

NATIONAL CIVIL RIGHTS MUSEUM

AT THE LORRAINE MOTEL



Protecting History, Securing the Future

Gallagher Security at the
National Civil Rights Museum



security.gallagher.com



“

Gallagher stood out. For us, it was like the Cadillac of systems in terms of ease of use, implementation, and cost-effectiveness. It covered all the bases we needed and made it easier for our internal users to feel comfortable using the system.

”

Henry Fields, National Civil Rights Museum

In Memphis, Tennessee, a historic site of Civil Rights protects the legacy of a great man, and a powerful movement.

Built onto the back of the historic Lorraine Motel, the site where Dr. Martin Luther King Jr. was assassinated in 1968, the National Civil Rights Museum is one of the most significant and sacred cultural institutions in the United States. Preserving this heritage site demands more than commitment; it demands the right tools. Gallagher Security is proud to play a role in protecting this landmark and the important history it holds.

A Mission That Cannot Wait

The National Civil Rights Museum, opened in 1991, charts the American Civil Rights Movement and tells the ongoing story of the pursuit of human rights. Located at the Lorraine Motel, the museum offers visitors an immersive journey through history, welcoming approximately 90,000 student visits annually and hosting exhibitions that span from the earliest chapters of the civil rights movement through events that continue to unfold today.

“The National Civil Rights Museum preserves the legacy of Dr. Martin Luther King,” explains Henry Fields, Director of Information and Technology Operations. “We chronicle the American Civil Rights Movement and tell the story of the early struggles for human rights. History is being made daily. What is news today becomes history tomorrow, and this is a whole historical effort.”

With powerful exhibits, artifacts, photographs, and historical items of profound national importance on site, maintaining the integrity of every access point and securing the safety of the people protecting this collection is essential.

Safeguarding History

Protecting a site so significant called for a system that could rise to the responsibility. Before Gallagher, the museum relied on an access control system that placed considerable technical burden on staff. The previous platform required a high level of expertise to configure and maintain, demanding effort that non-technical team members across HR, facilities, and operations simply couldn't sustain without specialized support.

“The previous security system required a higher level of technical expertise,” says Henry. “It took more effort from our staff to develop and maintain, including setting up equipment.”

The museum had also experienced a security incident in which vandalism occurred on-site, with someone scaling the perimeter and damaging property. This event accelerated the need for a more proactive security posture.

The team needed a comprehensive system that enabled lockdown capability, perimeter alerts and camera integration; all while remaining accessible to staff who weren't security specialists.



The Cadillac of Systems

After evaluating options through their primary vendor relationship, the museum team landed on Gallagher Security. The verdict was clear.

“Gallagher stood out. For us, it was like the Cadillac of systems in terms of ease of use, implementation, and cost-effectiveness,” says Henry. “It had built-in features we could easily enable, whereas the previous system required a lot of customization. That was a challenge we no longer had to face.”

Gallagher Command Centre was implemented across the three-building campus, which includes the historic Lorraine Motel, the main museum structure, and the newly opened Legacy Building.

Comprehensive, not Complex

Every requirement had to be met, without added complexity for the people using it daily. Gallagher Command Centre runs across the museum’s site, managing 33 active access points and supporting the daily movements of around 75 staff members, alongside approximately 15 contractors including HVAC technicians, security personnel, and janitorial staff. Access is tiered across four levels, administrative, operations, retail, and finance, ensuring people only enter the spaces relevant to their role. Permanent staff use badge credentials, while temporary workers are issued keypad codes, removing the cost and logistics of additional hardware.

From within Command Centre, staff can pull up a live map of every door across the property and monitor status at a glance. Scheduled locking and unlocking means the system adapts automatically to operating hours and special events, without manual intervention. When something does require attention, a site-wide lockdown can be triggered instantly, securing every door and activating visual indicators across the campus simultaneously.

When an alert is raised at an access point, the team uses Command Centre to identify the exact time and access data, then cross-references that with footage from the museum’s existing Milestone camera system. What was previously a complex, time-consuming process is now straightforward. Perimeter security is reinforced after hours through Photoelectric Beams (PEBs), generating alerts should anyone approach the boundary of the site.



Proactive Protection

The shift to Gallagher has delivered tangible results across the museum's day-to-day security operations and beyond.

When the museum recently renovated its facilities and opened the Legacy Building, a newly transformed space housing immersive galleries that examine civil rights history and its continued relevance today, implementing Gallagher made the transition measurably smoother. Equipment configuration was faster, and staff adapted quickly, a stark contrast to previous renovation cycles. The Legacy Building's outdoor terrace allows free movement during open hours but requires badge access after closing, managed seamlessly within Gallagher's scheduling and access control framework.

For contractors, the move from physical keys to credential-based access has reduced lost-key incidents. For temporary workers, simple keypad codes maintain security without the overhead of additional badge management.

Henry describes the museum's security philosophy simply: "We view security as proactive, not just reactive."

That proactive approach extends to how staff and visitors experience the space. While most visitors may not consciously register the access control infrastructure, they respond to the cues it creates controlled entry points, visual indicators, and the assurance of a well-managed environment.

A Partnership Built on Support

Beyond the technology itself, the museum's team has valued the relationship with Gallagher's support team.

"The Gallagher support team has been very responsive," says Henry. "They take the time to understand our needs and help us get the most out of the system. Combined with how easy it is to use, it's been a great fit for us as an organization."

The implementation was delivered in partnership with Cyber Technology Security, whose local expertise helped bring the system to life across the museum's three-building campus.

The museum is also positioned to expand its Gallagher implementation further, including deeper integration with the Milestone camera system, as its security program continues to mature.

Gallagher Security is honored to support the mission of the National Civil Rights Museum.

“ We can view maps of all doors across the campus and monitor their status in real time. We also have a lockdown feature that can secure all doors and trigger visual indicators. It's much easier to implement and follow procedures. **”**

Henry Fields, National Civil Rights Museum



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.



Talk to us today

Join us on [in](#) [v](#) [f](#) [X](#)

security.gallagher.com