



Cloud-based security platform

Verkada

Service Definition Document



HM Government
G-Cloud

VERSION CONTROL

Date	Version	Changes
07/05/24	Rev 0	G-Cloud 14 Submission
30/01/26	Rev 1	G-Cloud 15 Submission

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1. Executive Summary

Reliance High-Tech is the leading independently owned provider of integrated security systems in the UK, with a heritage spanning nearly 40 years. We have extensive experience in designing, installing and maintaining systems to meet the needs of our clients, many of which require complex and highly integrated solutions. We can demonstrate a proven track record of programme management and service delivery, across large operationally demanding, single and multi-site estates within a diverse range of sectors and encompassing a prestigious client base including:



Central Government, CNI & Defence

Home Office, Atomic Weapons Establishment, Chemring Countermeasures etc.



DNO Power Distribution, Power Generation, Water, DNO Gas Distribution

Western Power Distribution, Thames water, Gassco etc.



Police & Prisons

Metropolitan Police, West Midlands Police, Nottinghamshire Police etc.



Research, Governing Bodies, Large Trusts, Healthcare

Thermo Fisher Scientific, Prince of Wales Hospice, NHS etc.



Financial/FTSE, Bio/Pharma, Data/Comms, Transport & Logistics

Morgan Stanley, Direct Line Group, NTT Data Services, London Gateway etc.



Higher Education, Campus Environments, Universities

University College London, University of Westminster, Keele University etc.

Reliance High-Tech pride ourselves on being industry leading partners to our customers. Our highly experienced staff work closely with our clients to truly understand their needs. Our designs are manufacturer agnostic, using best of breed equipment, tailored to solve our clients issues. Solutions are innovative in their approach, aiming to give our clients additional value through our extensive IT expertise as the lines between security, situational awareness, information management and data analysis become increasingly blurred.

Reliance High-Tech provide expertise in the following key areas:

Systems Integration

- Access Control
- Closed Circuit Television
- Perimeter Security
- Network
- Information Management & Situational Awareness

IT Capability

- In-house Expertise
- Fully Accredited – ISO27001 & Cyber Essentials Plus
- Support for all Security related IT Requirements
- High-availability Hosting and DR Solutions

Maintenance

- 24/7/365 Help Desk
- Nationwide Cover & LSP's in Europe
- Flexible & Tailored Plans
- Advance Call Handling and Tracking Software
- Web-based Service Report Module

Lone Worker Solutions

- ID Cards & Fobs with GPS and Audio
- Body Worn Cameras
- Slip/Trip/Fall and 'Man Down'
- Check-ins and Safety Timers
- Two-way Audio with Trained Operators

Monitoring Services

- Dedicated Monitoring Centre
- 24/7/365 Security & Surveillance
- Systems Monitoring and Remote Diagnostics
- Reliance Protect – Lone Worker Monitoring

With our highly technical teams of design, engineering and maintenance staff, coupled with the expertise of our in-house IT teams, Reliance High-Tech were early adopters of Cloud based solutions in the Security Industry. As such we feel we are ideally placed to deliver innovative, effective and robust Cloud Solutions to meet the needs of the G-Cloud 14 framework users.



2. Service Definition

This section describes the proposed solution and the benefits it will realise for G-Cloud 14 Framework users.

2.1 Overview

Reliance High-Tech offer a number of “Cloud CCTV as a Service” solutions backed by tried and tested systems software manufacturers. Reliance have extensive experience of designing, installing, maintaining and supporting these systems with multiple clients.

This Service Definition document provides details of Verkada.

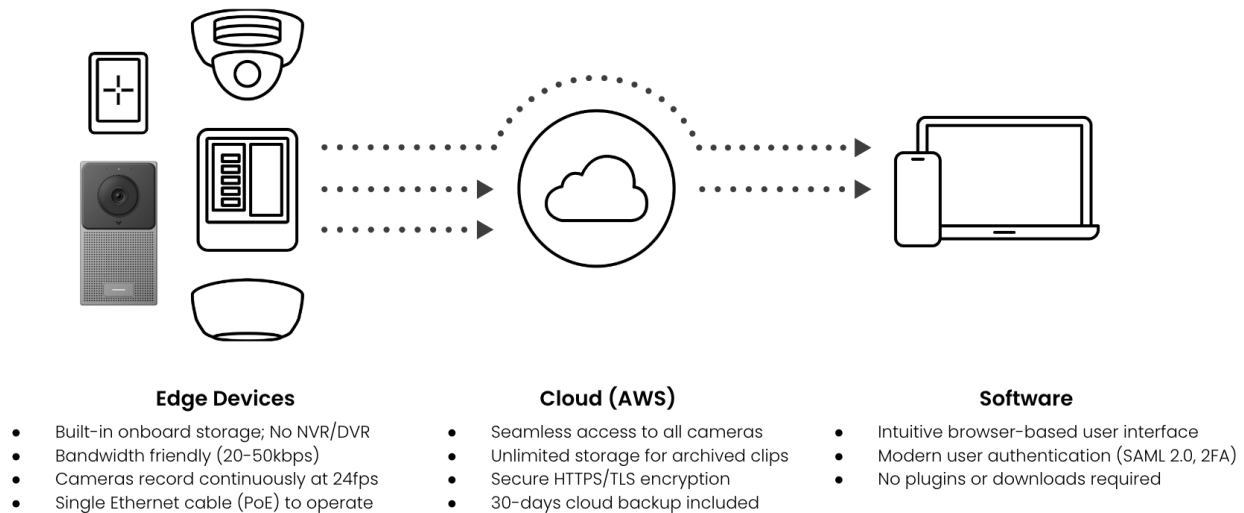
Verkada is a fully integrated hardware and software solution that strengthens safety while simplifying ownership. Designed with ease of use at top of mind, Verkada’s eight product lines provide unparalleled visibility through a single pane of glass. Verkada gives organisations the real-time insight to know what could impact the safety and comfort of people throughout their physical environment, while empowering them to take immediate action to minimise security risks, workplace frustrations and costly inefficiencies.

Founded in 2016 with more than \$360M in funding raised to date, Verkada has expanded rapidly with 16 offices across three continents, 1,900+ full-time employees and 20,000+ customers across 70+ countries, including 60 companies in the Fortune 500.

- **Verkada’s command Platform** allows you to manage devices, users and sites from a single pane of glass — accessible from a simple web browser or mobile app.
- **Video Security Hybrid cloud cameras** offer onboard storage and edge-based processing to deliver actionable insights in real-time.
- **Guest** Personalise the check-in experience with custom sign-in flows, complete with security and health screens.
- **Mailroom** Streamline mailroom management and safeguard assets with native camera integration.
- **Air Quality Sensors Monitor** environments for air quality, temperature, humidity, motion, noise, smoke and vape emissions.
- **Access Control** Easily manages doors and credentials across campuses with Global Access and Active Directory integrations.
- **Alarms** Catch and respond to break-ins with cloud-managed intrusion detection and 24/7 professional monitoring. www.verkada.com sales@verkada.com Intercom Answer calls from anywhere with sharp intercom video, clear audio and four smart receiver methods.
- **Cellular Gateway** allows camera connectivity in remote locations using your own or the Verkada Cellular connectivity to Verkada command.

2.2 Infrastructure & Architecture

Verkada removes the need for backend hardware associated with traditional CCTV, Access Control and Alarm systems. The cameras are easily connected via power over ethernet cables - there is nothing else required, no NVR/DVR/Servers, no additional VMS software, no servers and no dedicated monitors.



2.3 Technical Solution

The following section details the platform, its key components, functionality, features and benefits:

2.3.1 Preserve privacy

Enable privacy features such as face blur and privacy regions, or monitor system usage with audit logs.

2.3.2 Monitor sites from anywhere

Monitor sites from anywhere Find, save and share footage on-the-go. Plus, share live camera feeds with local authorities in seconds.

2.3.3 Control building access

Set door schedules around working hours and provision staff with role based access to restricted areas.

2.3.4 Respond proactively to threats

Receive alerts for meaningful events, including the presence of vehicles or people of interest.

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2.3.6 Secure high-crime or remote areas

Use video-verified intrusion detection and eliminate false alarms. Deploy Cradlepoint cameras for remote areas.

2.3.7 Integrations

Expand the value of Verkada's Command platform beyond physical security with Helix. Use your data to search for footage in Verkada Command to more easily conduct investigations. Verkada has the ability to integrate via API/webhooks as well as our free software called 'Helix' which can ingest and push data from any source with a timestamp.

- Generate events unique to your organization Create custom searchable events by pairing data from 3rd-party applications with Verkada video security footage
- Search events with custom attributes Define the attributes used by Helix to categorize events. Use flexible search tools to find specific video clips
- Minimal set-up required Helix can be set up quickly and easily using Verkada's public API endpoint and is available for all Verkada cameras

1.1.1 Cybersecurity

Verkada is accredited to:

- IS27001
- SOC2
- GDPR

1.1.2 Scalability

Verkada is a cloud managed platform which means that the scalability is limitless, there is no single point of failure or additional hardware required outside of the Verkada product line.

1.2 Pricing Structure

Current guide pricing has been provided in the separate Pricing Schedule provided so please refer to separate document. However, please contact Reliance High-Tech to discuss your specific requirements and to obtain specific pricing.

2. About Reliance High-Tech



Reliance High-Tech is the leading independent security systems integrator serving the UK and Europe. We are trusted by world-leading organisations, operating in the most demanding security environments to protect people, assets and company reputations.

We offer customers support at all levels and our relationships are based on longevity and service excellence. We are trusted by

customers to help them select the right product, embrace important technology trends and ensure they are protected and prepared for the future. We work closely with security and IT teams to combat physical, environmental and cyber threats, successfully addressing the challenges of managing and maintaining disparate and legacy security systems. Additionally, we provide our clients both freedom of choice and peace of mind by delivering reliable and flexible, open protocol Life Safety Solutions.

Our approach is based on five core values – Customer Focus, Innovation, Continuous Improvement, Service Excellence and People. These values, coupled to an agnostic approach to security technology, help us design security systems that are right for our customers. We work in in close partnership with our customers, with integrity and understanding, striving to achieve excellence in everything we do. A relentless focus on service levels, quality, and health and safety is coupled to a flexibility in how we operate.

Our areas of expertise include, Risk Management, Design and Planning, Systems Integration, Software Solutions, Maintenance and Monitoring and Management.

Reliance High-Tech holds and is regularly benchmarked against the following industry standards:

NSI Gold Accreditation - Reliance High-Tech is a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 9001:2015** for the installation and maintenance of Electronic Security Systems including CCTV, Access Control and Intruder Alarms.

SSAIB - Reliance High-Tech is also a SSAIB (Security Systems and Alarms Inspection Board) certificated company and has been assessed and accredited by the SSAIB for the installation and maintenance of CCTV, Access Control Systems and Intruder Systems.

NSI Health and Safety Gold Scheme – We are a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 45001:2018** for the design, installation and maintenance of electronic security systems.



NSI EMS Gold Accreditation – We are a National Security Inspectorate (NSI) certificated company, which complies with the requirements of **ISO 14001:2015** for the installation and maintenance of Electronic Security Systems including CCTV, Access Control and Intruder Alarms.

ISO27001 – Reliance High-Tech has acquired the international best practice standard for an Information Security Management System (ISMS). This certification was acquired for our Remote Monitoring Centre for the protection of critical data and information pertaining to our customers' monitored security and lone worker systems. Our RMC is also a Cat II BS5979 and BS8418 accredited monitoring centre with a fully redundant DR facility.

ISO22301 - Reliance High-Tech is certified to ISO 22301:2019 in recognition of our business continuity management system. By achieving ISO 22301 certification Reliance High-Tech has demonstrated a holistic focus towards business continuity and high availability, as well as providing customer support and risk mitigation assurances across our services and products, enabling customers to enjoy the most up-to-date technology with the knowledge that they are in safe hands.

Cyber Essentials Plus - Reliance High Tech has achieved certification under the UK Government-backed Cyber Essentials security scheme.

Cyber Essentials sets the standard for cyber security, helping to protect UK organisations against attack by cyber criminals. The scheme spells out controls implementation guidance for cyber hygiene against which organisations can achieve certification. Cyber Essentials guidance covers: Boundary Firewalls and Internet Gateways, Secure Configuration, Access Control, Malware Protection and Patch Management.

Achilles Verify B2 – Reliance High-Tech has demonstrated its commitment to provide security solutions for CNI / Utility markets through the investment and acquisition of the highest level of Achilles certification, Verify B2. We have undergone a thorough assessment and audit of our Health & Safety, Environmental and Quality practices and procedures.

CHAS Principal Contractor - Reliance High-Tech's CHAS accreditation proves that our health and safety processes meet excellent standards. It demonstrates that as a business we make an effort to comply with the law and follow best practices and that you take your responsibilities seriously.

SafeContractor - Our SafeContractor accreditation is further evidence of external and independent verification of our internal health and safety policies and procedures.

Constructionline - Reliance High-Tech has been assessed and accredited by Constructionline. Our health and safety policy statement, our company and how we deal with health and safety and our specific health and safety arrangements have all been assessed and approved which gives reassurance to our customers that we will work to an acceptable standard.

In addition to our above accreditations, we are also a proactive member of the **British Security Industry Association (BSIA)** assisting in shaping the future of the UK Security Industry.

Reliance Protect – Lone Working and Body Worn Cameras

Since 2006, Reliance has been leading the field in developing and delivering lone worker safety solutions across a variety of sectors.

We work with some of the UK's biggest employers in sectors ranging from local authorities to retail, from logistics to charities. The reassurance of exceptional levels of service delivery day in day out are delivered through our people, our business processes and infrastructure, levels of accreditation, innovation and technology, and putting our customers at the heart of what we do.

We lead the way in terms of demonstrating our capabilities through. We hold specific industry standards accreditation that allows us to escalate to the Police Forces generating the highest level Level 1 response, where the situation warrants such a response. We also hold wider important standards accreditation covering information security management, cyber security and environmental management to minimise our environmental impact.

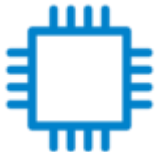
Our devices and apps are at the heart of our services. We continuously develop our devices and apps to ensure they deliver market leading performance, are intuitive and easy to use, and are robust enough to withstand the toughest of environments.

Our ID Ultra personal safety device was awarded the Best Use Of Technology accolade at the British Security Industry Association awards 2021



Designed For Tough Environments

Our ID Ultra is fully waterproof with an IP67 rating and the Pulse isn't far behind at IP65 water resistant.



Technology

Our next generation ID Ultra is the first device of its type to utilise WiFi technology to provide accurate location positions indoors (a limitation traditional GPS devices struggle with). It is also the first non-specialist device to offer an IP67 waterproof rating, rather than just being water resistant.



Red Alerts With 24/7 Alarm Monitoring Services

Users can generate Red Alert alarms which activate 2 way voice calls into our in-house Alarm Receiving Centre, allowing our skilled and experienced alarm handling operators to monitor the situation and escalate right through to the highest priority Level 1 Police responses where required through our BS8484 accreditation.



Encourage Users To Think About The Risks

Users can also build our devices and apps into their day to day dynamic risk assessment processes. The Update function allows users to leave verbal message recordings detailing information such as location, nature of tasks to be

performed, and risks identified.



Falls & Impact Detection

Our range of devices and apps can detect falls and impacts and raise Red Alerts on behalf of the user.



Monitor Check In & Out – Peace Of Mind

Users can check in prior to performing tasks of heightened risk, or indeed check in at the start of the working day. Check in at regular intervals to confirm you are safe. Check out when the task is completed or you have finished for the day.

Failure to check out generates a Red Alert alarm and our alarm handling operators will contact you to check you are safe. This service can work even if the user goes out of mobile phone coverage.

Data provides levels of business intelligence that drives insights, efficiencies, added value, and more robust risk management. Focus has a powerful management information reporting tool covering all aspects of usage, alarms, status of contracts, and our service delivery. We can also push our data into your own business analytics tools for further insights when combined with data from your other risk management and safety systems.

Reliance Protect works transparently and to the highest of standards of service delivery, providing you with the assurance that the service we deliver is continuously monitored, measured and improved. From our alarm handling response times, to our customer service help desk, we deliver to the highest standards. This is backed up by the results from our extensive customer surveys we conduct.



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