Frequently Asked Questions or Concerns, Addressed by Our Vendor Partner, Verkada

Q. We need PTZ (Pan/Tilt/Zoom) cameras.

A. Most of Verkada's cameras satisfy many PTZ use cases with their high-quality video feed and digital zoom capabilities, eliminating the need for PTZ cameras in many situations. Also, Verkada does offer an E-PTZ camera. With an E-PTZ camera you are no longer restricted to the limitations of traditional PTZ solutions– such as incorrectly adjusted cameras that result in missing the recording of critical footage. Also, Verkada's E-PTZ camera offers a 10 year warranty compared to traditional PTZ cameras which typically have a 2-3 year warranty.

Q. I'm worried about bandwidth consumption.

A. Verkada is one of the most bandwidth friendly solutions on the market and utilizes a hybrid cloud architecture to achieve this. Each camera is equipped with a solid state drive for up to 365 days of retention. Thumbnails and metadata are continuously sent to the cloud consuming only 5-20 kbps, just like sending an email over your network. Video footage is sent to the cloud only when being streamed or if cloud backup is enabled. Verkada's solution enables viewing from any device at any time and is encrypted end-to-end, both at rest and in transit. Verkada also supports security features such as SAML-based SSO and multi-factor authentication.

Q. What if we lose internet connection?

A. Verkada cameras are recording 24/7 onto a built-in solid-state drive. In the event of lost internet connectivity, footage will continue to record onto the camera. Once connection is reestablished, you'll be able to review all footage. Moreover, Verkada supports offline mode where footage can still be viewed over the LAN.

Q. What if the camera fails or someone destroys/steals the camera? Will I lose all the video?

A. No worries, you will not lose all of your video footage. All Verkada cameras have a built in accelerometer, which alerts you immediately of any tampering events via SMS & email. Upon detection of tampering, the camera begins to upload high resolution video to the cloud, starting with the most recent moment, ensuring you have video of the perpetrator. Verkada cameras also back up still images every few seconds to the cloud, guaranteeing you will never lose all your video data. However, if this is a significant concern, Verkada offers cloud backup for all its customers. On the other hand, with an NVR/DVR system, if destroyed, all video footage across all cameras would be lost.

Integration Concerns

Q. Why doesn't Verkada integrate with our existing system?

A. Verkada puts a great deal of focus on continuous innovation to ensure that customers have the latest and greatest features available at their fingertips. Software and firmware updates are pushed from the cloud without any customer intervention required. Verkada also takes cybersecurity very seriously. Verkada's solution allows for fast innovation coupled with strong security and high quality.

Q. Does Verkada integrate with access control?

A. Yes, Verkada's platform can be integrated with many access control systems using an intelligent URL structure to link into the relevant video footage. However, most customers find Verkada's software so intuitive and easy to use that there is little need for integration. Verkada's motion grid search capability around ingress/egress points makes it very easy to identify every individual who has walked into and out of a building.

Q. Do you integrate with POS?

A. Yes, Verkada's platform may be able to integrate with POS depending on the type of system. However, most customers find Verkada's software so intuitive and easy to use that there is little need for integration. Customers typically use their POS system to find the particular point in time they want to review and they are then able to immediately find the relevant video footage using Verkada's platform.

Pricing Concerns

Q. I'm not looking to replace everything at once.

A. Not to worry, 80% of Verkada's customers deploy over time. Verkada's infrastructure allows you to start with as many or as few cameras as you want. This is unlike traditional systems that require an 8 to 32 port NVR/DVR.

Q. Is Verkada expensive? I don't want to pay a recurring fee.

A. Verkada has a very innovative pricing model, and actually

provides one of the most cost effective solutions on the market. In fact, pricing is often the #1 reason customers choose Verkada's solution over alternatives! First of all, every Verkada camera is backed by a 10–ear product warranty. Moreover, there are no hidden costs to worry about with Verkada, and on top of this, future innovation is included in the license price. This is a clear advantage for customers, since it makes cost forecasting very straightforward. On the other hand, traditional systems are riddled with hidden costs related to maintenance and replacement of aging equipment.

Verkada is a California-based manufacturer of international video surveillance systems, with a proven track record for innovation and collaboration. Global CTI shares a common mission to provide efficient and highly effective technology to corporate industry, education districts and municipal governments.

Contact Global CTI for more information on how to bring Verkada technology to your facility.

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