Command Centre
Site management software

security.gallagher.com
Keep people safe with intelligent access control management, powerful emergency response capabilities, mobile access solutions and simple, effective cardholder and credential management.

- Import cardholder data, photos and access rights from third party systems using the Cardholder REST API, Enterprise Data Interface or Microsoft® Active Directory.
- Perform bulk updates of cardholder information, such as a change in department using Bulk Change.
- Protect employees working in hazardous zones by monitoring and restricting their time in zone using Regulated Zones.
- Automatically notify interested people of events or alarms as they occur, via email, SMS or mobile notification using Notifications.
- Lockdown areas in response to a threat or emergency situation.
- Challenge allows you to confirm and control the identity of a person passing through a nominated door via visual comparison of a cardholder image against a live or video image.
- View cardholders located within selected areas.
- Manage and assign privileges to operators using Operator Groups.
- Use Access Groups to assign access rights based on the type of day, time of day, area being accessed, validity of the cardholder credential, and the competencies (training, licenses, inductions or medical clearances) the cardholder possesses. Access changes are immediately and automatically downloaded to the controllers.
- Manage cardholder details, view recent cardholder events from the user interface, and track card replacement history.
- Design card layouts, and print and encode photo ID cards.
- Find cardholders in the system via access card presentation, text entry or multi-statement search criteria.
- Integrate intranet, web or network based cardholder information directly to Command Centre using the URL tile.
- Reserve workstation licenses for privileged operators using Licensing Groups.

Mobile Connect

Gallagher’s Mobile Connect app allows you to use a mobile device just like an access card at Gallagher and Salto BLE® readers. Harnessing the power of Bluetooth® wireless technology, Mobile Connect software interfaces directly with Gallagher Command Centre, resulting in a highly secure access credential.

- Store access credentials for multiple sites.
- Eliminate the replacement cost of lost/stolen cards.
- Remote provisioning allows access to be set up in advance of a user visiting a site.
- Optional two-factor authentication for added security (PIN or fingerprint).
- Reduce expenses with a subscription that allows for reissued credentials.
- Open doors and use long-range readers to access car parks.
- Arm and disarm alarms with triggered actions.
- Activate heating, ventilation, air conditioning (HVAC) and lights.

*Requires Command Centre v8.10 or later
Challenge

Challenge enables an operator to double-check a cardholder’s identity at a door. The operator can compare the cardholder’s image record with that of the video footage at the door. This feature allows:

- Specific information for display to the operator via an inbuilt screen designer.
- Flexible queue management of challenge events across single or multiple workstations.
- Communication with the cardholder about any upcoming card or competency expiries.
- Integration with third party video management systems.
- View-only Challenge - presenting information about cardholder’s badging at the door for an operator to see on a view-only basis.
- Controlled Challenge – requiring the operator to grant or deny access based on the verified identity of the cardholder.

Notifications

Notifications is a feature of Command Centre that enables email, text or mobile notifications to be sent to cardholders (or their supervisors). This feature allows:

- Alarm and event notifications to cardholders.
- Expiry notifications of cards or competencies.
- Scheduled event notification filters for targeted notification.
- Scheduled email generated for select reports.
- Broadcast Notifications to cardholders via email, text or mobile notifications (via Mobile Connect app). The contact list can be automatically generated based on pre-configured parameters, (e.g. cardholder location).

Visitor Management

Visitor Management is a feature of Command Centre delivering extensive pre-registration and reception-based visitor management functions. This feature allows:

- Sites to share host, visit and visitor configuration so that visitors arriving on-site can be managed from either a reception workstation or a kiosk.
- Automatic removal of access on visit completion or when a visitor badges their card at an off-site reader.
- Customizable sign-in process to allow greater flexibility in the visitor experience.
- Full communication with visitor management reception, pre-registration or kiosk clients via network services over TCP/IP.
- Quick identification of preregistered visitors via barcodes.
- Remote, single-click client deployment and automatic client updates reducing installer time as they no longer need to visit each workstation.
- A comprehensive audit trial of all visitor management events, including receptionist actions, visitor pre-registration, escort, host and visitor actions are securely maintained at the Command Centre server.
- Notification to the host or escort via email or SMS when a visitor arrives on a visit.
Protect your people and assets with enhanced site monitoring and situational awareness, alarm management, effective perimeter security, advanced reporting and flexible mobile solutions, all controlled across multiple sites from one powerful platform.

- Design tailored screen layouts with support for multi-monitor workstations and the flexibility to include: Representation of items on site plans; live item status; detailed alarm instructions; recent event histories; integrated video or cardholder data.
- Site plans that allow for multi-level buildings and progressive disclosure.
- Monitor the status of items and respond to system events by performing overrides of access zones, alarm zones, doors or other items.
- Define macros which initiate a string of functions at the controller from a single action.
- Offline controller capability, system integrity is maintained even during loss of connection with primary servers.
- Review video footage associated with a site alarm or event with display of pre-event, during event and post-event footage.
- Schedules to automate access and alarm state changes. The access mode for a door can be configured for card only, card plus PIN, dual access (two-factor), free access, etc.
- Entry and exit delays for intruder alarm zones.
- Dial up and TCP/IP support for off-site alarm monitoring.
- Communication between Command Centre and controllers using up to 256 bit AES encryption; a recognized industry leading level of data protection.

Command Centre Mobile

Designed for iPhone and Android, this elegant application provides a whole new way of interacting with the Command Centre solution, it allows operators to:

- Become more mobile and guards can spend more time out on patrol than in the control room.
- Manage alarms and perform common overrides away from the control room.
- Challenge cardholders with the Spot Check feature, to tell at a glance if a person is authorized to be in a location, including the ability to record the reason for a fail, the location detail, and to disable the card, preventing further use.
- Manage temporary entry/exit points with the Mobile Access feature, allowing secure access control anywhere on site (iPhone only).
- Respond to open door requests from anywhere on site.
- Remote monitoring the status of Access Zones, Alarm Zones, Fence Zones and Doors.
- Access relevant incident details remotely and add notes regarding an alert for control room oversight.
- Trigger pre-configured macros.
- Lockdown individual zones directly from the phone.
- Easily configure Bluetooth® wireless technology enabled readers with our mobile configuration wizard.
- Scan QR and Barcode for quick information display on cardholder or asset.
Ensure business continuity and operational flow through efficient management of workforce compliance and safety. Provide proof of compliance with accurate, timely auditing and reporting.

- Command Centre supports an unlimited number of cardholders, doors and fence zones, providing unrestricted expansion potential that enables the system to grow in line with your evolving operational needs.
- Efficiently and accurately check personnel at the door to ensure they are inducted, capable, qualified and compliant.
- Reduce administration time with easily customized, accurate and timely reporting.
- Empower your workforce to be proactive about upcoming expiries and prevent unnecessary lockouts using Command Centre’s competency and card expiry notifications.
- Monitor and manage time-on-site for all visitors, employees and contractor cardholders.
- Identify where people are on site, particularly in hazardous or unsafe areas, using Command Centre’s Tag Boards feature.

**Multi-Server**

Comand Centre Multi-Server is a significant feature of the Gallagher system architecture and it supports:

- Peer-to-peer communication between multiple servers in a distributed environment.
- Sharing of cardholder details and access rights automatically between multiple sites separated by large geographical distances.
- Provision of cross site operational cover for alarm management, system monitoring or control and activity reporting.
- Running of evacuation reports from a remote server with the last known location of cardholders at the site in the event of a disaster.

**Reporting**

Command Centre provides a comprehensive range of report options and features including the ability to:

- Retrieve and report on a variety of stored information including events, cardholders and their access, cardholders and their location, historical card states, site items or exception reporting.
- Report on events from an individual server or events aggregated from multiple servers within a multi-server network.
- Configure reports to run on a repeating schedule or in response to events such as a fire alarm.
- Email reports from a schedule or directly from the user interface.
- View additional reports, including evacuation (also visitor data when used with visitor management functionality), access, time, and contextual reporting.
- Access reports easily through a ‘find reports’ viewer or ‘favourites’ list within an application tab.
- Configure cardholder reports including page layout, file output type (.doc, .xls, .pdf, or .csv) filters within the report, and more.
- Perform expanded report filter operations using parameters such as competency status, card type, or cardholders last entered zone.

**Guard Tours**

Guard Tours enable the configuration, live operation and reporting of on-site guard tours. Guard Tour functionality provides:

- Checkpoints, either by input, output, doors, logic blocks or integrated system items.
- Tour reports, showing when the checkpoints were arrived at, and what personnel were involved.
- Live operation of a guard tour, a control room operator manages the live implementation of a tour.
- Tour alarms that can be configured to trigger if the checkpoint is arrived at too early, too late, or in the wrong order.
Create efficiencies through integration with building management systems to reduce energy costs, identify critical faults early, and support modern work environments.

- **Integrate seamlessly** with a variety of third party systems including biometric readers, long range readers, offline or wireless readers, alarm systems, video, intercom, elevator systems or HR systems.

- Our **REST APIs** provide seamless integration with a variety of third party systems. Our REST APIs include:
  - Events and Alarms REST API
  - Cardholder REST API
  - Status REST API
  - Overrides REST API
  - Inbound events REST API

- Promote an environmentally friendly building using **Follow Me** printing and room and resource booking/activation.

- **Use Locker Management** to monitor and control access to your lockers, ensuring your locker resource is fully utilized.

- Use our **BACnet** integration to monitor and control BACnet devices from Command Centre.
# Technical specifications

## Gallagher Command Centre server options

<table>
<thead>
<tr>
<th>Part numbers</th>
<th>Gallagher Command Centre server options</th>
<th>Gallagher PIV Solution</th>
</tr>
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<tbody>
<tr>
<td>C201311</td>
<td>Command Centre</td>
<td>C201611</td>
</tr>
<tr>
<td>2A8957</td>
<td>Multi-Server</td>
<td>2A8500</td>
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## Software upgrades

<table>
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<th>Part numbers</th>
<th>Software upgrades</th>
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<tr>
<td>C201820</td>
<td>Server Image and Feature Summary</td>
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<td>C201900</td>
<td>Gallagher Site License</td>
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<tr>
<td>2A8943</td>
<td>Door Licenses</td>
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<tr>
<td>2A8067</td>
<td>Workstation Licenses</td>
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<tr>
<td>2A8945</td>
<td>Fence Controller Licenses</td>
</tr>
<tr>
<td>2A8670/2A8672</td>
<td>D10 Tautwire/D21 Disturbance Sensor License</td>
</tr>
</tbody>
</table>

## Operating System

- **Workstation**: Windows 7 Pro/Ultimate* SP1, Windows 8.1 Pro/Enterprise, Windows 10 Pro/Enterprise or Windows 2019

## Database platform

- Microsoft SQL Server 2008 R2/Ex SP3, 2012/Ex SP4, 2014/Ex SP3, 2016/Ex SP2 or 2017/Ex

## Configured workstations

- **Maximum number**: Unlimited

## Operator authorisation level

- **Fully configurable for each operator**

## Gallagher hardware

- **Gallagher Controllers 6000**: Unlimited
- **Field Devices**: See Controller datasheet

## Number of cardholders

- **Command Centre**: Unlimited*

## Event database

- **Command Centre**: Unlimited*

## Card issue levels

- Maximum: 15

## Maximum access controlled doors

- Maximum: Unlimited

## Access control zones

- Maximum: Unlimited

## Controlled outputs

- Maximum: Unlimited

## Alarm inputs

- Maximum: Unlimited

## Elevator control - low level

- Maximum of 4 elevator cars (each with up to 75 levels) per Gallagher Controller

## Elevator control - high level

- Refer to Gallagher Technical Support to determine the number of Gallagher Controllers required for the system.

## Data protection

- 256-bit AES encryption

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* 32 and 64 bit versions are supported ** Conditions apply. Contact your Gallagher Channel Partner for more information.

** Maximum number dependant on relevant SQL database limits

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System configuration, network capacities and the volume of system activity affect performance, please contact Gallagher for advice. For the development of interfaces to specific third party systems or the development of customized system behaviour, please contact our professional services.
### Visitor Management Kiosk: Minimum System Requirements

<table>
<thead>
<tr>
<th>Component</th>
<th>Specification</th>
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</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel Core i3 processor or equivalent</td>
</tr>
<tr>
<td>Memory</td>
<td>2 Gb</td>
</tr>
<tr>
<td>USB Ports</td>
<td>3 or more for optional printer, camera, business card scanner</td>
</tr>
<tr>
<td>Supported passport, drivers licence and business card scanner</td>
<td>Acuant Scanshell/Snapshell scanner</td>
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<tr>
<td>Supported Camera</td>
<td>Any standard web camera</td>
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<tr>
<td>Network</td>
<td>Kiosk requires network connectivity</td>
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### Product Numbers

<table>
<thead>
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<th>Feature</th>
<th>Product Number</th>
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<td>Visitor Management optional licensed feature</td>
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<tr>
<td>Visitor Management Workstation license</td>
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<tr>
<td>Visitor Management Kiosk</td>
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