Command Centre

Site management software

GALLAGHER

People management

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.

- Use Random Selection and Alcolizer to implement random drug and alcohol testing.

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 and as a secure, digital alternative to the traditional ID card with Mobile Connect Digital ID**. 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 and Digital IDs for multiple sites.

- Eliminate the replacement cost of lost/stolen cards or IDs.

- Remote provisioning allows access or IDs 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. ** Requires Command Centre v8.40 or later

Notifications

Notifications is a feature of Command Centre that enables email, text or mobile notifications to be sent to cardholders (or their supervisors, and copied to individuals in configured roles). 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).
- Random Selection overdue notification, where an individual has not presented themselves for testing within a defined time period.

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.

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.
- Mobile Connect credentials to be issued from Visitor Management reception client.
- Full communication with visitor management reception, pre-registration or kiosk clients via network services over TCP/IP.
- Quick identification of preregistered visitors via barcodes or QR codes.
- 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.

Site management

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.

* This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/)

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 of relevant incident details remotely and the ability to 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 barcodes for quick information display on cardholder or asset.

- Move cardholders into access zones from a mobile device with Mobile Evacuation.

- Capture cardholder photos

- Read Mobile Connect, MIFARE Card Serial Number, and some card credentials natively*

*Reads DESFire and PIV cards (CHUID only). Requires v8.30 and an iPhone 7 or above (iOS 13 or above)
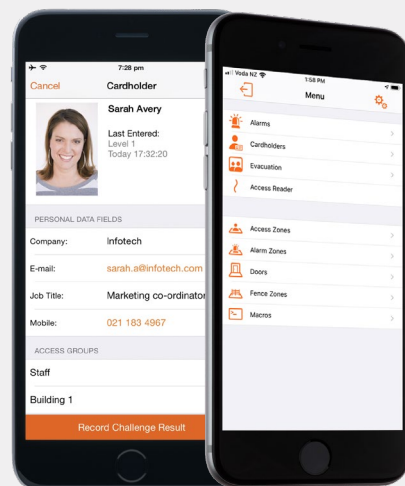
Business management

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

Command 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.

- Supported structures include: peer-to-peer, hierarchical, and star.

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.

Building management

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.

- Locker Management allows a site to manage locker access, automate allocation and ensure the best utilization of locker resources.

- Use Car Park Management to manage car park access, allocation, and occupancy.

- Use our BACnet integration to monitor and control BACnet devices from Command Centre.

- Lock or unlock doors and activate or deactivate room services (e.g. lighting or air conditioning) in response to a scheduled room booking with the Bookable Resource module.
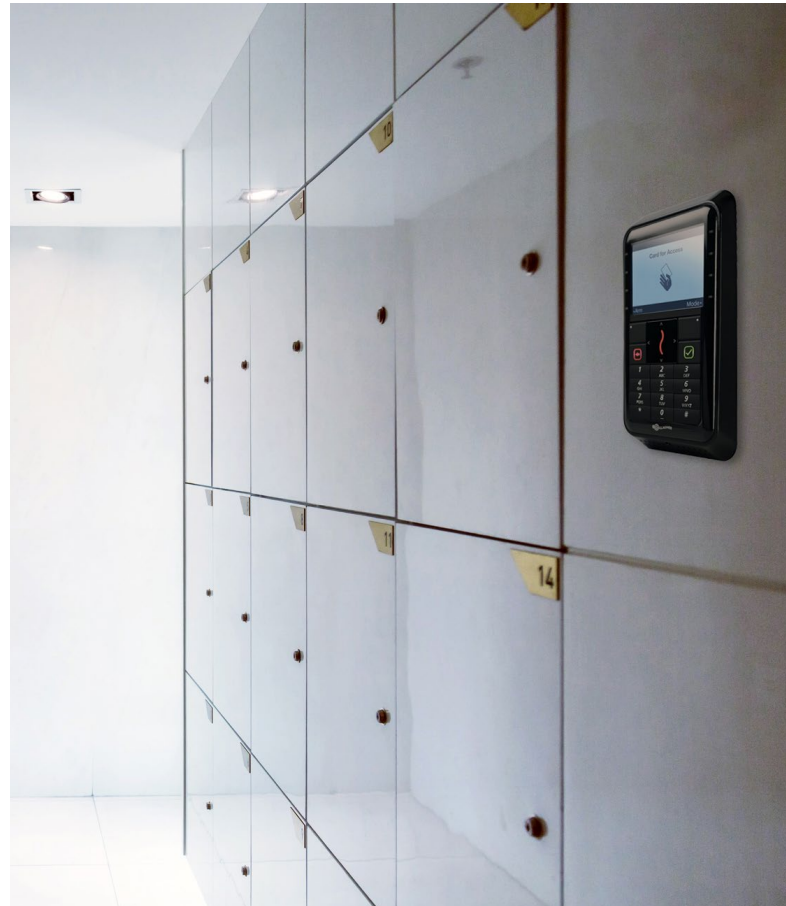
Part Numbers

Gallagher Command Centre server options	
C201311	Command Centre
2A8957	Multi-Server

Software upgrades	
C201820	Server Image and Feature Summary
C201900	Gallagher Site License
2A8943	Door Licenses
2A8067	Workstation Licenses
2A8945	Fence Controller Licenses
2A8670/ 2A8672	D10 Tautwire/D21 Disturbance Sensor License
C12816	Car Park Management (incl 100 car park spaces)
C12818	Car Park Extra Spaces Over 100 (in lots of 50)
C12780	Locker Management Solution

Third party	
2A8953	Salto Integration Licenses
2A8995	Aperio Integration Licenses
2A8951	IDEMIA Reader LicensesDEMIA Reader Licenses
2A08901	Schlage AD Series Reader Integration License (North America only)

System interfaces	
C12772	Alarms and Events REST API
C12820	Inbound Events REST API
C12812	Overrides REST API
C12784	Cardholder REST API
C12810	Status REST API
2A8982	ASCII Text interface
2A8980	SNMP Interface
C12707	Cardholder Change Tracking API
2A8962	Enterprise Data Import Interface - CSV Auto
C12671	Visitor Management Web Service
C12732	Video Viewer SDK

Gallagher PIV Solution	
C201611	PIV Command Centre - License
2A8500	PIV Door License

Visitor & Card Management	
2A8955	Visitor Management License
2A8681	Visitor Management Self Registration Kiosk
C12716	Acuant OCR Scanner Interface
2A8071	Photo ID & Encoding License

Compliance	
2A8959	Competencies License
C12565	Tag Board License
C12824	Random Selection
C12599	Cardholder Display License
C12673	Alcolizer License
C12597	Quick Print Labelling License
C12639	Regulated Zones License

Mobile Solutions	
2A8559	Command Centre Mobile License
C861300	Gallagher Mobile Reader
2A8568	Mobile Evacuation License
2A8570	Mobile Connect Credential
2A8561	Mobile Access Feature

Other Licenses	
C12625	Booking Interface
C12705	Workstation Routing License
C12689	BACnet License
C12617	Active Directory Single Sign On
C12738	Active Directory Cardholder Synchronisation
C12718	BACnet 200 Objects
2A8274	Ademco 685 Plug-In

Technical specifications

Gallagher Command Centre		
Recommended computer specifications	A number of variables e.g. event rate, will affect the recommended computer hardware specifications. Please discuss your requirements with Gallagher Technical Support.	
Operating System	Server	Windows 7 Pro/ Ultimate** SP1, Windows 2008 Server R2 (64-bit only), Windows 2012 Server, Windows 2012 Server R2, Windows 2016 Server, Windows 8.1 Pro, Windows 10 Pro/Enterprise or Windows 2019 Server
	Workstation	Windows 7 Pro/Ultimate* SP1, Windows 8.1 Pro/Enterprise, Windows 10 Pro/ Enterprise or Windows 2019 Server
	Command Centre Mobile	iOS 11 or later. Android 6.0 or later.
Database platform	Microsoft® SQL Server	2008 R2/Ex SP3, 2012/Ex SP4, 2014/Ex SP3, 2016/Ex SP2 or 2017/Ex
Configured workstations	Recommended maximum per server	Unlimited
Operator authorisation level	Fully configurable for each operator	
Configured operators	Max. number of configured operators	Unlimited
Gallagher Controllers 6000	Recommended maximum per server	Unlimited
	Field Devices	See Controller datasheet
Number of cardholders	Command Centre	Unlimited†
Event database	Command Centre	Unlimited†
Card issue levels		15
Maximum access controlled doors		Unlimited
Access control zones	Max. number of access controlled zones	Unlimited
Controlled outputs	Max. number of relays	Unlimited
Alarm inputs	Max. number of inputs	Unlimited
Elevator control - low level	Maximum of 4 elevator cars (each with up to 75 levels) per Gallagher Controller Gallagher Technical Support recommends using the Gallagher Controller 6000 architecture for low level elevator control.	
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	

* This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolki (http://www.openssl.org/)

** 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

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.

Technical specifications

Gallagher Visitor Management

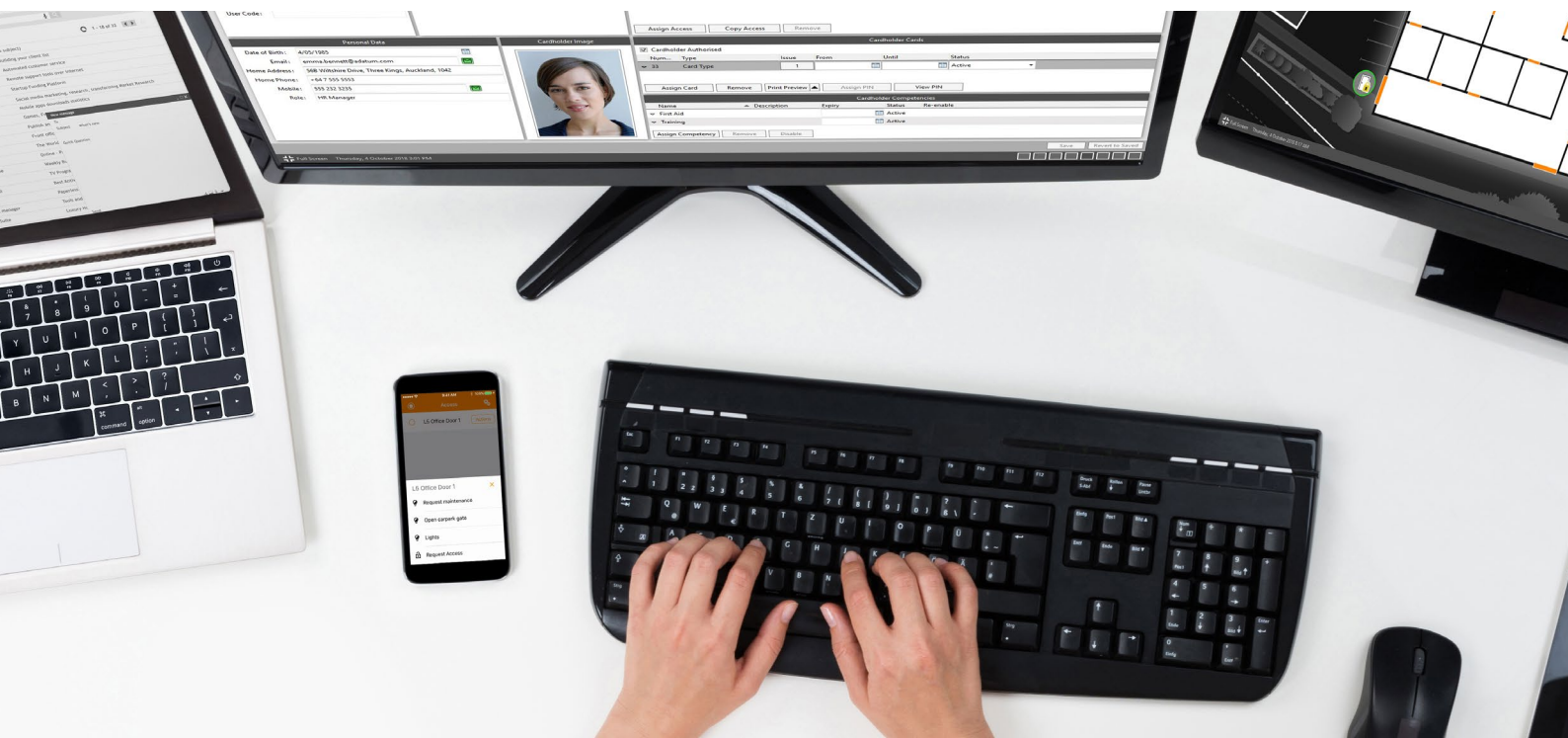|	
Gallagher Command Centre	Version 7.10 or later
Workstation Client Operating System	Windows 7 Professional / Ultimate*/ Enterprise, Windows 8/8.1 Professional/Enterprise, Windows 10
Printer Support	Microsoft® Windows®, Dymo label printers

Visitor Management Kiosk: Minimum System Requirements

Processor	Intel Core i3 processor or equivalent
Memory	2 Gb
Operating System	Windows 7 Professional / Ultimate*/ Enterprise, Windows 8/8.1 Professional/Enterprise, Windows 10
USB Ports	3 or more (for optional printer, camera, business card scanner)
Supported passport, drivers licence and business card scanner	Acuant Scanshell/Snapshot scanner
Supported Camera	Any standard web camera
Network	Kiosk requires network connectivity

Product Numbers

Visitor Management optional licensed feature	2A8955
Visitor Management Workstation license	2A8067
Visitor Management Kiosk	2A8681

GALLAGHER WORLD HEADQUARTERS

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

TEL: +64 7 838 9800
EMAIL: security@gallagher.com

3E1341 - 10/20

security.gallagher.com

GALLAGHER