

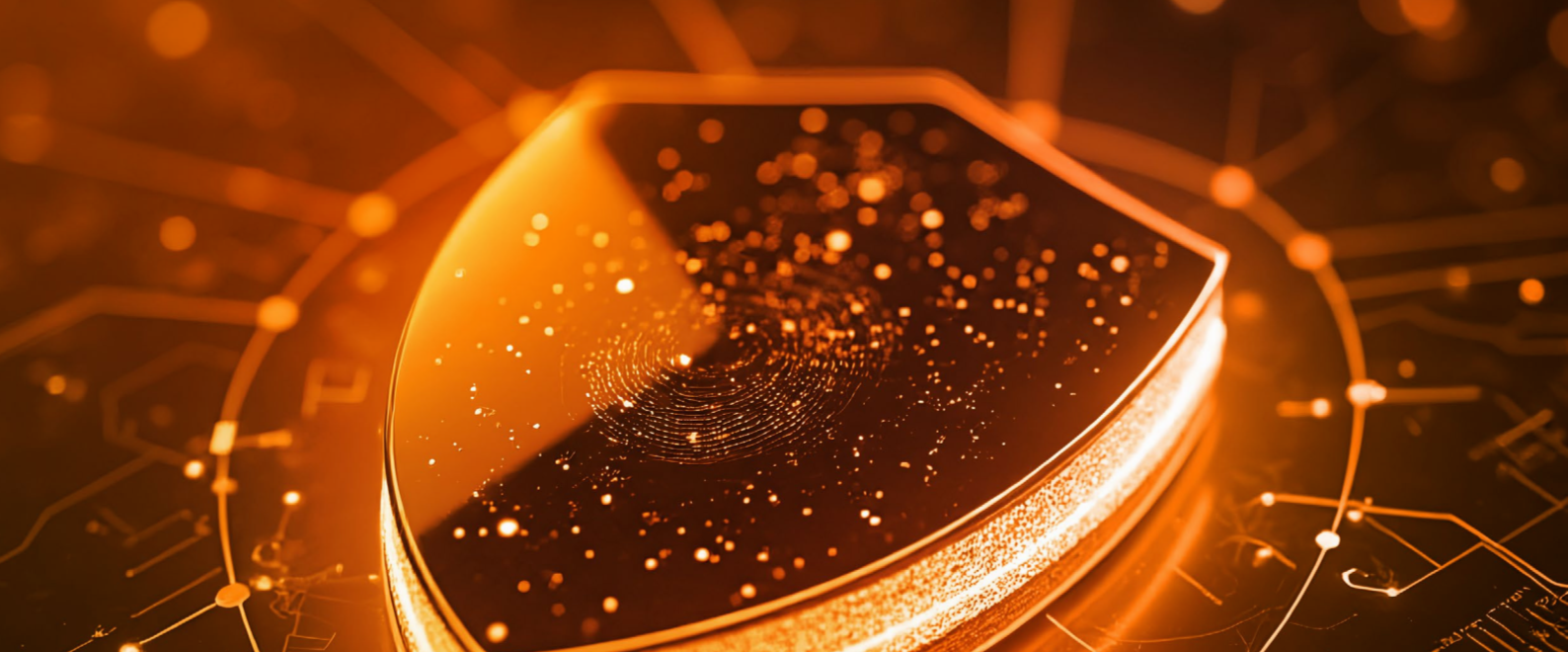


Solid Security x Gallagher SMB

In small-business security, complexity costs.



security.gallagher.com



Since November 2025, Solid Security has been installing Gallagher's SMB solution as a way to solve a problem that had followed the company into every small/medium-business quote: how do you offer a serious security system to a customer who doesn't want, or need, to become a security expert to use it?

For 15 years, Solid Security has partnered with Gallagher Security protecting critical infrastructure, utilities, corrections facilities, enterprise commercial properties, and industrial operations. That track record made Solid Security a natural fit to bring Gallagher's SMB solution to a wide range of customers seeking strong but user-friendly security.

Big security for small spaces

Built for small to medium businesses, Gallagher SMB is a cloud-based solution designed to make security simple. With no complex setup and no servers required, the system manages alarms, access points, and users from a single desktop or mobile app. Site owners can arm or disarm remotely, add or remove users, oversee multiple locations, and manage third-party guarding requests, all from their phone.

"It solves the issue of a small or non-technical customer choosing between an advanced software system they do not understand, and a basic, disjointed system of a 3rd party keypad and 3rd party alarm monitoring," explains Tom O'Brien, Owner of Solid Security. Before SMB, when End Users wanted a user-friendly app, the only alternative Gallagher offered was Command Centre, powerful, but often more system than a small business needed. SMB was the solve: the same market-leading protection, without the complexity.

"Some get overwhelmed by all the bells and whistles. They'd prefer you to tell them what the system does and how it works," Tom says. That ease of use, for the Solid Security team and the End User, is a win-win.

Solving the patchwork problem

Before SMB, Solid Security's small-business customers were typically piecing together a patchwork of services: an alarm-monitoring company with no visibility into how their access control system actually worked, paired with a third-party product for arming and disarming that offered little in the way of features or customization. It worked, technically. Yet it never felt like one user-friendly system.

SMB closed that gap, and according to Tom, it's also what closes deals today. "The app, management from their phone, creates a total solution," he says.

And that system, crucially, offers SMB customers flexibility. "[SMB] is a low-risk way of solving the basic immediate issue of intrusion detection, and if you decide you need more features or larger expansion, upscaling to Command Centre is easy to accomplish from SMB", explains Tom. The End User isn't just buying a solution; they're buying room to grow.



Proven in the field

One recent deployment illustrates the shift. One of Solid Security's national customer's IT department had been struggling to keep pace with its installation schedule, with each new site requiring roughly four weeks' notice just to open the necessary ports and prepare the network. At one point, the customer moved to an AWS server to manage the load, at a cost of \$1,000 per month.

When Solid Security offered the SMB alternative, the customer adopted it immediately. IT no longer needs to be involved in day-to-day operations, and site managers can now handle the system directly from their phones, cutting the man-hours required to keep it running and removing the four-week wait entirely. Since set up, James, Senior Project Manager and Systems Engineer at Solid Security, reports the End User has saved approximately \$100,000 in just 10 months.

Beyond cost-savings, James highlights another key benefit for their customers: after-hours access. A site manager can text a one-time code straight from the app instead of relaying it over the phone, then delete it once the contractor or cleaning crew has left. For Solid Security's auto auction customers, where trucks sometimes show up overnight with no one there to let them in, that means drivers no longer sit in the parking lot until morning - keeping operations moving.

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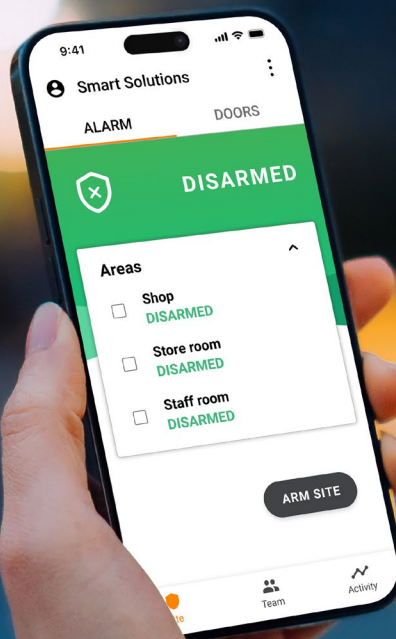
Tom O'Brien, Solid Security

Partners from fence to front door

Dedicated to results for well over a decade, Tom reflects on the shared values that make the Gallagher and Solid Security partnership so strong. "It has always been about helping customers get the right solution and making sure the job gets done the right way the first time. We are proud of the relationship we have built with Gallagher over the past 15 years."

Behind the product itself, Tom points to the support from Gallagher as a key part of the SMB rollout going smoothly. "Gallagher has been exceptionally accessible and knowledgeable as we started learning the new system," he says. When Solid Security has raised functionality requests, the turnaround was fast: on one occasion, a request raised with their Gallagher BDM reached their Head Office development team within hours.

Whether large scale perimeter project or small business install, the partnership, you could say, is Solid.



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07/2026