

Command Centre

Site management software



People management

Keep people safe with intelligent access control management, powerful emergency response capabilities, mobile access solutions and simple, effective cardholder and credential management.

- Import cardholder data, photos and access rights from third party systems using the Cardholder REST API, Enterprise Data Interface, Active Directory Cardholder Sync or Okta Sync.
- Perform bulk updates of cardholder information, such as a change in department using Bulk Change.
- Protect employees working in hazardous zones by monitoring and restricting their time in zone using Regulated Zones.
- Automatically notify interested people of events or alarms as they occur, via email, SMS or mobile notification using Notifications.
- Lockdown areas in response to a threat or emergency situation.
- Challenge allows you to 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 located within selected areas.
- Manage and assign privileges to operators using Operator Groups.
- Use Access Groups to assign access rights based on the type of day, time of day, area being accessed, validity of the cardholder credential, 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.
- Design card layouts, and print and encode photo ID cards.
- 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 using the URL tile.
- Reserve workstation licenses for privileged operators using Licensing Groups.
- Use Random Selection and Alcolizer to implement random drug and alcohol testing.

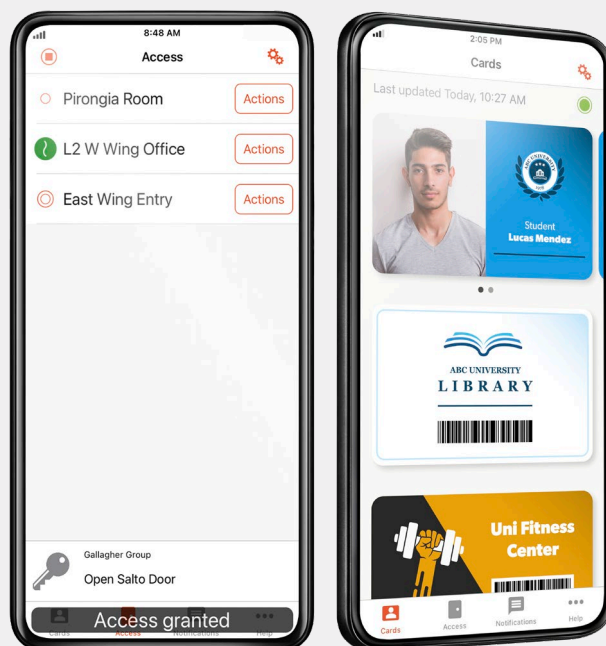
Mobile Connect App

Gallagher's Mobile Connect App allows you to use your mobile device like an access card. Harnessing the power of Bluetooth® wireless technology for iOS and Android phones, and NFC technology for Android phones, Mobile Connect interfaces directly with Gallagher's T-Series Multi Tech readers.

- Remove the need for a physical ID card with Mobile Connect Digital ID*
- Store access credentials and Digital IDs for multiple sites
- Eliminate the replacement cost of lost/stolen cards
- Remote provisioning allows access to be set up in advance of a user visiting a site
- Optional two-factor authentication for added security (Face ID, fingerprint, or PIN)
- Reduce expenses with a subscription that allows for credentials to be reissued and shared with other sites
- Configurable Bluetooth® read range at each Gallagher reader to suit your requirements
- Arm and disarm alarms using Bluetooth® Actions
- Activate heating, ventilation, air conditioning (HVAC) and lights using Bluetooth® Actions

- Request access at Gallagher, Salto BLE** and Aperio BLE*** readers
- Log on to alarm management terminals to perform alarm management functions.

*Requires Command Centre v8.40 or later **Requires Command Centre v8.10 or later
***Requires Command Centre v9 or later.



Notifications

Notifications is a feature of Command Centre that enables email, text or mobile notifications to be sent to cardholders (or their supervisors, and copied to individuals in configured roles). This feature allows:

- Alarm and event notifications to cardholders.
- Expiry notifications of cards or competencies.
- Scheduled event notification filters for targeted notification.
- Scheduled email generated for select reports.
- Broadcast Notifications to cardholders via email, text or mobile notifications (via Mobile Connect app). The contact list can be automatically generated based on pre-configured parameters, (e.g. cardholder location).
- Random Selection overdue notification, where an individual has not presented themselves for testing within a defined time period.

Visitor Management

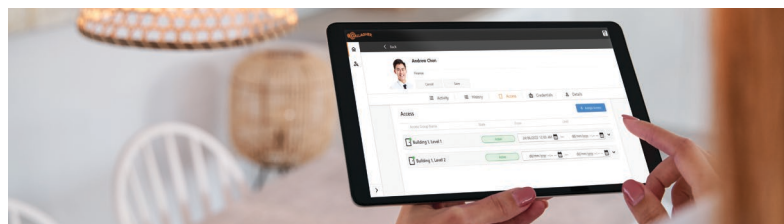
Visitor Management is a feature of Command Centre delivering extensive pre-registration and reception-based visitor management functions. This feature allows:

- 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.
- Mobile Connect credentials to be issued from Visitor Management reception client.
- Full communication with visitor management reception, pre-registration or kiosk clients via network services over TCP/IP.
- Quick identification of preregistered visitors via barcodes or QR codes.
- 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.

Challenge

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. This feature allows:

- 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 video management 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.



Command Centre Web

Command Centre Web* is the latest evolution in our suite of Command Centre products. It provides the flexibility and security to easily manage your site from anywhere with an internet connection whether that be a PC, tablet, or mobile phone.

Command Centre Web connects back to the site's on-premise server using the API Gateway and is secured with two-factor authentication using Gallagher Mobile Connect.

This solution will evolve with our customers' needs. The first module is Cardholder Management and allows cardholder admin to be undertaken without needing a full Command Centre workstation set up. Perfect for reception, public guard stations, and anyone else who may need to perform cardholder management tasks but does not need to do other security-related tasks such as alarm management.

The cardholder management module allows users to:

- View cardholder activity and history
- Manage cards and credentials (excluding printing/encoding cards)
- Create cardholders and manage cardholder access/assign access
- Update general personal data fields (PDFs).

*Requires Command Centre v8.80 or later

People management

Protect your people and assets with enhanced site monitoring and situational awareness, alarm management, effective perimeter security, advanced reporting and flexible mobile solutions, all controlled across multiple sites from one powerful platform.

- Design tailored screen layouts with support for multi-monitor workstations and the flexibility to include: Representation of items on site plans; live item status; detailed alarm instructions; recent event histories; integrated video or cardholder data.
- Site plans that allow for multi-level buildings and progressive disclosure.
- Monitor the status of items and respond to system events by performing overrides of access zones, alarm zones, doors or other items.
- Define macros which initiate a string of functions at the controller from a single action.
- Offline controller capability, system integrity is maintained even during loss of connection with primary servers.
- Review video footage associated with a site alarm or event with display of pre-event, during event and post-event footage.
- 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-factor), free access, etc.
- Entry and exit delays for intruder alarm zones.
- Dial up and TCP/IP support for off-site alarm monitoring.
- Communication between Command Centre and controllers using up to 256 bit AES* encryption; a recognized industry leading level of data protection.

* This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>)

Command Centre Mobile

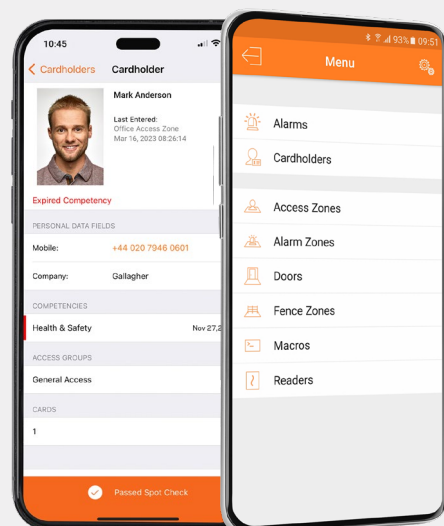
Designed for iPhone and Android, this elegant application provides a whole new way of interacting with Command Centre. Whether they are on site or off site, it allows operators to:

- 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 (iPhone only).
- Respond 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.
- Lockdown individual zones directly from the phone.
- Easily configure Bluetooth® wireless technology enabled

readers with our mobile configuration wizard.

- Scan QR and barcodes for quick information display on cardholder or asset.
- Move cardholders into access zones from a mobile device with Mobile Evacuation.
- Capture cardholder photos
- Read Mobile Connect, MIFARE Card Serial Number, and some card credentials natively*

*Reads DESFire and PIV cards (CHUID only). Requires v8.30 and an iPhone 7 or above (iOS 13 or above)



Ensure business continuity and operational flow through efficient management of workforce compliance and safety. Provide proof of compliance with accurate, timely auditing and reporting.

- Command Centre supports an unlimited number of cardholders, doors and fence zones, providing unrestricted expansion potential that enables the system to grow in line with your evolving operational needs.
- Efficiently and accurately check personnel at the door to ensure they are inducted, capable, qualified and compliant.
- Reduce administration time with easily customized, accurate and timely reporting.
- Empower your workforce to be proactive about upcoming expiries and prevent unnecessary lockouts using Command Centre's competency and card expiry notifications.
- Monitor and manage time-on-site for all visitors, employees and contractor cardholders.
- Identify where people are on site, particularly in hazardous or unsafe areas, using Command Centre's Tag Boards feature.

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.

Multi-Server

Command Centre 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.
- Supported structures include: peer-to-peer, hierarchical, and star.

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.



Building management

Create efficiencies through integration with building management systems to reduce energy costs, identify critical faults early, and support modern work environments.

- 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.
- Our REST APIs provide seamless integration with a variety of third party systems. REST APIs can be accessed via the Gallagher cloud API gateway (from v8.60) or directly via an on premise connection. Our REST APIs include:
 - Events and Alarms REST API
 - Cardholder REST API
 - Status REST API
 - Overrides REST API
 - Inbound events REST API
- Locker Management allows a site to manage locker access, automate allocation and ensure the best utilization of locker resources.
- Use Car Park Management to manage car park access, allocation, and occupancy.
- Use our BACnet integration to monitor and control BACnet devices from Command Centre.
- Lock or unlock doors and activate or deactivate room services (e.g. lighting or air conditioning) in response to a scheduled room booking with the Bookable Resource module.
- Our extensive range of mobile solutions deliver secure, user-friendly technology - from the flexibility of managing security from any location, to the convenience of using mobile devices as credentials.



Part Numbers

Gallagher Command Centre server options	
C201311	Command Centre
2A8957	Multi-Server

Software upgrades	
2A8943	Door Licenses
2A8067	Workstation Licenses
2A8272	Fence Zone License
2A8675	Z10 Tension Sensor License
2A8670	Disturbance Sensor License
C12816	Car Park Management (incl 100 car park spaces)
C12818	Car Park Extra Spaces Over 100 (in lots of 50)
C12780	Locker Management Solution

Third party	
2A8953	SALTO Integration Licenses
2A8995	Aperio Integration Licenses
2A8951	IDEMIA Reader Licenses
2A08901	Schlage AD Series Reader Integration License (US only)
2A08903	Schlage Allegion ENGAGE

System interfaces	
C12772	Alarms and Events REST API
C12820	Inbound Events REST API
C12812	Overrides REST API
C12784	Cardholder REST API
C12810	Status REST API
2A8982	ASCII Text interface
2A8980	SNMP Interface
2A8962	Enterprise Data Import Interface - CSV Auto
C12732	Video Viewer SDK

Gallagher PIV Solution	
C201611	PIV Command Centre - License
2A8500	PIV Door License

Visitor & Card Management	
2A8955	Visitor Management License (this is a pre-requisite to 2A8681)
2A8681	Visitor Management Self Registration Kiosk
C12716	Acuant OCR Scanner Interface
2A8071	Photo ID & Encoding License

Compliance	
2A8959	Competencies License
C12565	Tag Board License
C12824	Random Selection
C12599	Cardholder Display License
C12673	Alcolizer License
C12597	Quick Print Labelling License
C12639	Regulated Zones License

Mobile Solutions	
2A8559	Command Centre Mobile License
2A8568	Mobile Evacuation License
2A8561	Mobile Access Feature
2A8570	Mobile Connect Credential

Other Licenses	
C12625	Booking Interface
C12705	Workstation Routing License
C12689	BACnet License
C12617	Active Directory Single Sign On
C12738	Active Directory Cardholder Synchronization
C12718	BACnet 200 Objects
2A8274	Ademco 685 Plug-In
C12893	Bulk Configuration Tool
C12891	SIP Intercom Integration
C12895	Okta Synchronization

Technical specifications

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 Server 2016/2019/2022, Windows 10 Pro/Enterprise, Windows 11 Pro/Enterprise (64 bit only)
	Workstation	Windows 10 Pro/Enterprise, Windows 11 Pro/Enterprise
	Command Centre Mobile	iOS 12 or later. Android 6.0 or later.
Database platform	Microsoft® SQL Server	2016/Ex SP2, 2017/Ex, 2019/Ex or 2022/Ex
Configured workstations	Recommended maximum per server	300 max ¹
Operator authorization level	Fully configurable for each operator	
Configured operators	Max. number of configured operators	Unlimited
Gallagher Controllers 6000 and 7000	Recommended maximum per server	Up to 10,000 (total of both)
	Field Devices	See Controller datasheet
Number of cardholders	Command Centre	Limited by license
Event database	Command Centre	Unlimited ²
Card issue levels	15	
Maximum access controlled doors	100,000	
Access control zones	Max. number of access controlled zones	200,000
Controlled outputs	Max. number of relays	2,560,000
Alarm inputs	Max. number of inputs	2,560,000
Elevator control - low level	Maximum of 4 elevator cars (each with up to 75 levels) per Gallagher Controller	
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	

¹ Maximum number dependant on relevant SQL database limits

² Higher event rate will impact performance

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 behavior, please contact our professional services.

Technical specifications

Gallagher Visitor Management

Workstation Client Operating System	Windows 10 Pro/Enterprise, Windows 11 Pro/Enterprise
Printer Support	Microsoft® Windows®, Dymo label printers

Visitor Management Kiosk: Minimum System Requirements

Processor	Intel Core i3 processor or equivalent
Memory	4GB
Operating System	Windows 10 Pro/Enterprise, Windows 11 Pro/Enterprise
USB Ports	3 or more (for optional printer, camera, business card scanner)
Supported passport, drivers license 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

© 2018 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

181 Kahikatea Drive, Melville, Hamilton 3204
New Zealand

Phone +64 7 838 9800
Email security@gallagher.com



Regional Offices

Americas	+1 877 560 6308
Asia	+852 2946 9641
Australia	+61 3 9308 7722
India	+91 98 458 92920
Middle East	+971 4 566 5834
South Africa	+27 11 974 4740
United Kingdom / Europe	+44 2476 64 1234

Disclaimer

Please note that information contained in this document is intended for general information only. While every effort has been taken to ensure accuracy as at the date of the document, there may be errors or inaccuracies and specific details may be subject to change without notice. Copyright © Gallagher Group Limited.

3E1341 - 11/23