive alarm and event notifications.
- Maintenance managers can receive notifications of equipment failures as soon as they occur.
- Security managers can be informed of critical alarms while off site.
- Supervisors or managers can be notified of upcoming competency and card expiries for people in their team, alongside the relevant cardholder.
- Staff and supervisors can receive notifications when events related to health and safety occur, such as a fatigue or exposure alarm raised, indicating a staff member is due for a break or has been exposed to hazardous materials for too long.

Multiple event notification filters for each cardholder can be individually enabled or disabled to cater to changing roles, interests and work schedules.

The personalized nature of Gallagher Notifications ensures the right people get relevant information at the right time, prompting action, supporting enforcement of business policy and compliance on site, and enhancing site security.



## SOFTWARE PART NUMBERS

2A8570	Mobile Connect Credential
2A8959	Cardholder Competencies
C201311	Command Centre

Command Centre supports a number of optional license features and integrations. To learn more about Gallagher's Broadcast Notifications, contact your local Gallagher representative.

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