

Media Release

September 5, 2022

For immediate release

Gallagher sets up a dedicated Technical Support team in the Americas

Gallagher, the leading security solutions manufacturer, is proud to announce the expansion of its technical support services to the Americas with a dedicated team of people based in Atlanta, Georgia.

Operating from September 5 onwards, the team in the Americas will create stronger connections in the region, while also alleviating the New Zealand team's current load of operating all day and all night.

"It's an evolution of our technical support. We've been providing 24/7 technical support from New Zealand and we're growing really quickly elsewhere, particularly in the Americas. So, this expansion has been a couple of years in the making," says Shane Keesom, Gallagher's Technical Support Manager.

"Expanding our global support capabilities is a natural progression of our vision to provide exceptional customer experiences. The team here in the Americas adds to the diversity within our global team," says Paul Wilson, the Gallagher's Director of Technical Services for North America.

The new team consists of four engineers, servicing the entire globe during their shift, with one member who is able to provide technical support in Spanish too.

"This is going to be gold, being able to talk to our partners and customers in their own language and lingo," says Matthew Dean, Gallagher's Technical Support Team Leader.

To find out more about Gallagher's 24-hour technical support team structure and plans, join Dean and Keesom as they lend their voices in the latest Tech Talk podcast episode hosted by Chief Technology Officer at Gallagher, Steve Bell. [Listen here](#).

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For more information, please contact:

Evan Morgans
Chief Marketing Officer
Email: evan.morgans@gallagher.com
Phone: +64 21 242 0465

Mei Anne Foo
Communications Partner
Email: meianne.foo@gallagher.com
Phone: +64 22 188 0765

About Gallagher:

A technology leader in integrated access control, intruder alarms management and perimeter protection, Gallagher's security solutions are in use within the highest levels of national and local government, military, commercial, industrial, healthcare, transportation, academic organizations, and small businesses in more than 130 countries. Visit security.gallagher.com for more information.