



PENGUIN SOLUTIONS

Penguin® Solutions server solutions

GALLAGHER Security

Maximize uptime and operational efficiency with Gallagher and Penguin® Solutions

When it comes to building security and automation systems, most sites cannot afford to risk downtime. If access control, video monitoring, or other building security systems become suddenly unavailable, it can mean costly, dangerous, and potentially life-threatening consequences.

If there is a security incident or power outage and the server is down, your organization will be vulnerable, blind to certain events, and unable to respond.

Keep Command Centre running

To minimize the risk of server downtime and ensure the availability of Command Centre – Gallagher's powerful security platform, Gallagher Security has partnered with **Penguin Solutions** to provide reliable 'always on' fault tolerant server solutions. Critical alarms will not be missed, meaning safety and security are not compromised.

Easy to deploy and manage, these solutions are backed by a support structure with a 40-year track record of success and unmatched uptime.

A solution to suit your site

There is a Penguin solution suitable for all sites and requirements.

Penguin Solutions **Stratus ztC Edge** is ideal for organizations who want to quickly and easily lower their Command Centre downtime risk and increase operational efficiency. They might be located in remote locations with limited to no IT resources and require a small to medium Command Centre installation.

Its rugged, compact, industrial rated design makes it resilient to harsh conditions found in industrial locations, and durable enough to be installed at sites without air conditioning or computer rooms. Its flexibility makes it suitable for a range of industries in addition to electronic security, such as manufacturing, oil & gas, food & beverage and retail.

The Stratus ztC Edge solution consists of two servers linked together via a high speed and low latency link. The two servers can be in separate buildings, for example, across a mining or defence site. Should one have a fault then the other server can seamlessly takeover. They can be configured to two different protection mode levels: High Availability or Fault Tolerant.

Penguin Solutions **Stratus ftServer** is a fully integrated, continuously available platform ideal for organizations who are operating secure, sensitive sites 24/7, all year round. Delivering greater than five-nines availability, there is no unplanned downtime, ensuring tier 1 business critical applications such as Command Centre remain seamlessly available despite server failure.

This solution is designed to run larger scale Command Centre or multi-application installations in sites such as correctional facilities, hotels, hospitals, mines, corporate and government buildings as well as financial institutions. All requiring uninterrupted uptime and service levels to secure their facilities.

For both the Stratus ztC Edge and Stratus ftServer, Gallagher Security has developed an optional interface which monitors for, and displays to the Command Centre operator, warning of hardware faults should they occur on the Stratus server.

Penguin® Solutions server solutions

Simple to deploy and manage

Stratus ztC Edge and Stratus ftServer are zero-touch "turnkey" solutions that are easy to install, deploy, manage and maintain across applications and existing infrastructure, as well as scale to new areas of operation. Get instant, continuous availability without having to modify your software applications.

Both solutions are highly automated, and uniquely engineered. Their self-protecting and self-monitoring capabilities make them suitable for sites with limited to no IT resources, ideal for unmanned stations or remote locations.

Service and support when you need it

Penguin Solutions support is embedded into the ftServer and ztC Edge platforms.

The first line of defence is Penguin Solutions' unique Automated Uptime Layer™ software that constantly monitors hundreds of system alarms in order to identify, handle and report faults before they impact Command Centre users. If a hardware component fails, the system alerts the Command Centre operator and, if connected to the Penguin Solutions service network, automatically orders the correct customer-replaceable part. These parts are hot-pluggable and easy to replace without specialized tools or IT skills. During this whole process of failure, replacement and remediation, Command Centre continues seamlessly without loss of data or operator connectivity.

The second line of support is the more traditional maintenance model and includes one year of support comprising:

- **24x7x365 web and phone support:** Web or phone-based technical support services provided 24 hours a day, 7 days a week. For critical issues, Penguin Solutions will respond to customers within 30 minutes of being notified.
- **System updates:** Access to software updates and upgrades, ensuring systems are secure, robust, and operating at peak performance.
- **Advance parts exchange:** Shipment and delivery of a replacement part within 3 business days of diagnosing a system issue, for no additional charge.
- **Secure access to the Penguin Solutions portal:** An online resource to view/download the latest software and firmware, as well as see current support cases and service history.

Annual support renewal (C8617XX) will be a component of the Command Centre annual Software Maintenance fee.

Solutions at a glance

Solution	Key benefits and use cases	Turnkey, Zero-touch	High Availability	Fault Tolerant	Command Centre Install Size	Includes 1 Year Support
Stratus ztC Edge	• Eliminates downtime • Suitable for deployment in remote or separate • locations • Rugged, compact form • Install anywhere, no aircon or computer room needed • Integrated Command Centre SNMP monitoring	Yes	Yes	Yes*	Small - Medium	Yes
Stratus ftServer	• Eliminates downtime • Suitable for deployment in remote locations • Greater than five-nines availability • Rack-mounted • Scalable • Integrated Command Centre SNMP monitoring	Yes	Yes	Yes	Small - Large	Yes

***Supported on specific Stratus ztC Edge models.**

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