Verkada

Modern Cloud-Based Security for Hotels & Resorts

AI-driven security protects guests, staff, and properties — while elevating every stay.

Leading Cloud-Based Physical Security

In fast-paced hospitality environments, security and IT teams must balance protecting people and assets with delivering an exceptional guest experience. Leading hospitality brands worldwide, from boutique hotels to luxury resorts, rely on Verkada's cloud-based platform to effortlessly scale security operations across their properties. AI-powered analytics drive faster investigations, proactively deter threats, and deliver operational insights that keep guests safe while providing smooth, memorable stays.

Verkada is #1
in Cloud Video Security & Cloud Access Control**

CORE HOSPITALITY

30% reduction
in physical
security costs*

Holiday Inn Club Vacations

Automated
vehicle access
control for staff*

CRYSTAL

Minutes to share
video footage
instead of hours*

*As estimated by the customer. Prior results do not guarantee outcomes.
**2023 Novaira Insights market share data for video surveillance cloud solutions (world excl. China). 2024 Omdia worldwide market share data for cloud-native, access control solutions that push mission-critical services into the provider's cloud tenancy; excludes ACaaS solution providers that materially split the execution locus for analytics between on-premise hardware and cloud.

Verkada

Why Hotels & Resorts Choose Verkada

Experience a new level of simplicity with Verkada. All you need is the hardware and access to Command, our software platform, which updates automatically. Centrally manage all Verkada devices and users from any browser or mobile device. Gain actionable insights with information integrated across devices.

Access footage from anywhere and monitor activity in real time

Investigate faster with AI-powered people and vehicle analytics and instant alerts

Instantly share live camera feeds with internal security or police

Protect guest privacy with live or selective face blur and privacy regions

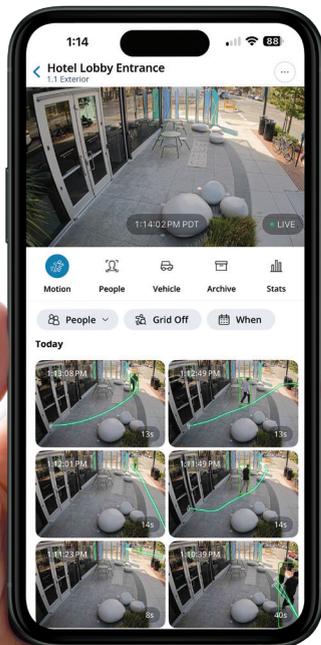**Easy multi-site management** with granular, role-based user permissions

Deter cybersecurity threats with SSO, 2FA, and Enterprise Controlled Encryption

Drive staff adoption with a user-friendly and intuitive system

IT-friendly with bandwidth-efficient cameras and zero servers or NVRs to manage

Up to 10-year warranty, predictable renewal costs, and unlimited user seats

Top-rated technical support — available 24/7 via email, phone, or live chat

Core Hospitality

"Verkada's technology has reduced costs, enhanced compliance, and improved guest safety — all while making security operations more efficient than ever."

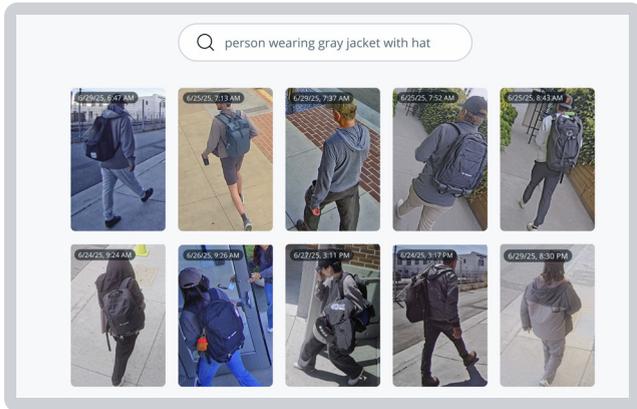**Toke Leth Svensson,**
Head of IT

Crystal Mountain Resort

"Pulling and sharing video footage now takes minutes, not hours. And when other teams need to pull footage, they can access it directly from their phones."

Perry Turner,
IT Director

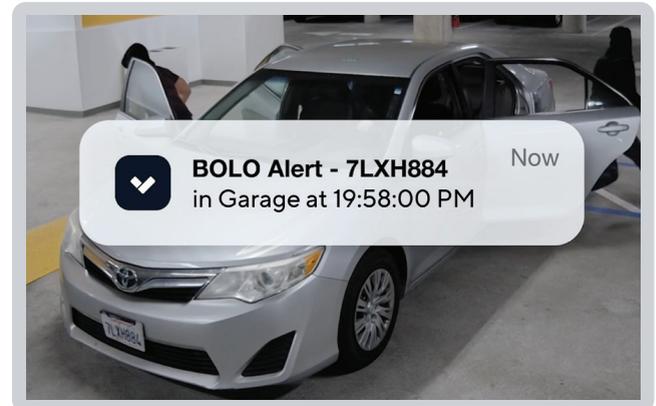# Proactively Protect Staff, Guests, and Properties

Investigate faster and reduce liability risk

- Quickly find stolen items or resolve liability claims — simply type a description or upload a photo to retrieve relevant footage.
- Track a person's journey across multiple cameras and locations with AI-powered unified timeline, viewing their path on a floorplan for faster investigations.
- Easily share video clips via SMS or a direct link to support security reviews and police investigations.

Set BOLO alerts for repeat offenders

- Set a BOLO (be on the lookout) alert for watchlist individuals or their vehicles and get notified instantly when they approach any of your properties.
- Just upload a photo, enter a license plate number, or provide a description of the person or vehicle to alert internal security for fast intervention.
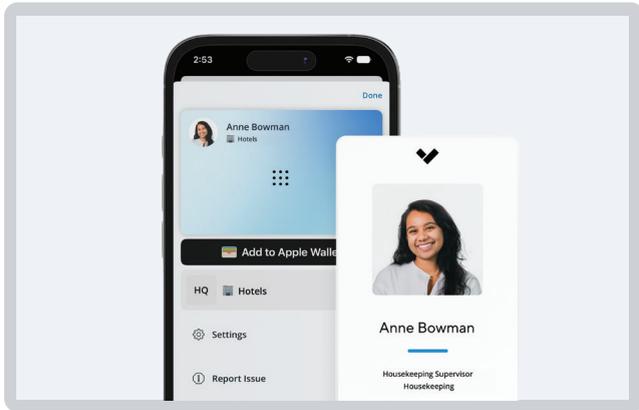

Call for help at the press of a button

- Discreetly notify internal security teams or trigger a call to police — all from the press of a button.
- Panic buttons seamlessly link to nearby camera feeds, enhancing situational awareness for responding security officers and capturing critical evidence for investigations.

Stay ahead of perimeter security threats

- Keep watch 24/7 and capture vehicle collisions, property damage, or other liability-related incidents.
- Deploy remote cameras — standalone with optional solar power or on mobile security trailers — in parking lots and outdoor grounds to extend security coverage.

Safeguard Inventory Assets and Elevate Guest Stays

Minimize back-of-house theft

- Deploy cameras in back-of-house areas to deter theft in high-value spaces like liquor cabinets, wine cellars, and stockrooms.

- Further reinforce security with cloud-based access control. Auto-provision physical or digital keycards and assign granular door permissions to authorized personnel.
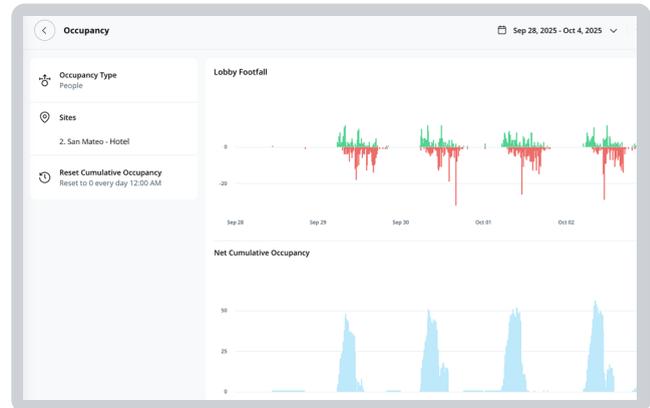
Reduce concierge wait times

- Long check-in lines strain staff and impact guest service.

- Easily track guest footfall with occupancy trends analytics, or analyze average wait times with queue insights from AI-powered cameras.

- Managers can use dashboards to identify peak arrival times, assign staff, and keep check-ins running smoothly.

Get VIP alerts for high-profile guests

- Notify staff when cameras detect high-profile guests or their vehicles, so they can provide personalized attention — whether it's a refreshing beverage or tailored service.

- Assign alerts to specific team members to deliver seamless service from arrival to departure.

Enhance service quality with video audits

- Quickly audit interactions at concierge desks, retail shops, and dining areas by reviewing footage with optional audio.

- In retail shops, use Verkada Helix to sync POS data with timestamped video clips. Filter by cashier, date, time, or transaction type to evaluate staff performance.

Gain Real-Time Visibility Across Hotel Operations
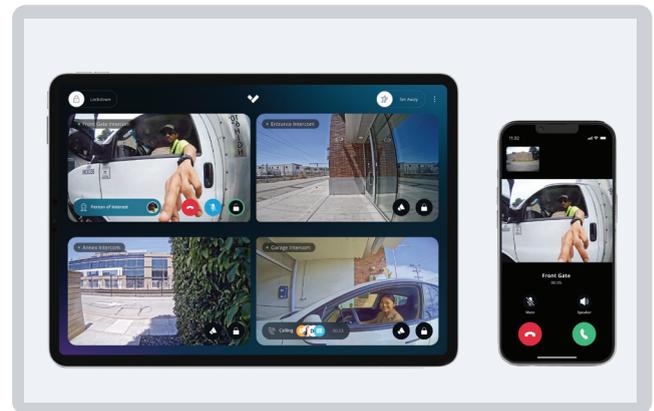
Centralize alerts and response

- Manage all physical security operations under a single platform for connected, real-time intelligence.
- Using operator view, automatically turn security alerts into tickets, allowing teams to track, investigate, share, and resolve incidents — all from one place. Closed tickets generate audit trails for review.

Maintain optimal air quality

- Monitor server closets and facilities for temperature, humidity, and other air quality changes. Get instant SMS or email alerts when conditions exceed safe thresholds.
- Air quality sensors integrate seamlessly with your BACnet system to automatically adjust HVAC settings, maintaining optimal conditions at all times.

Streamline vehicle access control

- Simplify delivery and vendor vehicle access.
- Pair an eye-level video intercom with a license plate recognition (LPR) camera to see delivery drivers and visiting vendors, capture license plates, and control vehicle gate access.
- Communicate clearly using advanced noise-canceling audio before remotely unlocking gates for entry.

Combat employee and contractor time fraud

- Eliminate manual time-tracking errors with digital badge-based attendance analytics.
- Filter by location to see the total number of staff onsite, average daily attendance, and individual badge-ins, with exportable CSV reports for internal review.
- For contractors, track sign-ins via Verkada Guest using facial recognition or a QR code scan on an iPad — or issue keycards for more detailed attendance insights.

One Platform to Power Security for Hotels and Resorts

Video Security

Record 24/7 with AI-enabled cameras that store up to 365 days of footage. Choose from models that support privacy-sensitive features such as live or selective face blur.

Intercom

Enhance lobby security during night shifts with intercoms at the front entrance — answer calls from the concierge desk with sharp video, clear audio, and four smart receiver methods.

Mailroom

Optimize delivery management by tracking package drop-offs with a simple mobile scan and automatically notifying staff upon delivery.

Access Control

Automatically provision or revoke staff keycards via SCIM and SAML integrations. Remotely manage access to back-of-house areas and automate door schedules.

Guest

Simplify contractor and vendor check-ins with a digital visitor management system. Issue time-limited digital or physical keycards for access to staff-only areas or event spaces.

Connectivity

Deploy Verkada devices with cellular or Wi-Fi gateways in hard-to-wire locations like parking lots and outdoor grounds for reliable access to footage.

Alarms

Keep watch 24/7 for trespassing, vandalism, and prolonged loitering. Verkada Alarms extends hotel security with live agent monitoring and video verification.

Air Quality Sensors

Set custom alerts for temperature, humidity, and other air quality indicators to maintain comfortable conditions for guests and staff while reducing spoilage in kitchens, bars, and storage areas.

Viewing Station

Stream up to 300 live camera feeds from multiple sites into one centralized location and gain instant visibility across distributed properties.

Try Verkada for free

Our 30-day free trial includes a device, two-way shipping, and full access to the Command management platform. Learn how we can support your smooth transition to the cloud by bridging non-Verkada devices to our cloud-based system.

Get started today
verkada.com/try