



# Command Centre Web Subscriptions



[security.gallagher.com](https://security.gallagher.com)

**Security**

Command Centre Web provides the flexibility and security to easily manage your site from anywhere with an internet connection, without the need to set up or install a full Command Centre workstation.

From Command Centre v9.10 (May 2024) Command Centre Web is provided as an annual subscription, with a license allocated per user. Users only pay for what they need, with Cardholder Management the first available subscription package.

## Subscription Packages

### Cardholder Management



Package includes:

- Creating new cardholders
- Manage cards and credentials
- Manage cardholder access
- Update personal data fields
- Cardholder activity and history

Available with Command Centre v9.10, May 2024

### Planned Future Packages\*



Control and Monitoring



System Configuration

Dates available to be confirmed. \*Subject to change

### Only pay for what you need

Most security system users utilize just the basic functionality. With a dedicated set of functions, pay only for what your users really need in their daily work.

### Subscription

Command Centre Web users will benefit from Gallagher support, maintenance, and regular improvements as a cloud-based service. As such, the service charge is subscription based and requires regular renewal.

## Payment cycles

To simplify the model the service will initially be offered as an annual subscription. As it is used by more of our customers, we will look to introduce support for other payment cycles e.g. quarterly or monthly.

## Flexibility

You can decide to opt in and increase the number of users of the service at any given payment cycle.

## FAQs

### Does it support concurrent connection logins?

No. Licenses are allocated to individual operators.

### Can I test Command Centre Web for free?

Yes. You can test Command Centre Web free of charge for 90 days, with up to 20 users.

After 90 days all the trial users will lose access to Command Centre Web. If you'd like to keep using the service, contact your Channel Partner and ask to be subscribed.

### Is Command Centre Web part of Gallagher Care Plan?

No. Command Centre Web is independent of Gallagher Care Plan and Software Maintenance Agreement (SMA). While an active Software Maintenance Agreement is one of the prerequisites to using the web service, customers can opt out of using Command Centre Web at any payment cycle but keep their Care Plan active. Command Centre Web is an optional value-added service independent of the Care Plan.

### I don't have an active Software Maintenance Agreement. Can I use Command Centre Web?

Since Command Centre Web connects to the customer's on-premise server, it is recommended customers run one of the latest system versions. While Command Centre Web is backwards compatible to Command Centre v8.80, to provide the best possible experience it is required that customers have an active Software Maintenance Agreement and run one of the latest versions of our system.

### What happens when my Software Maintenance Agreement expires and I don't renew it?

When your Software Maintenance Agreement expires, you can no longer choose to use Command Centre Web. We allow for a 30 day grace period. After this grace period, you lose access to Command Centre Web.

### What is the subscription renewal price?

The Command Centre Web Cardholder Management renewal price can be found in the latest Gallagher Access Control pricelist (Part No. C16051). Prices are subject to change.

## Available to customers with a Gallagher Software Maintenance Agreement

The cloud-based service connects to customer data stored on the on-premise server. While Command Centre Web is backwards compatible and will continue to benefit from regular updates, to provide the best possible experience we also require customers to have an active Software Maintenance Agreement (SMA) and run one of the latest Command Centre versions.

### Will this be billed on a separate invoice?

No. At this point the subscription will be aligned with the Software Maintenance Agreement date and be combined into the same invoice.

### What functions does the subscription cover?

The subscription covers access to the Cardholder Management set of functions within Command Centre Web. As the Cardholder Management functions are improved and enriched, subscribed customers will benefit from all the updates to the package.

Functions related to other areas of the product, such as alarms, will be part of separate subscription packages. There may also be some common functions available in all packages.

The functionality we include in each subscription package is subject to our users' needs and market feedback.

### What happens when the Command Centre Web subscription expires and I don't renew it?

When your Command Centre Web subscription expires, we allow for a 30 day grace period. After this grace period, you will lose access to Command Centre Web.

### Will I be notified when the subscription is expiring?

As your subscription nears the expiry date, we will raise events in Command Centre, as well as notify users when they log into Command Centre Web.

In addition, if you have provided an email address in the Licensing Portal, we will also send you email notifications.

### Can I opt out of using this service?

You can opt out of using Command Centre Web; however, the change will only come into effect from the next payment cycle.

### I'm currently using the Early Access version of Command Centre Web. What happens to this?

At this stage, you can continue using the early release version of Command Centre Web on the trial basis, without needing to purchase a subscription. However, you may find that new features will only be available to those running the latest version of Command Centre with an active subscription.

### Gallagher World Headquarters

181 Kahikatea Drive, Melville, Hamilton 3204  
New Zealand

Phone +64 7 838 9800

Email [security@gallagher.com](mailto: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

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