G-Cloud 15 Service Definition

Verkada - Secure Hybrid Cloud Physical Security Platform

HTG
SECURE CLOUD EXPERTS

Service Name	Verkada - Secure Hybrid Cloud Physical Security Platform, Delivered by HTG
Service Type	Software as a Service (SaaS)
Supplier	Howell Technology Group Limited
Framework	G-Cloud 15

Service Summary

Verkada provides a unified, hybrid-cloud security platform integrating video surveillance (CCTV), access control, environmental sensors, and alarms through a single management interface. By eliminating network video recorders (NVRs) and servers, Verkada simplifies physical security management through a centralised cloud portal whilst featuring edge-based AI processing, 10-year hardware warranties, and low-bandwidth architecture.

HTG delivers complete Verkada solutions including design, installation, configuration, and ongoing management, ensuring scalable, secure, and cost-effective physical security for modern organisations.

Service Description

Traditional physical security systems, built around legacy CCTV infrastructure and separate access control solutions, create significant operational challenges. Network video recorders require ongoing maintenance, storage capacity planning, and hardware refresh cycles. Multiple management platforms for video surveillance, access control, and environmental monitoring create operational silos and reduce effectiveness. On-premises video storage creates data loss risks from hardware failure, theft, or damage. Remote access to security systems often requires complex VPN configurations or poses security risks. System scalability requires significant infrastructure investment and expertise.

Verkada addresses these challenges through a hybrid-cloud architecture where intelligent edge devices process and store data locally whilst synchronising key information and metadata to the cloud for centralised management. This approach eliminates NVRs and servers, provides reliable local operation during internet outages, enables remote access without VPN complexity, simplifies multi-site management, and dramatically reduces bandwidth requirements compared to pure cloud solutions.

The platform delivers enterprise-grade physical security capabilities through an intuitive interface accessible from any device via web browser or mobile application. Security teams gain unified visibility across all locations, devices, and security modalities, with powerful search capabilities, customisable alerts, and role-based access controls supporting diverse organisational requirements.

Verkada's core differentiators include edge-based AI enabling intelligent video analytics, people counting, unusual activity detection, and facial recognition (where legally permitted), processed locally without cloud transmission. Onboard storage in each camera provides 30-365 days of continuous recording depending on model, with automatic failover and redundancy. Industry-leading hardware warranties (10 years for most products) eliminate ongoing hardware refresh budgets. Hybrid cloud architecture processes sensitive video data at the edge whilst enabling cloud-based management, search, and alerts. Unified platform approach consolidates multiple security functions into single management interface.

HTG serves as Verkada's implementation and support partner, providing complete lifecycle services from initial consultation and design through installation, configuration, training, and

ongoing support. HTG's expertise ensures organisations maximise Verkada's capabilities whilst integrating seamlessly with existing security infrastructure and operational processes.

Service Benefits

Infrastructure Simplification

Eliminate NVRs, servers, and associated infrastructure

- Reduce data centre footprint and power consumption
- Remove hardware refresh cycle requirements
- Simplified cabling with Power over Ethernet (PoE)
- Cloud-based management eliminates on-premises management servers

Operational Efficiency

- Unified platform manages video, access control, and sensors
- Single pane of glass for all physical security
- Rapid deployment compared to traditional systems
- Remote configuration and management capabilities
- Automated firmware updates and security patching

Enhanced Security Capabilities

- AI-powered video analytics and alerts
- People and vehicle detection and classification
- Unusual activity detection
- Integration with access control for enhanced context
- Multi-factor authentication and role-based access controls

Cost Predictability

- Subscription-based licensing with predictable costs
- 10-year hardware warranties eliminate refresh budgets
- Reduced IT overhead through simplified infrastructure
- Lower bandwidth requirements than pure cloud solutions
- Consolidated vendor relationship simplifies procurement

Scalability and Flexibility

- Add devices without infrastructure changes
- Support for single-site through to enterprise multi-site deployments
- Plug-and-play device addition
- Cloud management scales effortlessly
- Mixed device types within unified platform

Remote Access and Management

- Secure cloud access from anywhere
- Mobile applications for iOS and Android
- No VPN requirements
- Multi-site management from single interface
- Real-time alerts and notifications

Business Intelligence

- People counting and occupancy analytics
- Heatmapping and traffic flow analysis
- Historical trend reporting
- Custom analytics and reporting

- Integration capabilities for business systems

Service Features

Video Surveillance

- 4MP to 4K resolution cameras with various form factors (dome, bullet, fisheye, PTZ)
- Onboard storage: 30, 60, 90, 180, or 365 days depending on model
- Edge-based AI processing for analytics
- Motion-based retention extends storage duration
- Adaptive bitrate ensures bandwidth efficiency
- Hardware encryption of stored video
- Weatherproof models (IP67 rated) for outdoor deployment
- Infrared night vision and wide dynamic range
- Audio recording capabilities (where legally permitted)
- Two-way audio on selected models

Access Control

- Cloud-managed door controllers
- Support for multiple credential types (cards, mobile, PIN, biometric)
- Lockdown and unlock capabilities
- Tailgating detection
- Integration with video surveillance for visual verification
- Visitor management integration
- Scheduled access policies
- Multi-site access management
- Wireless door controllers for retrofit scenarios

Environmental Sensors

- Temperature and humidity monitoring
- Air quality monitoring
- Noise level detection
- Water leak detection
- Motion detection
- Custom threshold alerts
- Historical trending and reporting

Alarms

- Intrusion detection
- Glass break detection
- Panic buttons
- Integration with video for visual verification
- Configurable alert routing
- Professional monitoring integration capabilities

Artificial Intelligence and Analytics

- People detection and counting
- Vehicle detection and classification
- Face detection (recognition where legally permitted)
- Unusual activity detection
- Crowd detection
- Loitering detection
- License plate recognition (with appropriate cameras)
- Custom detection zones

- Historical analytics and reporting

Cloud Management Platform

- Web-based interface accessible anywhere
- iOS and Android mobile applications
- Powerful search across all cameras and sites
- Custom user roles and permissions
- Multi-factor authentication
- SAML/SSO integration support
- Customisable dashboards
- Scheduled reports
- API access for integrations

Security and Compliance

- End-to-end encryption
- Role-based access control
- Audit logging of all access and configuration changes
- Compliance-ready architecture (GDPR, Data Protection Act)
- Secure boot and firmware validation
- Regular security updates and patches
- Security Operations Centre monitoring
- Incident response capabilities

Integration Capabilities

- Access control systems (existing or Verkada)
- Building management systems
- HR systems for automated user provisioning
- Visitor management systems
- Alarm monitoring centres
- IT service management platforms
- Business intelligence tools via API

How the Service is Delivered by HTG

Initial Consultation and Requirements Analysis

HTG begins with comprehensive discovery of your physical security requirements, existing infrastructure, regulatory compliance needs, operational processes, and budget parameters. This includes site surveys documenting camera locations, access control points, environmental monitoring requirements, network infrastructure assessment, power availability, and any special requirements.

Solution Design

HTG's security specialists develop detailed design documentation including:

- Camera placement plans with coverage maps
- Access control system architecture
- Network and power requirements
- Storage capacity planning
- Integration requirements
- Phased implementation approach for complex projects

Design documentation includes equipment specifications, installation drawings, network diagrams, and project timeline. Designs are reviewed with stakeholders and refined based on feedback before procurement.

Procurement and Project Management

HTG manages complete procurement process:

- Verkada equipment ordering and coordination
- Cabling and infrastructure materials
- Installation contractor coordination if required
- Project timeline management
- Stakeholder communication

HTG provides single-point accountability for entire project delivery.

Installation and Configuration

HTG coordinates installation activities which may include:

Physical Installation: Camera mounting, cabling installation, access control hardware installation, sensor deployment, network infrastructure preparation.

Configuration: Camera configuration and optimization, access control system setup, user and credential provisioning, alert rule configuration, integration with existing systems, mobile application deployment.

Testing: Comprehensive testing of all devices, validation of coverage and quality, verification of access control functionality, alert testing and tuning, failover and redundancy testing.

Installation timeline varies by project scope, typically 2-4 weeks for standard single-site deployments, 6-12 weeks for multi-site or complex installations.

Training and Knowledge Transfer

HTG provides comprehensive training for security personnel, facilities management, IT administrators, and management stakeholders. Training covers:

- Platform navigation and search capabilities
- Alert management and response
- User and credential management
- Reporting and analytics
- Troubleshooting and maintenance
- Best practices for security operations

Training is delivered on-site or remotely with documented procedures and video guides.

Ongoing Management and Support Options

Standard Support: Your team operates the Verkada platform with HTG providing technical support, assistance with device additions or changes, and guidance on platform capabilities. HTG manages vendor relationship and escalations.

Enhanced Support: HTG provides active monitoring and management including alert monitoring, system health checks, firmware update management, quarterly reviews, and proactive optimisation recommendations.

Fully Managed Security Operations: HTG assumes responsibility for security operations including 24/7 monitoring, incident response, user and credential management, system administration, regular reporting, and continuous improvement. Suitable for organisations

requiring security expertise without internal security staff.

Continuous Improvement

HTG provides ongoing service enhancement through quarterly reviews assessing system performance, identifying optimisation opportunities, reviewing analytics insights, evaluating new Verkada capabilities, and planning system expansions.

Service Management

Service Desk and Support

- UK-based technical support during business hours (08:00-18:00 GMT)
- 24/7 emergency support for critical security incidents (enhanced/managed service tiers)
- Email, telephone, and web portal support
- Ticket tracking through HTG's service management platform
- Dedicated account manager for service oversight
- Direct escalation to Verkada when required

Incident Management

- Priority-based incident classification and response
- P1 (Critical - site security compromised): 1-hour response, 24/7 (managed service)
- P2 (High - major functionality impaired): 2-hour response, business hours
- P3 (Medium - minor functionality impaired): 4-hour response, business hours
- P4 (Low - information request): 1 business day response
- Proactive monitoring of system health (enhanced/managed tiers)

Change Management

- Formal change process for system modifications
- Scheduled maintenance windows for significant changes
- Testing before production implementation where applicable
- Change approval workflows for regulated environments
- Emergency change procedures for security updates

Service Reporting

- Monthly system health reports (enhanced/managed tiers)
- Quarterly analytics and insights reviews
- Annual security assessments
- Incident response reporting
- Real-time dashboard access for continuous visibility

Onboarding and Offboarding

Onboarding Process

Typical onboarding completes within 4-8 weeks for standard deployments:

1. Discovery and Design (Weeks 1-2): Site surveys, requirements analysis, solution design, stakeholder review, design approval

2. Procurement (Weeks 2-3): Equipment ordering, contractor coordination (if required), project scheduling

3. Installation (Weeks 3-6): Physical installation, configuration, integration, testing, optimisation

4. Training and Handover (Weeks 7-8): User training, documentation delivery, operational handover, go-live

Complex multi-site deployments may require 3-6 months depending on scope.

Phased Deployment
Large deployments often implement in phases:

- Pilot deployment for validation
- Progressive site rollout
- Functionality phasing (video first, then access control)
- Parallel operation with legacy systems during transition

Offboarding Process
Should you choose to discontinue the service:

1. Notice Period: Terms dependent on service tier and commitment

2. Data Export: Verkada provides tools for video export and configuration backup

3. System Decommissioning: Coordinated removal of devices if required

4. Knowledge Transfer: Documentation and training for alternative solutions

5. Equipment: Verkada hardware remains customer property (purchased model) or returns to vendor (leased model)

Service Constraints and Dependencies

Prerequisites
- Network infrastructure with available PoE switch ports
- Sufficient power budget on PoE switches (cameras require PoE+ or PoE++)
- Internet connectivity with minimum bandwidth (1-2 Mbps per camera recommended)
- Physical mounting locations for cameras and devices
- For access control: Compatible electronic locks or retrofit capabilities

Technical Constraints
- Cameras require direct internet connectivity (can traverse proxy/firewall with configuration)
- Minimum bandwidth per camera: 20-50 Kbps constant, higher during live viewing
- PoE requirements: PoE+ (802.3at) or PoE++ (802.3bt) depending on camera model
- Access control requires wired connection to door controllers
- Some AI features require minimum camera resolution/model
- Historical analytics dependent on video retention period

Network Requirements
- Static IP address or DHCP reservation for each device recommended
- Outbound HTTPS (TCP 443) for cloud connectivity
- NTP (UDP 123) for time synchronization
- RTSP optional for integration with third-party systems
- VLANs recommended for security segmentation
- Quality of Service (QoS) recommended for optimal performance

Environmental Constraints
- Outdoor cameras rated to operating temperature range (-30°C to 50°C typically)
- Humidity and weather protection required for connections

- Direct sunlight may affect image quality without appropriate positioning
- Extreme environments may require specialised housing
- Physical security of devices in accessible locations

Functional Limitations

- Camera storage capacity finite (30-365 days based on model)
- High-motion environments consume storage faster
- AI analytics accuracy dependent on camera positioning and lighting
- Facial recognition subject to legal and privacy considerations
- License plate recognition requires appropriate camera positioning and quality
- Access control limited to Verkada-compatible locks and credentials

Scale Considerations

- Recommended maximum 10,000 devices per organisation
- Very large deployments may require multiple organisation accounts
- Network bandwidth planning critical for large camera deployments
- Management user limit: 500 active users per organisation

Compliance and Legal

- CCTV deployment must comply with UK GDPR and Data Protection Act
- Signage requirements for video surveillance
- Facial recognition subject to legal restrictions and approval processes
- Audio recording requires compliance with interception laws
- Data retention policies must align with legal requirements
- Subject access requests (SAR) must be processable

Pricing Information

Licensing Model

Verkada operates on a per-device, per-year licensing model:

- Cameras: Per-camera annual license includes cloud management, storage, and features
- Access Control: Per-door annual license
- Sensors: Per-sensor annual license
- Alarms: Per-panel annual license

Licensing typically ranges from 1-10 year terms with discounts for longer commitments.

Hardware Costs

Verkada hardware is purchased separately from licensing:

- Cameras: Pricing varies by model and capabilities (£400-£2,500 per camera typically)
- Access Control: Controllers and readers (£300-£800 per door typically)
- Sensors: Environmental sensors (£150-£400 per sensor)
- All hardware includes 10-year warranty

HTG Professional Services

Delivered by HTG, priced separately:

- Initial consultation and design
- Site surveys
- Installation and configuration
- Training and knowledge transfer
- Project management

- Integration services
- Ongoing management and support

Pricing Transparency

Detailed pricing is available through HTG's G-Cloud 15 pricing document. Pricing is based on:

- Number and type of devices (cameras, access points, sensors)
- License term selected (1-10 years)
- Storage duration per camera (30-365 days)
- HTG service level (standard, enhanced, or fully managed support)
- Installation complexity and requirements
- Integration requirements

No Hidden Costs

- Hardware includes 10-year warranty
- Licensing includes all platform features and updates
- No charges for firmware updates or feature releases
- No bandwidth charges from Verkada
- No NVR or server refresh costs
- Transparent HTG service pricing

Data Security and Protection

Data Location and Sovereignty

- Video processed and stored at edge (on camera)
- Metadata and thumbnails synchronised to cloud for search
- Cloud infrastructure hosted in AWS (US and EU regions)
- UK/EU customers can specify EU data residency
- No bulk video transfer to cloud
- Video export and sharing uses temporary cloud storage

Hybrid Cloud Architecture

- Primary video storage on camera (encrypted)
- Cloud stores metadata, alerts, and user-generated clips
- Full video accessible locally even during internet outage
- Cloud enables remote access and search
- Bandwidth optimised through intelligent data transmission

Data Security Measures

- End-to-end encryption for all data transmission
- AES-256 encryption for video storage on cameras
- Secure boot and firmware validation
- Multi-factor authentication supported and recommended
- Role-based access control with granular permissions
- Comprehensive audit logging

Compliance and Certifications

- SOC 2 Type II certified
- ISO 27001 aligned security practices
- GDPR compliant architecture
- UK Data Protection Act 2018 compliance
- NDAA Section 889 compliant (relevant for US government contracts)
- Regular security audits and penetration testing

Privacy Protection

- Privacy masking capabilities for sensitive areas
- Configurable retention policies
- Data Processing Agreement provided
- User data minimisation principles
- Subject access request (SAR) support
- Right to erasure capabilities

Physical Security

- Tamper detection and alerts
- Encrypted storage prevents data access if device stolen
- Secure device management prevents unauthorised configuration
- Hardware-based security features
- Device authentication and authorization

Network Security

- Certificate-based device authentication
- TLS 1.3 for all cloud communication
- No inbound ports required
- Support for proxy and firewall environments
- Network segmentation recommended
- Integration with network access control (NAC) systems

Service Level Agreement (SLA)

Platform Availability

- 99.9% uptime guarantee for Verkada cloud platform
- Measured monthly excluding planned maintenance
- Local recording continues during cloud outage
- Service credits available for SLA breaches
- Planned maintenance communicated 5 days in advance

Hardware Reliability

- 10-year warranty on cameras and most hardware
- Advanced replacement for defective hardware
- 2-business-day replacement shipping (UK)
- Extended warranty options available

HTG Support Response Times

- P1 (Critical security incident): 1 hour, 24/7 (managed service)
- P2 (High priority): 2 hours, business hours
- P3 (Medium priority): 4 hours, business hours
- P4 (Low priority): 1 business day

Performance Commitments

- Live video streaming latency <2 seconds
- Cloud platform response time <2 seconds
- Alert notification delivery <30 seconds
- Mobile application responsiveness <3 seconds
- Search query performance <5 seconds

Business hours defined as 08:00-18:00 GMT, Monday-Friday, excluding UK public holidays.

Terms and Conditions

Service provision is governed by HTG's G-Cloud 15 Call-Off Terms and Conditions, Verkada's terms of service, and HTG's standard service terms. Key terms include:

Contract Duration

- Verkada licensing: 1-10 year terms
- HTG services: Typically, 12 months minimum, monthly renewal thereafter
- 30 days' notice required for HTG service termination
- Verkada license commitment non-cancellable during term

Service Changes

- HTG reserves right to update service features
- Material changes communicated 30 days in advance
- Pricing changes on 90 days' notice (excluding vendor price changes)
- Customer right to terminate HTG services if changes unacceptable

Liability

- Liability terms as per G-Cloud framework
- Professional indemnity insurance: £5,000,000
- Public liability insurance: £5,000,000
- Cyber liability insurance: £5,000,000
- HTG not liable for Verkada product functionality

Hardware Ownership

- Purchased hardware owned by customer
- Leased hardware remains Verkada property
- Customer responsible for hardware physical security
- Advanced replacement requires return of defective units

Data Ownership

- Customer retains ownership of all video and data
- Customer responsible for compliance with surveillance laws
- Customer controls data retention and deletion
- Video exportable at any time

Additional Information

Why Choose HTG for Verkada Implementation

Certified Expertise: HTG maintains Verkada partner certification demonstrating technical proficiency and implementation experience.

Complete Lifecycle Support: From initial consultation through installation, training, and ongoing support, HTG provides single-point accountability.

UK-Based Delivery: Local project management, installation coordination, and support ensure responsive service.

Integration Capabilities: HTG's broader IT expertise enables seamless integration with existing infrastructure and systems.

Use Cases

- Corporate offices and headquarters
- Retail stores and chains

- Educational institutions
- Healthcare facilities
- Manufacturing and industrial sites
- Warehouses and logistics centres
- Property management and housing associations
- Government and public sector buildings

Environmental and Social Value

- Elimination of NVRs reduces power consumption
- 10-year warranties extend hardware lifecycle
- Low-bandwidth architecture minimises network energy
- Sustainable product design and packaging
- Support for diverse supplier partnerships

Supplier Information

- Company Name: Howell Technology Group Limited
- Verkada Certified Partner
- Microsoft Solutions Partner status
- ISO 27001 certified
- Cyber Essentials Plus certified

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