



# Updating

## Gallagher Software Maintenance

Gallagher Software Maintenance offers a suite of plans to ensure your security system stays up-to-date with the latest security innovations.

### Discover the value of Software Maintenance

Gallagher's ongoing investment in research and development ensures we are continually improving the quality and performance of our software. Software Maintenance ensures you receive regular software updates, giving you access to all the latest enhancements, features, and improved functionality of the Gallagher Command Centre security platform.

- Reduce your cyber risk by ensuring your security software stays up-to-date in a constantly evolving cyber threat landscape. Gallagher's dedicated cyber security research team regularly carries out internal and external vulnerability testing, providing ongoing protection and regular updates for your system.
- Maximize the business benefits of your system with new functionality, increased efficiencies and improved usability provided by regular updates. Software Maintenance ensures you can unlock all the business benefits of your Gallagher security system.
- Guarantee continued compliance with government standards. Regular Software Maintenance updates ensure your security system meets the strictest standards for critical government sites.
- Control IT budgets with regular annual subscription costs and predictable, planned upgrades. Software Maintenance provides faster return on investment (ROI) by reducing CAPEX and increasing operating expenditure, while overall IT expenditure is reduced.

\*Exclusions to customizations, integrations and Mobile Connect credentials may apply

### Which of our plans is right for your business?

Your first year of Software Maintenance for a new site is complimentary\*, with access to regular software upgrades. After the first year, you can renew your Software Maintenance by choosing one of the following plans:

#### **Standard**

Our Standard Software Maintenance plan gives you access to regular software upgrades throughout the year. Enhance the performance of your system and prevent obsolescence with access to the latest software when it becomes available. The Standard plan needs to be renewed on an annual basis.

#### **Fixed**

Our Fixed Software Maintenance plan provides all the benefits of Standard, with the assurance of a fixed price for an agreed period of three or five years regardless of the growth your business has incurred\*.

#### **Enterprise**

Our gold standard in Software Maintenance, Enterprise offers unlimited software updates across multiple sites, all expansions and core optional features\*, plus the benefits of our Standard plan. Enterprise also gives you access to a wide range of Gallagher product, all for a fixed price and agreed period.

# Frequently Asked Questions

## What is Software Maintenance?

Software Maintenance is a suite of plans that ensure your security system stays up-to-date with the latest security innovations.

## How does Software Maintenance make my business more efficient?

Software Maintenance ensures you receive every one of Gallagher's regular software updates. Each update adds to the quality and performance of your security system, with benefits including: ongoing protection against cyber threats, continued compliance with Government standards and the ability to take control of your expenses.

## How does Software Maintenance work?

Your first year of Software Maintenance is complimentary\* with the purchase of your site license. Following this renewal is optional and an annual fee is payable. When a new version of Gallagher Command Centre is released, both you and your Gallagher Certified Channel Partner will be notified. Your channel partner will then make contact with you to discuss the upgrade.

## How do I budget for Software Maintenance?

The cost is calculated based on a percentage of your total Command Centre license. Software Maintenance is often a requirement in meeting your IT risk register. As Command Centre runs on your network, the cost could be shared with IT or another department.

## When does Software Maintenance commence?

Your Software Maintenance plan starts on the date your license is issued to your Gallagher Certified Channel Partner (unless agreed otherwise).

## What renewal or expiry notifications will I receive?

60 days prior to expiry, your Gallagher Certified Channel Partner will receive a quote from Gallagher for the renewal of your Software Maintenance plan. There will be other notifications to both you (the primary contact) and your channel partner until approximately 120 days after expiration.

## What happens if my Software Maintenance expires?

If your Software Maintenance expires you will no longer have access to regular software updates that protect your system from ever-evolving cyber threats, as well as improve the performance of your security system.

## Are there limitations to Software Maintenance?

Software Maintenance provides software only. It does not include service and installation costs, customizations, credentials or incremental updates of third-party systems in our integrations. Your Gallagher Certified Channel Partner will advise you of additional fees that may be payable.

If you're making changes to a third-party system that is integrated with Gallagher Command Centre, please check with your Gallagher Certified Channel Partner or Gallagher representative in advance.

## How do I register for Software Maintenance?

New sites – you are automatically registered when you purchase your site license.

Existing sites – contact your Gallagher Certified Channel Partner or Gallagher representative.

## If I have questions about Software Maintenance, who can I contact?

Your Gallagher Certified Channel Partner or Gallagher representative can answer any questions you may have and provide you with a copy of the Software Maintenance Terms and Conditions.

\*Exclusions to customizations, integrations and Mobile Connect credentials may apply

### GALLAGHER WORLD HEADQUARTERS

Kahikatea Drive, Hamilton 3206  
Private Bag 3026, Hamilton 3240  
New Zealand

TEL: +64 7 838 9800

EMAIL: security@gallagher.com



### REGIONAL OFFICES

New Zealand.....	+64 7 838 9800
Americas.....	+1 877 560 6308
Asia .....	+852 3468 5175
Australia .....	+61 3 9308 7722
India .....	+91 98 458 92920
Middle East.....	+971 4 5665834
South Africa .....	+27 11 974 4740
United Kingdom / Europe.....	+44 2476 64 1234

**DISCLAIMER:** This document gives certain information about products and/or services provided by Gallagher Group Limited or its related companies (referred to as "Gallagher Group"). The information is indicative only and is subject to change without notice meaning it may be out of date at any given time. Although every commercially reasonable effort has been taken to ensure the quality and accuracy of the information, Gallagher Group makes no representation as to its accuracy or completeness and it should not be relied on as such. To the extent permitted by law, all express or implied, or other representations or warranties in relation to the information are expressly excluded. Neither Gallagher Group nor any of its directors, employees or other representatives shall be responsible for any loss that you may incur, either directly or indirectly, arising from any use or decisions based on the information provided. Except where stated otherwise, the information is subject to copyright owned by Gallagher Group and you may not sell it without permission. Gallagher Group is the owner of all trademarks reproduced in this information. All trademarks which are not the property of Gallagher Group, are acknowledged. Copyright © Gallagher Group Ltd 2015. All rights reserved.

3E3489 - 03/19