

Professional Monitoring

CLASSIC ALARMS

Overview

A Verkada Alarms License is required to use the Verkada Alarms platform, and each license tier includes a different level of professional monitoring, giving you access to trained agents who can help detect, verify, and respond to intruders for you.

Intrusion sensors can be paired with nearby Verkada cameras to help monitoring agents screen out false alarms. Customers can also choose to use cameras as alarm triggers and use with professional monitoring as a standalone alarm system.

If your Alarm License includes video verification (see page 6), agents will review footage of the trigger event to determine if there is an actual person present, and will only raise an alarm if a person is confirmed.

Customers will be notified of a raised alarm via email, SMS, and phone call. Agents can also request emergency dispatch or talk down to intruders through a powerful on-site speaker.

Monitoring is provided by multiple fully redundant, U.S.-based, UL-listed central stations with Five Diamond Certification from the Monitoring Association. Additional certified monitoring centers are available in the UK, Canada, and Australia.



Detect intruders before they enter your building

Protect your perimeter with cameras that can detect intruders the minute they set foot on your property.



No alarm panel or sensors needed

Detect intruders using just cameras and get all the benefits of a monitored alarm system without any extra hardware.



Help get priority police response

Video-verified alarms help the police know that they should respond quickly and helps you avoid false alarm fines.



Take action against intruders immediately

In addition to notifying law enforcement, our agents can talk down to intruders through a powerful speaker to scare them off.



Verkada Alarm License Tiers

A Verkada Alarm License lets you use your Verkada devices to trigger an alarm and configure custom alarm responses. It also lets you view and manage all alarm events, devices, users and settings in the Verkada Command dashboard.

Customers can choose from three different tiers of the Verkada Alarm License. Each tier includes a different level of professional monitoring at no extra cost.

One Alarm License is required per location.

LIC-BB

Basic Alarm
License
\$600/year

Video verification

- No video verification

Best for organizations that

- Have very few alarm events

LIC-BA

Standard Alarm
License
\$1,500/year

Video verification

- Up to 100 events/month
- Up to 50 cameras reviewed

Best for organizations that

- Have closed hours when no one should be present
- Have areas where no one should be present

LIC-BV

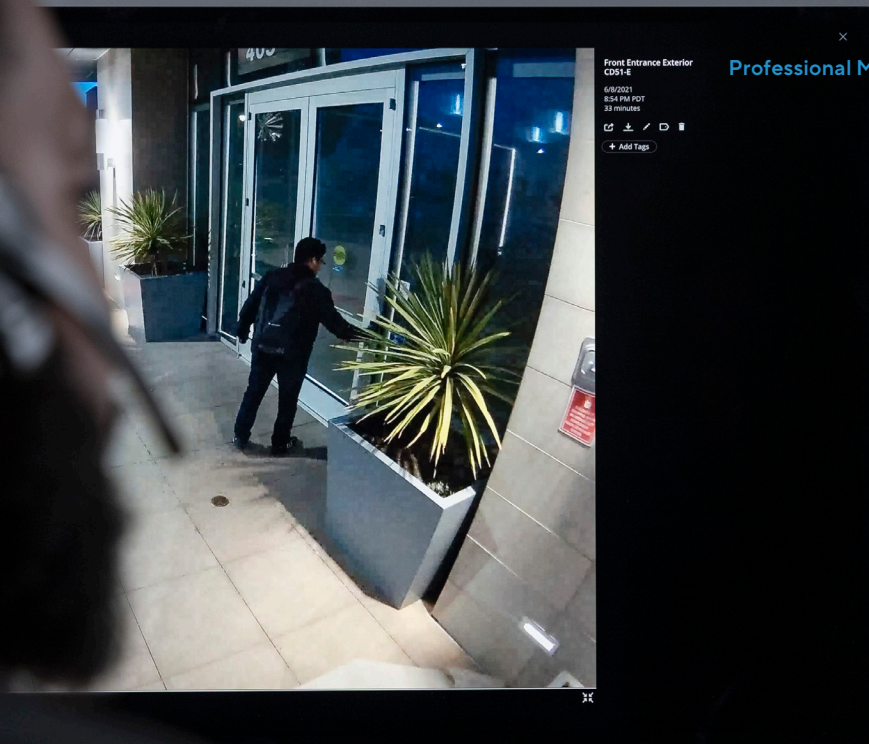
Premium Alarm
License
\$12,000/year

Video verification

- Up to 1000 events/month
- Up to 50 cameras reviewed

Best for organizations that

- Have off-peak hours when fewer people are expected



How it works

Detect intruders

- Customers configure which devices and events should act as alarm triggers, and choose when the site should be armed.
- While your site is armed, our cameras use powerful computer vision to detect if a person is present and alert monitoring agents.
- Non-camera devices (door sensors, motion sensors, etc.) can also be used to trigger an alarm and can be paired with nearby cameras for added visual context.

Verify and get notified

- **Without video verification:** The customer will receive a notification from a monitoring agent that an alarm has been raised. If the customer has Verkada cameras, they can review footage, themselves, to see if there is a real issue.
- **With video verification:** Monitoring agents will review camera footage to determine if there is an actual person present before notifying the customer.

Take action

- Agents will first try talking down to the intruder (if available), then call the contact list to determine the desired response, and only contact emergency services if no one can be reached.
- Customers can direct the monitoring agent on how to proceed, including requesting police dispatch or talking down through a powerful speaker.
- All events are logged and available in Command for auditing and review.



Video verification

With Alarm Licenses that include video verification, monitoring agents will first confirm that there is a person present before raising the alarm and notifying the customer.* If there is not a person visible on camera, the agent will dismiss the event and it will be logged in Command.

Use and limitations

Professional monitoring with video verification is designed for after-hours event-based monitoring where no one should be present. Monitoring agents will only review short video clips from events designated as alarm triggers by customers in Command. Customers should not use professional monitoring to monitor spaces where after-hours human activity is expected. Accurate person detection requires a minimum level of detail, expressed quantitatively as pixels per foot (PPF), which varies by camera model (see pg. 17).

Professional monitoring with video verification is provided by fully redundant U.S.-based, UL-listed, TMA Five Diamond certified central stations. For local emergency dispatch, additional certified monitoring centers are available in Canada, the UK, and Australia. Visit verkada.com/alarms-availability for a complete list of countries where Verkada Professional Monitoring is available, as well as to see monitoring center certifications by region. Verkada will disclose monitoring provider information to prospects, customers, or partners that request the information under NDA.

*Organizations with at least one alarm site created before June 29, 2024 have the ability to select from Normal Security, Max Security, or Custom Verification Rules. Please see the [User Guide for Professional Monitoring](#), page 24, for more details.