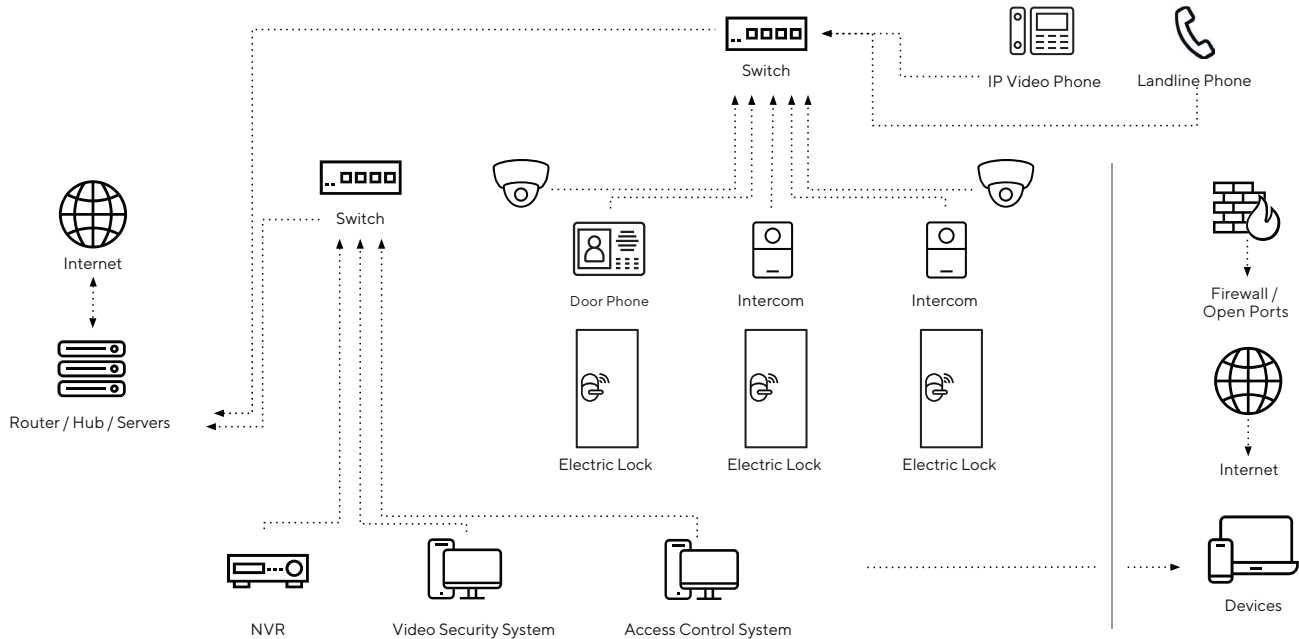


# Traditional Intercom Infrastructure vs Verkada's Hybrid Cloud Intercom Architecture

## Traditional intercom architecture



Traditional intercom systems are inflexible and often hard-wired point to point – sending calls directly to a fixed station that leaves receivers feeling chained to their desks. In addition to fixed receivers, traditional systems also require bulky NVRs to record intercom video footage and separate building access systems to manage door access. These difficult to use and manage systems are also on-prem and stuck on local networks – making answering calls remotely or updating call routing dynamically nearly impossible. This inflexibility results in missed calls, a poor visitor experience and chains receptionists to their desk to answer calls.

Traditional video intercom devices also have poor quality hardware that makes it difficult for callers and receivers. With poor audio quality, callers and receivers struggle to hear intercom calls, especially with background noise or wind. And with low quality video, receivers are not able to gain sufficient context into calls as they make entry decisions.

## Common challenges: inflexible receivers, complex systems, scalability

### Rigid infrastructure

- Call routing is limited only to on-prem devices and receivers
- Door access control managed by a separate system that requires complex integrations
- Continuous video recording requires a complex on-prem NVR system

### Out-of-date and unsecure

- Upgrading firmware and software is manual and costly
- Complex configurations lead to vulnerabilities
- Consistently behind on new features and patches

### Trapped on-network

- Only able to send calls to receivers on-network
- No ability to centralize call routing across networks, offices, geographies or time zones
- No ability to send calls directly to landlines without complex phone line integrations

### Costly to manage

- Short product warranties which lead to costly repairs
- Reliance on specialized IT or long partner contracts
- Adding new devices or locations results in new infrastructure costs



## Verkada's hybrid cloud intercom architecture



## Enhance Security and Answer Calls from Anywhere

### Maximum functionality, minimal complexity

- The TD52 is a video intercom, security camera and door controller
- Video intercom calling with crystal clear audio and sharp video
- Door controller functionality provides full access control capabilities on-device
- The TD52 also supports full Verkada video security camera functionality

### Advantages of a cloud-managed solution

- Simplified hardware deployment and management
- Calls can be routed to any phone, no network or geographical limitations
- Cloud-based routing and configurable schedules provide unmatched flexibility

### Easy to use

- Effortless admin and management with Command's intuitive web-based platform
- Secure and simple call receiving on any device from anywhere
- No training required to safely receive calls or securely access footage and features
- Find, download and share footage from any device

### Ready for scale

- Bandwidth-friendly solution can deploy in almost any setting
- Scale to hundreds of intercoms and hundreds of locations – and manage everything in Verkada Command
- No added equipment needed to support additional functionality

### Powerful security applications

- Intelligent security applications provide contextual video clips for enhanced call security
- Edge-compute capabilities help ensure low bandwidth consumption
- Powerful search capabilities allow admins to identify relevant footage in seconds

### No hidden costs

- Hardware includes an industry-leading 10-year warranty
- Over-the-air firmware updates keep the system up to date
- New features and enhancements are added at no additional costs