Verkada

SERVICE DESCRIPTION

Verkada Global Services
Deployment Project Management

1. Introduction

This service description document (this "**Service Description**") describes Verkada's Deployment Project Management service (the "**DPM Service**"). Any terms used but not defined in this Service Description have the meanings ascribed to them in the End User Agreement ("**Agreement**") between Verkada and the Customer purchasing the DPM Service. The DPM Service is provided subject to the terms of the Agreement, including the then-current Professional Services Terms available at https://legal.verkada.com/#product-specific-terms.

Verkada will provide the DPM Service to help Customers successfully deploy its new and existing Verkada Products.

2. Scope of Service

Verkada will provide the DPM Service by assigning a Verkada Global Services Project Manager (the "**VGS Project Manager**") onto the project. The start date, duration, and applicable DPM Service are set forth herein. Unless otherwise set forth in this Service Description, Verkada may, in its discretion, assign more than one VGS Project Manager to provide the DPM Service.

2.1. Service Location

The DPM Service will be provided remotely.

2.2. DPM Service Scope of Work

The VGS Project Manager will perform the DPM Service as detailed below until the earlier of 1) __ months from the date of assigning the VGS Project Manager, and 2) the completion of the evaluation of the devices purchased under the applicable quote or order document this Service Description is attached to, in accordance with the below, as applicable:

(a) Overall Project Management

The VGS Project Manager will:

- Participate in Partner and Customer kickoff meetings
- Work with Customer, Partner, and Installer to develop the mutually agreed-upon project plan, milestones, and status tracking
- Participate in weekly coordination calls with the Customer, Partner, and Installer
- Report progress to the Customer on an agreed cadence
- Respond to deployment technical issues raised and help coordinate their resolution

(b) Implementation Design

The VGS Project Manager will complete the planning and design below:

- Design and document the Command organization and the site, building, and floor structure to reflect the Customer's physical and operational layout
- Provide guidance to define the initial Command permissioning model and the Command roles

- Provide guidance to define and document the initial device naming standard
- Provide network testing guidance needed to assess their LAN and internet connectivity against Verkada's bandwidth and connectivity requirements, and review the results with the Customer
- Provide the Customer with the required endpoints and firewall allow-list
- Review the RMA process with the Customer
- Facilitate a RACI workshop and document the agreed responsibilities of the VGS Project Manager, the Customer, the Partner, and the Installer
- Review business use cases in connection with the proposed solution design

(c) Deployment and Installation

- Staging and provisioning

The VGS Project Manager will:

- Create the Command site, building, and floor structure, and claim their corresponding devices
- Claim the Customer's devices into sites within Command
- Name each device per the naming standard
- Set up necessary permissions for Installers and Customer users for staging and installation
- Confirm device firmware and readiness before installation

- Hardware installation

Physical installation is performed by the Installer or Partner. The VGS Project Manager will:

- Train the Installer
- Recommend installation methodology and standards
- Help troubleshoot installation issues as needed
- Coordinate cutover for rip-and-replace and new installations

- Software configuration

For each purchased product, and based on the mutually agreed-upon implementation design, the VGS Project Manager will:

- **Command Platform**
  - Enable the required features in Feature Manager
  - Configure SSO and SCIM on the Command side and guide the Customer in connecting their identity provider (i.e. Microsoft Entra ID, Google Workspace, or Okta)
  - Create Command roles and assign administrator and operator permissions
  - Confirm the Customer's licenses and guide the Customer through claiming licenses
- **Cameras**
  - Configure device, event, privacy, analytics, and backup settings on each camera
  - Create camera grids, camera shortcuts and camera alerts
  - Upload the Customer's floor plans and place each camera on the correct floor plan
  - Where applicable, enable supported analytics at Customer's direction
- **Command Connector**
  - Onboard the Customer's compatible third-party or legacy cameras by entering device credentials and IP addresses
  - Where applicable, enable supported analytics for the onboarded feeds at Customer’s direction
- **Access Control**
  - Perform a one-time migration for the Customer's access users into Command by SCIM and/or CSV import
  - Create and name doors
  - Configure door hardware settings (e.g. port assignment, REX, DPI, DHO, unlock timing)

and auxiliary inputs and outputs
    - Create Access User Groups, Access Levels, Door Schedules and Exceptions, and map groups to levels to doors
    - Place each door on the floor plan
    - Configure access alerts, notifications, and roll call
    - Configure advanced Access Control use cases (e.g. lockdown, in and out anti-passback, elevator control, multi-factor entry, and license-plate-recognition unlock) where supported
- **Alarms**
    - Create alarm sites and partitions and add the alarm sensors and devices (camera line crossing/loitering/person detection, door contact, motion, glass-break, water, and panic buttons) as triggers
    - Configure arm and disarm schedules, methods, and keycodes
    - Configure alarm responses, notifications, and horn-speaker settings
- **Environmental Sensors**
    - Pair sensors with a context camera
    - Configure the sensor readings, thresholds, and triggers for alerts
- **Intercoms**
    - Build the intercom call flows, call lists, call groups and populate receivers
    - For entry-management intercoms, configure the connected door and access settings (REX, DPI, unlock timing), place the door on the floor plan, and assign context cameras
    - For emergency intercoms, enable emergency calling and configure E911/UPN and output I/O
    - Configure audio, call settings, device analytics, and cloud backup
- **Workplace**
    - Configure the guest types, documents such as NDAs, hosts and notifications, and approved and deny lists
    - Create guest sites with badge printing, sign-out flows, and paired cameras or doors
    - Configure Mailroom delivery logging, recipient notifications, and camera pairing
    - Configure the emergency and reunification features
    - Provide guidance for the local pairing of iPads and printers
- **Connectivity**
    - Configure the data plan and SIM/APN settings, including dual-SIM and WAN failover
    - Configure connectivity, data-usage, tamper, and geofence alerts, and GPS location for outdoor gateways
- **Transportation**
    - Configure gateway connectivity, including the Wi-Fi and 5G settings, SIM selection across the embedded and physical SIMs, and failover order
    - Configure the vehicle diagnostics connection and enable the telemetry, trip history, and GPS history features
    - Configure the offline clip retrieval behaviour, including the post-ignition wake period, maximum sleep duration, battery shutoff voltage, and retrieval energy budget
    - Create the fleet alerts and notifications for driving events, collision and off-route detection, and device health
- **Sound Systems**
    - Create spaces and zones for each site, and assign speakers and audio player outputs
    - Configure speaker and audio player settings, including inputs, outputs, and volume
    - Configure audio sources, including licensed music streams or 3rd party line inputs, and route them to the configured spaces or zones
    - Configure cross-product integrations such as AI deterrence or our music and announcement tiles on the Desk Station iPad app

(d) Deployment Validation

The VGS Project Manager will:

- Validate the configuration of every product against the mutually agreed-upon implementation design
- Confirm device health and site readiness
- Provide post-install reports on installation quality and configuration
- Support the Customer through go-live and cutover

(e) Training

The VGS Project Manager will:

- Deliver Customer training through a train-the-trainer model

3. Travel Expenses for On-Site Work

The DPM Service will be performed in a remote capacity. In extenuating circumstances where the VGS Project Manager is required to go on site, travel and expenses will be billed separately. Any travel by VGS Project Managers will be mutually agreed upon before the travel occurs and scheduled a minimum of four (4) weeks in advance.

4. Scheduling

Verkada will assign a VGS Project Manager with the appropriate skills to perform the DPM Service. Staffing of the VGS Project Manager may take up to ninety (90) days. In providing the DPM Service, the VGS Project Manager will work a normal work day of up to eight (8) hours and will adhere to the Customer's local business hours. The DPM Service will not be provided after normal business hours or on weekends or holidays without mutual written agreement of the parties, including the applicable rates.

Customer understands and acknowledges that from time to time the VGS Project Manager will be required to attend mandatory employee meetings and/or training for Verkada employees. The VGS Project Manager's attendance at any such events will be coordinated in advance with the Customer.

During the DPM Service term, all planned time off requested by the VGS Project Manager shall be in accordance with the Verkada human resources policies. Routine time off will be scheduled and communicated by the VGS Project Manager to the Customer with 15 days notice. In addition, the VGS Project Manager will adhere to the local Verkada office holiday schedule. The VGS Project Manager will immediately communicate any unavoidable unscheduled time off, sickness, or severe travel delays to the Customer contact. Verkada will not provide a replacement during any planned or unplanned absences and the DPM Service term will not be extended as a consequence.

5. Overall Customer Obligations and Exclusions

Verkada's obligations, and delivery of the DPM Service, require Customer to comply with its obligations and are subject to the exclusions below. To enable Verkada to deliver the DPM Service successfully and on schedule Customer must meet its obligations under this Service Description in a professional, timely, and competent manner, and Verkada is not responsible for any delay or failure to perform the DPM Service or provide any Deliverable as a result of Customer's failure to meet its obligations. Additionally, Verkada will not be liable for any Product configurations, Customer User onboarding, and/or other deployment of the Products requested by Customer.

(a) Customer Obligations

Before delivery of the DPM Service, Customer will do the following:

- Provide a single owner or project manager for the project responsible for:
    - Providing all data and information Verkada requests.
    - Ensuring that all Customer technical resources are qualified on Verkada Products.
    - Coordinating Customer resources engaged on the project.
    - Serving as the central contact for Verkada.
- Provide additional technical resources below as needed for the project, including:
    - Access to any subject matter or technical expert from Customer (or its vendor) to enable Verkada to perform the DPM Service.
- Purchase all licenses required by Verkada for use of the Verkada Products
- Provide VGS Project Manager with legacy and current documentation including: design documentation, written approved design, up-to-date configurations, change management policy documentation, and all requested context and source data.
- Complete any Customer-required onboarding processes to allow Verkada to perform the DPM Service; any delays in Customer onboarding requirements will not be Verkada's responsibility, and the Services term will not be delayed or extended.
- Ensure that all purchased Verkada Products are ready for configuration.
- Advise Verkada of any:
    - Security, health and safety matters, as applicable.
    - Relevant project management meetings related to the project and/or DPM Service, and permit Verkada to attend such meetings, as appropriate.

As Verkada delivers the DPM Service, Customer will do the following:

- Manage all other vendors including, if applicable, any systems integrator or managed services partners.
- Handle all non-Verkada product configuration changes.
- Notify Verkada in writing as soon as Customer learns or has reason to believe that any Verkada assumptions are inaccurate or Customer will not meet any of its obligations under this section.
- Provide any equipment that Verkada does not provide, but is necessary to perform the DPM Service.
- Provide Verkada access to use any Customer and third-party proprietary materials necessary for Verkada to perform the DPM Service. Customer represents and warrants that it has the right to allow Verkada to use such materials and hereby grants Verkada the right to use these materials solely to perform the DPM Service.
- Review and approve any VGS Project Manager proposed Product configurations and Product deployments before they go live.
- Provide the VGS Project Manager with secure remote access to Verkada Products for configuration and deployment.

(b) Exclusions

The VGS Project Manager will not:

- Start the DPM Service until it receives a non-cancellable Purchase Order for the DPM Service.
- Be responsible for performing any tasks outside this Service Description. Any changes to the Service Description or Customer requests outside of the Service Description require mutual written agreement of the parties on scope and additional cost.
- Be responsible for any Customer contractors or third parties Customer engages.
- Be responsible for any delays caused by Customer or any third party.

- Provide the DPM Service for or on non-Verkada Products. All configuration work is based on the agreed-upon implementation design and limited to the Verkada products purchased under the applicable quote or order document. No support is provided for non-Verkada hardware or software under this Service Description, with the exception of onboarding of compatible third-party cameras through Command Connector where purchased.
- Enable on any features except at Customer's direction.
- Develop custom software, or build custom or third-party API integrations.
- Migrate data, users, or systems from non-Verkada platforms beyond the access-control user migration expressly stated in this Service Description.
- Perform ongoing operational tasks, including retention, saving, review, or export of camera footage, or ongoing system administration or monitoring.
- Perform physical installation, mounting, cabling, or power.
- Migrate data between Verkada Command organizations, unless explicitly specified in Section 2.2 of this Service Description.

The DPM Service is non-transferrable.