



Gallagher Care Plan



Care Plan is our system and support package designed to unlock greater value and additional benefits to customers by ensuring they are optimizing their Gallagher system and maximizing the value of their investment.

What is Care Plan?

Care Plan provides a range of tailored system and support packages across four tiers, with each tier unlocking further benefits.

Through Care Plan, we'll work with Channel Partners to provide support, optimize features and configuration, and share our latest technology, creating further value for you.

		Tier 1	Tier 2	Tier 3	Tier 4
Product 	Software Upgrades Additional Warranty	✓ ✓	✓ ✓	✓ ✓	✓ ✓
Training 	Online Operator Online Administrator Advanced Administrator Classroom Training (pre-scheduled) Dedicated Training Day	✓ ✓ — — —	✓ ✓ ✓ — —	✓ ✓ ✓ 2 seats —	✓ ✓ ✓ — ✓
Advisory Services 	System Review Gallagher Advisors	— —	— ✓	✓ ✓	✓ ✓
Development 	Development License Product Engagement Program	✓ —	✓ —	✓ —	✓ ✓

Terms and Conditions apply. *A customer's tier level is based off the RRP value of their Gallagher Care Plan fee.

Gallagher Care Plan

Product



Product

Software Upgrades

Ensure your system stays up to date with the latest security features and developments including system security enhancements.

Additional Warranty

Gallagher offers a minimum 2-year warranty on all Gallagher-manufactured hardware from the date of manufacture.

Gallagher offers a 5-year warranty on **selected** Gallagher-manufactured hardware. Customers with an active care plan for the duration of the warranty period will be entitled to an additional 5-year warranty on the hardware that is eligible for the 5-year warranty.

Training

Online Operator

Unlimited registrations to Gallagher's Online Operator Training course, ensure all your operators understand the fundamental skills necessary to operate a Gallagher system.

Online Administrator

Unlimited registrations to Gallagher's Online Administrator Training course. This course gives system administrators the skills and confidence to maintain a Gallagher system.

Advanced Administrator

Customers in tier two and above will receive unlimited registrations to our Advanced Administrator course. This course builds and expands on the material presented in the Online Administrator course and gives operators the opportunity to learn how to use some of the more advanced Command Centre features to enhance day-to-day site management and security operations.

Classroom Training (pre-scheduled)

Customers in tier three will have two seats to attend scheduled classroom training facilitated by one of our knowledgeable trainers.

Training



Advisory Services



Dedicated Training Day

Customers in tier four can schedule a dedicated training facilitated by a Gallagher Trainer. Programs can be either one of Gallagher's standard end-user training courses or tailored to site requirements.

Advisory Services

System Review

To support tier three and four customers with tailored system optimization, a Gallagher solution advisor will be available to conduct a review of your Gallagher security system to ensure you're operating efficiently, utilizing functionality, and are cyber secure.

Gallagher Advisors

Alongside your channel partner, engage with Gallagher advisors for your long-time planning, enabling preventative activities and ensuring that your Gallagher system is fully optimized.

Development

Development License

Care Plan customers can request a Command Centre development license, which you can use to test upgrades and new configurations without the worry of testing in a live environment. Gallagher highly recommends Enterprise customers test upgrades on development licenses before upgrading live sites.

Product Engagement Program

An opportunity to shape the future direction of Gallagher's product development, you'll join our development team and other Tier 4 customers for online webinars that give you insight into upcoming features and releases and provide a chance for you to share feedback about your future needs.

Development

