Gallagher SMB

Sales Assist

This document describes the business value provided by the Gallagher SMB security solution. Use this document to articulate the value created for our customers.

Business value

Transform a smartphone into a key

- Keys are difficult to manage for business owners. Past employees forget to return them, an unknown number of duplicates may exist, and providing temporary access to visitors is challenging.
- With Gallagher SMB, hold a smartphone near a Gallagher reader to arm and disarm the alarm, and gain access through doors. The SMB app uses the built-in security of the device – fingerprint, passcode, or face recognition, to prevent unauthorized people using it.
- An SMB Key Tag, Card or User Code can also be used as an alternative way to unlock doors. The system is designed to be flexible to meet the needs of a business and its people.
- Doors can also be unlocked or locked remotely, from anywhere at any time via the SMB app.
- A wide variety of door types are supported including gates, roller doors, and cabinets.

Easily manage who has access to the site

- Add, edit, and remove users via the SMB app without involvement from a technician. An unlimited number of users can be added, at no additional cost per user.
- Assign a start and end date to a user, after which their access will be automatically revoked. This makes it easy to grant temporary access to casual staff, or short-term visitors.
- Create a User Schedule, and limit when the site is accessible based on the day of the week and the time of those days. The schedule can be applied to a particular user/s, limiting access.
- View who has armed, disarmed, or gained access using the History log. Activity can be filtered based on a date range, and exported as a CSV report.
- Assign tags or cards to users using their smartphone, without any involvement from a technician. Tags and cards can be easily disabled if lost, and re-assigned to a new user if a member of staff leaves.
- Generate, assign and revoke User Codes for users, without involvement from a technician (requires a T30 Reader).

Reduce unnecessary guard call-outs

- Receive real-time alarm notifications if an alarm is triggered. View which inputs have been activated and make an informed decision on what to do next.
- If the site has opted for third-party monitoring, a monitoring company will notify relevant parties when an alarm is triggered in accordance with an agreed action plan.
- If the site has opted for Guarding, the option to request a security guard becomes available in the SMB app. A guard can be requested to visit the site in response to a triggered alarm (AU & NZ only).

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Manage the security of multiple sites from one app

- Manage the security of physically seperate premises from one app. Useful for businesses where user and alarm management are centralized, or where staff move between premises regularly.
- Assign a user access to multiple sites from one screen of the SMB app, saving time.
- Receive alarm notifications across multiple sites.
- Users can seamlessly arm and disarm, and gain access into a multi-site premise by presenting their phone, or a Key Tag at a reader.

Certainty that the site is secure

- Enjoy greater visibility over the site. Whether at home or on holiday, quickly see if the alarm is set or if the doors are locked via the SMB app.
- With the Late to Arm notification, a notification will be sent if the site is disarmed at a specified time. This is configured in the SMB app.
- With Access Control, if a schedule is set, the doors will remain locked until the first authorized user requests access. This prevents the doors automatically unlocking if no one is on-site.

Cloud-based features

- Offers better control over security. If you're connected to the internet, you're connected to the business, and can control of the site's security from anywhere, at any time.
- The system is hosted on a private server on Amazon's AWS cloud computing platform. No on-site server is required, and the customer does not need to involve their IT team when installing it.
- Data is stored and backed up in the cloud, so changes take effect immediately. For example, if a staff member leaves, their access can be revoked instantly.
- New features and security updates are automatically released, so the system always performs at its best.
- The system is quick to install, meaning set-up costs are low. System changes can be managed remotely by a security technician, reducing maintenance time on-site and call-out fees.

System functionality

The system is controlled from an app on a smartphone or tablet with internet connectivity.
Should internet connectivity become unavailable the site will remain secure. Users will still be able to locally arm, disarm, or request access to the site using a smartphone, or a Gallagher SMB Key Tag.

Key features

- Arm and disarm the system locally or remotely.
- Set-up a Late to Arm reminder notification.
- Receive real-time alarm notifications.
- Opt for a third-party monitoring company to manage your alarms.
- Request a guard via the SMB app in response to an alarm (AU & NZ only).
- Lock and unlock doors locally or remotely.
- Add, edit, and remove an unlimited number of users, and manage which areas they can access.
- Assign a SMB Key Tag or SMB card, to a user and disable or re-assign it if required.
- Generate and assign a SMB User Code to a user, and revoke it if required (T30 Reader must be installed on-site).
- View the History log and export a CSV report of activity.
- Manage multiple sites.

Security for SMB Sales Assist

User roles

The SMB app allows business owners to self-manage and operate their security system. User privileges and functionality are based on the roles below:

Site Manager

Site Managers have full control over the system with access to all functionality.

Site Admin

Site Admins can be given restricted or full control over the system, as defined by a Site Manager.

Site Member

Site Member is the most limited user role. Site Members can only access a locked door using the app or a Key Tag, if the site is already disarmed.

Compelling events

- Customer has multiple sites and wants to manage the security of all locations from one app.
- Customer requires staff to travel between multiple sites and gain access to each location.
- Customer wants a cloud-based security solution to align with the cloud-first approach of their business.
- Customer wants to reduce the number of false alarm activations resulting in costly guard call-outs.
- Customer wants to reduce the number of technician call-outs, required for minor system changes such as adding users or changing the alarm PIN code.

Opportunity generating questions

- Have you recently had a break-in or security event?
- Do your staff feel safe?
- What made you look into installing a security system?
- Are you frustrated with the inefficiencies and costs of your existing security system?
- Do you want to have visibility over your site when you are not there?
- Do you want one app to manage the security of multiple sites?
- How much money have you spent on false guard call-outs?
- Do you know who has access to your alarm PIN code?
- Do you want to remotely arm and disarm your alarm?
- Do you need to grant temporary access to visitors of your site?
- Are you managing a space that you temporarily rent out or let groups use?
- Do you want to open a door remotely? (e.g. granting a courier driver access into your armed site)
- Do you want your security system to automatically add new functionality and the latest cyber security updates?

Pricing and subscriptions

The Gallagher SMB pricing model consists of hardware, installation, and a monthly recurring subscription. Monthly subscription fees will be charged by Gallagher to the partner, based on the services required by the customer.

For information on the available subscription options, please contact your local Gallagher representative.

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