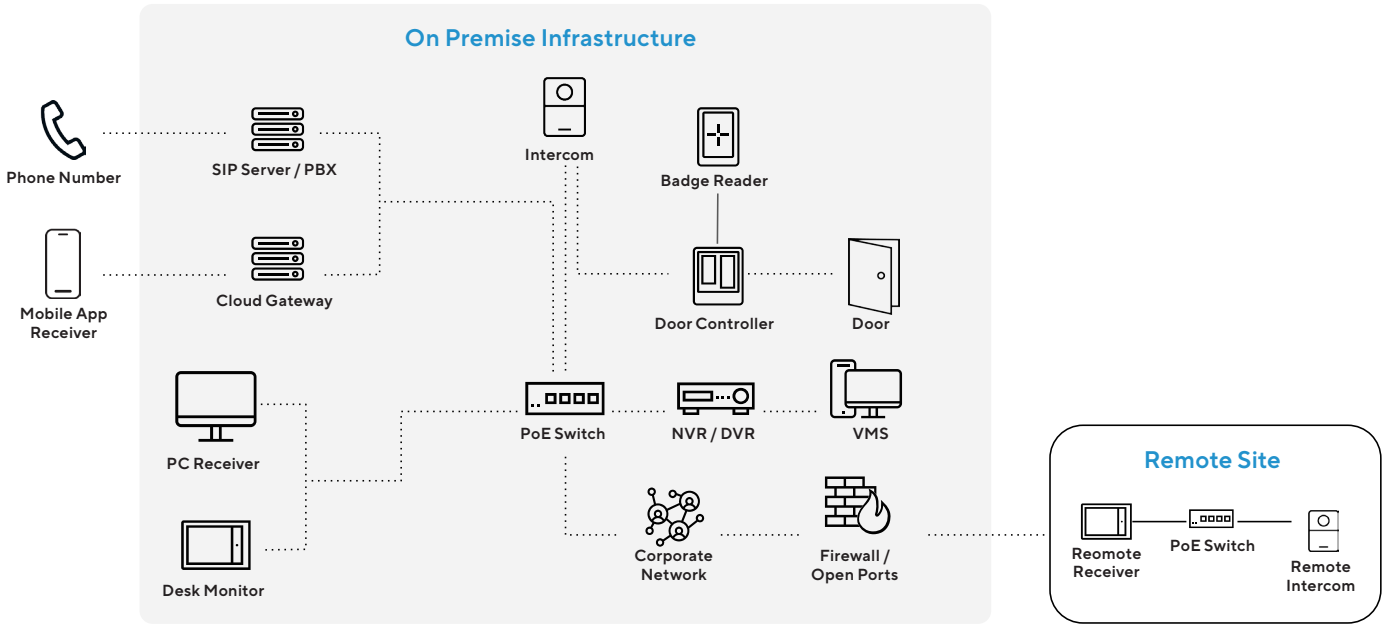
Traditional Intercom Architecture vs Verkada's Hybrid Cloud Intercom Architecture

Traditional intercom architecture



Traditional intercom systems are difficult to scale and create friction for IT teams, front desk staff, and visitors. Connecting intercom hardware to disparate access control and video management systems adds complexity to setup and maintenance. On-premise infrastructure and clunky interfaces make it difficult to update or expand deployments as needs evolve. Fixed receiver stations leave front desk staff – like receptionists or guards – either chained to their desk or at risk of missing an intercom call entirely. And poor audio and video quality can prevent front desk staff from gathering the context needed to make confident entry decisions. These limitations result in operational inefficiencies, security gaps, and frustrating experiences across the board.

Common Challenges

Inflexible Call Receiving

- Intercoms are hard-wired point-to-point to fixed receiving stations, with no on-the-go option
- Calling different receivers requires additional SIP servers, cloud gateways, and proprietary applications that limit extensibility and flexibility
- Call routing logic is complicated to program and dynamically update

Poor Call Quality

- Unclear audio quality leaves both callers and receivers struggling to communicate, especially in noisy environments
- Grainy video limits receiver's ability to gain sufficient visual context and understand who is calling

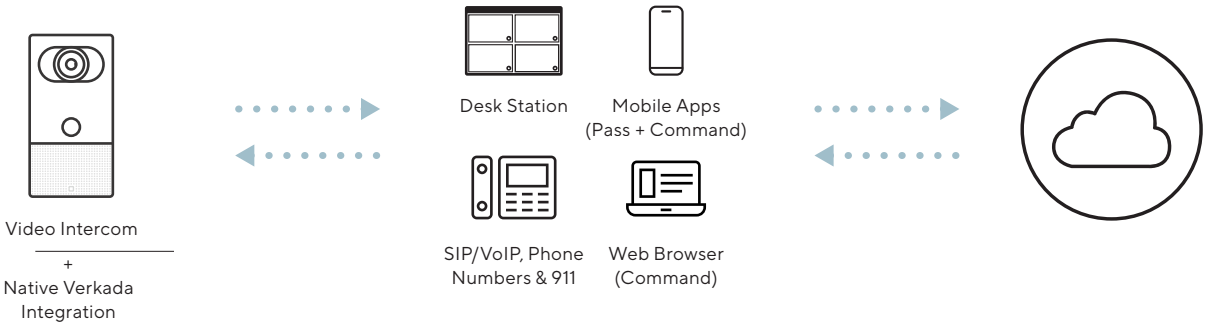
Rigid Ancillary Infrastructure

- Enabling continuous video recording requires an on-premise NVR and video management system
- Connecting intercom to access control functionality requires additional components like an access controller, access reader, and third-party software

Complex User Experience

- User interfaces are slow and unintuitive to navigate
- Setting up port forwarding or VPNs for remote access creates security vulnerabilities
- Upgrading firmware and software is manual and costly, leaving systems behind on new features and patches

Verkada's hybrid cloud intercom architecture



Best-in-class Hardware

Enjoy excellent call quality and native Verkada integrations for cleaner installs

Flexible Call Receiving

Dynamically route calls and answer from anywhere – at a desk or on-the-go

Easy Cloud-based Management

Manage and scale enterprise-wide deployments with a continuously evolving platform

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Effortless Calling and Security at Scale

Flexible Call Receiving

- Multiple receiver types - fixed and on-the-go - allow receivers to answer intercom calls from anywhere
- Calls can be concurrently or sequentially routed to multiple receivers, and routing can be adapted based on time of day to boost response rates
- Remote management coupled with flexible routing allows organizations to easily manage intercom calls from central security operations centers (SOCs)

Simplified Installations

- Intercoms have a built-in security camera, card reader, and door controller, reducing the need for separate devices
- Native integrations to hybrid-cloud video security and access control eliminate NVRs and allow deployments to be managed from one platform: Verkada Command
- Intercoms are compatible with third-party access control systems, where applicable

Easy Access and Management

- Simple configuration flows, live feed monitoring, and detailed event history enable easy cross-site management and expansion
- Rich reporting offers valuable insights, and AI-powered identification and search capabilities help expedite investigations
- Automatic firmware updates, offline alerts, 24/7 support, and a 10-year warranty boost longevity of intercoms

Excellent Call Quality

- 80-90 dB speakers combined with advanced noise suppression and echo cancellation deliver clear audio on every call
- 5MP camera resolution, Wide Dynamic Range, IR LEDs, and 130° FOV create a clear visual of entryways, day and night