



# Updating

## Gallagher Software Maintenance

Harness the full power of Command Centre with Gallagher Software Maintenance

### Discover the value of Software Maintenance

Gallagher Software Maintenance offers a suite of plans to ensure your system stays up-to-date with the very latest in security innovations, giving you the ability harness the full power of Command Centre.

#### Reduce your risk

Software Maintenance ensures you always have access to the most cyber-secure version of Command Centre. Cyber threats are constantly evolving; reduce your cyber risk by always having the most up to date version of Command Centre.

#### Be ahead of the curve

Be ahead of the curve with access to all the latest features, updates, and bug fixes. We reinvest 15% of revenue in Research and Development every single year, continuously developing features that enhance your security and system performance, and help ensure that you are compliant with the latest standards and regulations.

#### No hidden costs

With Software Maintenance there are no unplanned or hidden costs, all your Command Centre costs are budgeted for ensuring controlled expenditure with tailored agreements.

*\*Exclusions to customizations, integrations, and Mobile Connect credentials may apply*

### Which of our plans is right for your business?

Choose the plan that's the bestfit for you and your business. When you first purchase a new site license, you'll automatically get one complimentary year on our Standard Plan\*. Following this, or if you wish to upgrade your plan, you can choose from the following plans:

#### Standard

Our standard Software Maintenance plan gives you access to regular software upgrades throughout the year. Enhance your system's performance and prevent obsolescence with access to the latest software when it becomes available. The Standard plan is renewed on an annual basis.

#### Fixed

Our Fixed Software Maintenance plan provides all the benefits of the Standard plan, with the assurance of a fixed price for a period of three or five years, regardless of the growth your business has incurred\*.

#### Enterprise

Our gold standard in Software Maintenance. An Enterprise plan offers unlimited Command Centre software across multiple sites, all expansions, and core optional features\*, plus the benefits of our Standard plan. An Enterprise plan also includes a wide range of licensed features, all for a fixed price and agreed period.

If our set plans don't meet your unique requirements, our team can tailor a Software Maintenance Plan specifically to your business needs and site.

# Frequently Asked Questions

## What is Software Maintenance?

Software Maintenance is a suite of plans that ensure your security system stays up-to-date with the latest security innovations.

## How does Software Maintenance make my business more efficient?

Software Maintenance ensures you receive every one of Gallagher's regular software updates. Each update adds to the quality and performance of your security system, with benefits including: ongoing protection against cyber threats, continued compliance with Government standards and the ability to take control of your expenses.

## How does Software Maintenance work?

Your first year of Software Maintenance is complimentary\* with the purchase of your site license. Following this renewal is optional and an annual fee is payable. When a new version of Gallagher Command Centre is released, both you and your Gallagher Certified Channel Partner will be notified. Your channel partner will then make contact with you to discuss the upgrade.

## How do I budget for Software Maintenance?

The cost is calculated based on a percentage of your total Command Centre license. Software Maintenance is often a requirement in meeting your IT risk register. As Command Centre runs on your network, the cost could be shared with IT or another department.

## When does Software Maintenance commence?

Your Software Maintenance plan starts on the date your license is issued to your Gallagher Certified Channel Partner (unless agreed otherwise).

## What renewal or expiry notifications will I receive?

60 days prior to expiry, your Gallagher Certified Channel Partner will receive a quote from Gallagher for the renewal of your Software Maintenance plan. There will be other notifications to both you (the primary contact) and your channel partner until approximately 120 days after expiration.

## What happens if my Software Maintenance expires?

If your Software Maintenance expires you will no longer have access to regular software updates that protect your system from ever-evolving cyber threats, as well as improve the performance of your security system.

## Are there limitations to Software Maintenance?

Software Maintenance provides software only. It does not include service and installation costs, customizations, credentials or incremental updates of third-party systems in our integrations. Your Gallagher Certified Channel Partner will advise you of additional fees that may be payable.

If you're making changes to a third-party system that is integrated with Gallagher Command Centre, please check with your Gallagher Certified Channel Partner or Gallagher representative in advance.

## How do I register for Software Maintenance?

New sites – you are automatically registered when you purchase your site license.

Existing sites – contact your Gallagher Certified Channel Partner or Gallagher representative.

## If I have questions about Software Maintenance, who can I contact?

Your Gallagher Certified Channel Partner or Gallagher representative can answer any questions you may have and provide you with a copy of the Software Maintenance Terms and Conditions.

\*Exclusions to customizations, integrations and Mobile Connect credentials may apply

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