



Gallagher SMB Pricing Model & Invoicing



security.gallagher.com

Security

The Gallagher SMB solution consists of hardware, installation, and a monthly or annual cloud service fee. All costs charged by Gallagher are offered at a trade price to partners who apply their own margin before on-charging to the customer. The amount of the cloud service fee will depend on the additional services chosen by the customer.

The cloud service fee also includes:



The features and functionality required to perform the service



Unlimited users



Unlimited mobile credentials and user codes (there is an additional cost for purchasing SMB Tags & Cards)



24/7 Gallagher technical support



Cloud performance enhancements



Access to new feature releases



Automatic security updates



Five year warranty on all hardware

Payment cycles

The cloud service fee can be charged monthly or annually. The billing frequency is entered by the technician as part of the site configuration process. Invoices are received for each individual site.

Commencement date

The cloud service fee commences once the site is activated. The site can be configured prior to installation but the fee will not be charged until the site is handed over to the customer.

Cloud-based architecture

As a cloud-based solution, Gallagher Security hosts, maintains and regularly updates the Gallagher SMB solution as well as the infrastructure that supports it.

Frequently Asked Questions

How does Gallagher determine when to begin charging the cloud service fee, and the amount to be charged?

Gallagher receives a daily report of any new sites that have been activated the day prior. The report outlines each site's configuration and the services that have been configured, creating a fee contract.

Can the installer combine the cloud service fee into a service and maintenance contract?

Yes. Gallagher charges a trade price to installers based on the site's configuration. Installers can apply their margin and bundle the pricing as they prefer, in-line with the services and packages they provide.

When is the cloud service fee renewed?

There is no renewal date – the fee is on-going until it is cancelled.

What is the cancellation policy?

Please see the [policies section of the Gallagher website](#).

What occurs if the customer stops paying?

The service contract is between the installer and the customer. In the first instance, the installer's non-payment terms and policies should be applied. If the installer is still experiencing issues with non-payment, Gallagher can issue a letter of termination and cancel the services provided to the site.

Can the installer configure a site for training purposes without getting charged?

Yes. Technicians can create a demo site within the SMB Installer Portal. Charges do not apply to these sites.

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