

Service Definition Document

Cloud-native video security and access control solutions

G-Cloud Service Definition

Cloud-Managed Physical Security Platform (CCTV, Access Control, Sensors, Alarms, Intercoms) Cloud-native video security and access control solutions

Leading Cloud-Based Physical Security

Verkada is #1

in Cloud Video Security and Cloud Access Control*

Key Benefits

Unified platform

Protect people, assets, and places from a single integrated platform with robust privacy controls.

Powered by AI

Get proactive notifications and streamline investigations with powerful AI-enabled alerts and analytics.

More than security

Improve health and safety, support compliance, and increase operational efficiency with video-based insights.

Join Our Global Community

33,000+

Organizations worldwide trust Verkada

7,000+

Authorized resellers



Command

Manage devices, users, and sites from a single pane of glass, accessible from a simple web browser or mobile app.

Access Control

Manage employee access and credentials from a web-based platform with built-in identity management integrations.

Intercom

Answer calls from anywhere with sharp intercom video, clear audio, and four smart receiver methods.

Workplace

Manage visitors and deliveries with guest and mailroom software, enhancing security along with workplace operations.

Connectivity

Deploy Verkada cameras and devices in hard-to-wire locations using LTE or Wi-Fi gateways or mobile security trailers.

Video Security

Hybrid cloud cameras offer onboard storage and edge-based processing to deliver AI-powered insights in real time.

Alarms

Catch and respond to break-ins with cloud-managed intrusion detection and 24/7 professional monitoring.

Air Quality Sensors

Monitor environments for air quality, temperature, humidity, motion, noise, smoke and vape emissions.

Command Connector

Seamlessly transition to the cloud by bridging your non-Verkada cameras to Command and unlocking advanced video analytics.

Service Summary

Verkada provides a **cloud-managed physical security platform** combining on-premise hardware with a secure, UK/EU-hosted cloud management system ("Verkada Command").

The service includes:

- Video security (CCTV)
- Access control
- Environmental sensors
- Alarms and intrusion monitoring
- Intercom and workplace management tools
- Cloud-based analytics and centralised administration
- 24/7 global support
- Automatic software and firmware updates

The platform is designed for **public-sector organisations** requiring high-availability, low-maintenance, secure physical security systems.

Service Scope

The service includes:

- Cloud hosting of management platform
- Secure device connectivity
- Local and cloud video retention
- User and role management
- Audit logging
- Automatic updates and patching
- Access to APIs and integrations
- 24/7 support
- Hardware warranty and advanced replacement

The service does **not** include:

- On-premise servers (not required)
- Custom software development
- Customer-hosted deployments
- Third-party network infrastructure

Onboarding & Offboarding

Onboarding

- Guided setup via Verkada Command
- Remote onboarding support
- Access to deployment guides and best-practice documentation
- Optional professional services for large estates
- SSO/identity integration (Azure AD, Okta, Google Workspace)
- Role-based access configuration

Offboarding

- Support with user removal and access revocation, device deregistration and transfer of ownership, Account closure and data retention management
- Export of:
 - Video footage (MP4)
 - Audit logs
 - Access logs
 - Sensor data

Service Constraints

- Automatic updates are applied by Verkada; customers cannot defer updates
- Limited customisation to preserve security and reliability
- Requires stable internet connection for cloud features
- No customer-hosted version of Command
- Integrations limited to supported APIs and webhooks

Service Levels (Performance, Availability, Support)

Availability

- Verkada cloud services target **99.9% uptime**
- Local device recording continues during cloud outages

Performance

- Real-time video streaming, High-resolution recording (up to 4K depending on model), Instant retrieval of historical footage

Support Hours

- **24/7/365 global support** via phone, email, and web chat, Priority handling for critical incidents

Incident Response

- Real-time system health monitoring
- Automated failover across cloud availability zones

Security

- End-to-end encryption (in transit and at rest)
- Zero-trust architecture with role-based access controls
- SSO and MFA supported
- No inbound firewall rules required
- Secure boot and tamper-resistant hardware
- Full audit logs for all user actions
- Regular penetration testing and third-party audits
- GDPR-aligned data processing
- Hosted on AWS infrastructure with ISO 27001, SOC 2, and other certifications

Data Backup, Restore & Disaster Recovery

Cloud Backup

- Continuous replication across multiple AWS availability zones
- Redundant storage for video metadata and system data

On-Device Storage

- Cameras include solid-state storage (up to 365 days depending on model)
- Devices continue recording during internet outages

Disaster Recovery

- Distributed cloud architecture with automatic failover
- Continuous monitoring and automated recovery workflows

Business Continuity

- Local recording and access control continue operating offline
- Cloud services resume automatically when connectivity returns

Hosting Locations & Data Residency

- Hosted on **AWS European regions** for UK/EU customers
- Supports GDPR and UK data protection requirements
- No data stored outside the selected region
- Customer data remains within the UK/EU unless explicitly configured otherwise

Technical Requirements

- Internet connection with recommended bandwidth per device
- PoE or PoE+ switches
- Modern web browser (Chrome, Edge, Firefox, Safari)
- Optional mobile app (iOS/Android)
- No NVRs, DVRs, or local servers required

Outage & Maintenance Management

- Automatic updates with minimal service disruption
- Real-time status available via Verkada status page
- Local device operation maintained during cloud outages
- No customer-scheduled maintenance windows required

Data Access Upon Exit

Customers can export:

- Video footage (MP4)
- Access logs
- Audit logs
- Sensor data
- Reports

Data is provided in **open, non-proprietary formats**. Devices can be deregistered and transferred to another organisation.

After-Sales Support

- Unlimited access to Verkada Support
- Advanced hardware replacement (RMA)
- Continuous software and firmware updates
- Access to training materials and documentation
- Dedicated account management for public-sector customers

AI to Protect the Physical World



**Freeform text
search and alerts**



**AI-powered
unified timeline**



**People and
vehicle analytics**



**AI-powered
deterrence**



**Occupancy and
queue trends**



**Person or license plate
of interest**



**License plate
recognition**



**AI-powered activity
detection**



**Face authentication
to unlock doors**



**Live face
blur**

Loved by Every Team

IT professionals

Zero-touch maintenance with automatic security updates as well as encryption in transit and at rest to protect against known and emerging threats.

Security & loss prevention

Proactively mitigate threats, monitor from anywhere and receive real-time alerts of meaningful events.

Facilities & operations

Gain actionable insights to protect people, assets and facilities — while ensuring efficiency and productivity.



All-in-one system

“Verkada has been a real game-changer for us. I would recommend it to any organization looking for an all-in-one, scalable security system.”

Jeff Graves,

Director of IT
Los Angeles Rams



Scale with ease

“For a city of our scale, agility is critical. With Verkada, we are able to automate emergency response, provide access to first responders immediately, and do so from one simple platform.”

Michael Sherwood,

Chief Innovation Officer
City of Las Vegas



Seamless access from anywhere

“The mobile app has the same capabilities as the web portal, there are so many features that help save time. I can search for vehicles and people, share live camera feeds with first responders and send archived footage from any device.”

Dennis Haynie,

Executive Director of Technology
Andrews Independent School District

Trusted by Global Leaders

