



# Technology Partner Program

Engagement Plan

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## 1 Purpose

Gallagher Security is committed to building strong, collaborative relationships with Technology Partners that drive innovation, deliver high-quality integrations with Command Centre, and create mutual value.

This engagement plan outlines how we work with you throughout the entire lifecycle of our partnership.

## 2 Our Engagement Approach

We believe in transparency, responsiveness, and strategic alignment. Here's how we engage with our Technology Partners at each stage:

### 2.1 Initial Contact and Discovery

We begin by understanding your solution and exploring strategic fit.

- We respond promptly to expressions of interest via email, LinkedIn, or our website.
- Introductory calls are scheduled to help us understand your solution, market positioning, and integration potential.
- We assess alignment with Gallagher's strategic goals and customer needs.

### 2.2 Onboarding & Enablement

We equip you with the tools and guidance to begin your integration development efficiently.

- You'll receive a welcome email with onboarding documentation and access to our Technology Partner Portal.
- We provide the demo license and test equipment (if needed).
- Our team is available to guide you in setting up Command Centre and accessing technical resources.

### 2.3 Development & Integration Support

This stage ensures you are supported through the development of your integration and to ensure that it meets Gallagher's technical and market-readiness standards.

- Monthly technical check-ins are conducted to help track progress and address challenges.
- You'll have access to our REST APIs, documentation, and feedback channels.
- We provide your integration licensing token and development resources.

### 2.4 Technical Demonstration & Integration Validation

Demonstrate how your solution integrates with Command Centre and delivers value to our mutual customers.

- You'll lead a live demo showcasing key integration elements such as authentication flows, API handling, data exchange, and any middleware or cloud components.
- Together, we'll review real-world use cases and confirm that data handling meets Gallagher's security standards.

## 2.5 Endorsement & Market Launch

Once validated, your solution is formally recognized as Gallagher-approved and promoted within the relevant markets.

- We work with you to complete the Endorsement Template.
- Your solution is added to the relevant Gallagher pricelists and published on our website.
- We collaborate on marketing efforts to increase visibility and credibility.

## 2.6 Ongoing Collaboration

This stage maintains our momentum, deepens our partnership, and identifies new opportunities for innovation and growth.

- Strategic reviews are scheduled with your team 3 months after a new Command Centre version is released, and every 6 months thereafter, to evaluate integration performance and customer adoption.
- Joint marketing initiatives are available for you such as webinars, case studies, and LinkedIn features.
- Feedback loops are scheduled to align roadmaps and improve integration quality.
- You'll receive early access to new APIs and deeper integration opportunities.

# 3 Engagement Channels

At Gallagher, we believe that strong partnerships are built on clear, consistent, and responsive communication. That's why we offer multiple channels to stay connected with you throughout the partnership lifecycle:

## 3.1 Email and Technology Partner Portal

This is our primary channel for day-to-day communication, including onboarding, license updates, integration support, and general queries. You'll hear from us regularly to ensure you're informed and supported at every stage. You will also have access to our Technology Partner Portal, which is your central hub for all technical resources.

## 3.2 Video Calls for Discovery & Reviews

Once your solution is endorsed, we work with you to increase visibility through a dedicated product page on the Gallagher Security website, social media features (especially LinkedIn), case studies, and participation in our Technology Partner Webinar Series.

## 3.3 Marketing Collaboration

Once your solution is endorsed, we work with you to increase visibility through a dedicated product page on the Gallagher Security website, social media features (especially LinkedIn), case studies, and participation in our Technology Partner Webinar Series.

## 3.4 Strategic Reviews and Feedback

We conduct regular check-ins to review performance, adoption, and explore deeper integration opportunities. We also welcome your feedback on our APIs, documentation, and support experience. Your insights help us improve the Technology Partner experience.

## 4 Let's Build Together

We value your innovation and expertise. Our goal is to make your experience with Gallagher seamless, productive, and rewarding. Whether you're just starting or already endorsed, we're here to support your journey.



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