Gallagher Care Plan

We're excited to share with you Gallagher Care Plan, an exciting opportunity for customers to unlock further value and benefits from their Software Maintenance plan, at no additional cost. Care Plan works to ensure customers are optimizing their Gallagher system configuration and maximizing the value of their investment in Software Maintenance.

What is Care Plan?

Gallagher Care Plan provides a range of tailored system and support packages. Care Plan has four tiers, based on your Software Maintenance plan, with each tier unlocking further benefits.

Through Gallagher Care Plan, we'll work with Channel Partners to provide support, optimize features and configuration, and share our latest technology, creating further value for you.

		Tier 1	Tier 2	Tier 3	Tier 4
Product	Software Upgrades	✔	✔	✔	✔
	Additional Warranty	✔	✔	✔	✔
Training	Online Operator	✔	✔	✔	✔
	Online Administrator	✔	✔	✔	✔
	Advanced Administrator	—	✔	✔	✔
	Classroom Training (pre-scheduled)	—	—	2 seats	—
	Dedicated Training Day	—	—	—	✔
Advisory Services	System Review	—	—	✔	✔
	Gallagher Advisors	—	✔	✔	✔
Development	Development License	✔	✔	✔	✔
	Product Engagement Program	—	—	—	✔

*Terms and Conditions apply. *A customer's tier level is based off the RRP value of their Gallagher Software Maintenance fee.*

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Gallagher Care Plan

Product	Training	Advisory Services	Development

Product

Software Upgrades

Ensure your system stays up to date with the latest security features and developments including system security enhancements.

Additional Warranty

Customers with an active Care Plan will receive an additional warranty for a period of five years on Gallagher-manufactured electronic products produced in 2016 or later and that meet the requirements of the 5-year warranty.

Training

Online Operator

Unlimited registrations to Gallagher's Online Operator Training course, ensure all your operators understand the fundamental skills necessary to operate a Gallagher system.

Online Administrator

Unlimited registrations to Gallagher's Online Administrator Training course. This course gives system administrators the skills and confidence to maintain a Gallagher system.

Advanced Administrator

Customers in tier two and above will receive unlimited registrations to our Advanced Administrator course. This course builds and expands on the material presented in the Online Administrator course and gives operators the opportunity to learn how to use some of the more advanced Command Centre features to enhance day-to-day site management and security operations.

Classroom Training (pre-scheduled)

Customers in tier three will have two seats to attend scheduled classroom training facilitated by one of our knowledgeable trainers.

Dedicated Training Day

Customers in tier four can schedule a dedicated training facilitated by a Gallagher Trainer. Programs can be either one of Gallagher's standard end-user training courses or tailored to site requirements.

Advisory Services

System Review

To support tier three and four customers with tailored system optimization, a Gallagher solution advisor will be available to conduct a review of your Gallagher security system to ensure you're operating efficiently, utilizing functionality, and are cyber secure.

Gallagher Advisors

Alongside your channel partner, engage with Gallagher advisors for your long-time planning, enabling preventative activities and ensuring that your Gallagher system is fully optimized.

Development

Development License

Care Plan customers can request a Command Centre development license, which you can use to test upgrades and new configurations without the worry of testing in a live environment. Gallagher highly recommends Enterprise customers test upgrades on development licenses before upgrading live sites.

Product Engagement Program

An opportunity to shape the future direction of Gallagher's product development, you'll join our development team and other Tier 4 customers for online webinars that give you insight into upcoming features and releases and provide a chance for you to share feedback about your future needs.

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