

Professional Monitoring



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 threats for you.

Using advanced AI person and vehicle detection, Verkada cameras paired with professional monitoring can act as a standalone alarm system. Other Verkada devices, including intrusion sensors, access control, and environmental sensors, can also be configured as alarm triggers for additional site coverage.

If your Alarm License includes video verification (see page 5), agents will review footage of the alarm event to determine if there is a legitimate threat to people or property, and will only escalate verified threats.

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.



Cut back on expensive in-person guards

Cameras detect intruders and agents can take action, reducing the need for live guards patrolling or watching cameras.



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
- Are looking to supplement or replace in-person guards

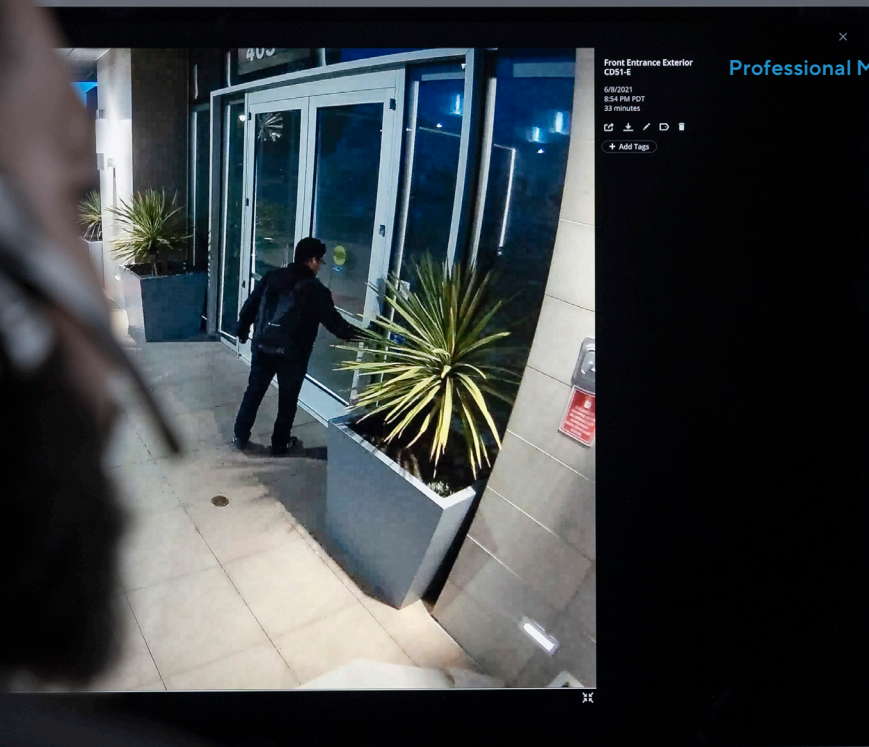
Custom Video Monitoring
[Please contact us for pricing](#)

Video verification

- More than 1000 events/month
- More than 50 cameras reviewed

Best for organizations that

- Want monitoring during busier times with more people present
- Want continuous monitoring



How it works

Detect unusual activity

- 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 the threat 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 threat.
- **With video verification:** Monitoring agents will review camera footage to determine if there is suspicious behavior before notifying the customer. Customers can also specify what types of events should be escalated or disregarded (see page 7).

Take action

- In the case of a visible emergency, agents will immediately contact first responders and then talk-down to the intruder and notify the customer's call list.
- If there is no clear emergency in the available video, 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: how agents decide whether to raise an alarm

With Alarm Licenses that include video verification, customers have the ability to customize each alarm site or subsite to provide monitoring agents with additional context on what types of events should or should not raise an alarm:

Normal security: Monitoring agents will only raise an alarm if there is a visible threat to people or property. If there is no visible threat, or if the situation is ambiguous, the agent will dismiss the alarm.

Max security: Agents will raise an alarm if anyone is seen on camera, regardless of what they are doing. This setting is intended for areas in which no one should be present while the site is armed.

Custom verification rules: For each of the following categories, organizations can specify whether they would like agents to a) raise an alarm and following the normal alarm procedures for that site; b) simply notify the customer's contact list; or c) disregard the alarm event entirely. Video from all verifications will be available in Command for review for the duration of the camera's retention policy, and all trigger events - whether an alarm was raised or dismissed - will be available in Command for review.

- **Threat to person or property:** An agent witnesses a visible threat to people or property. This event will always raise an alarm.
- **Agent cannot determine threat:** The agent sees a person but is undecided if they are a threat.
- **Person INSIDE business (no visible threat):** There is no visible threat, but the agent sees a person indoors who does not appear to be an employee or emergency service personnel.
- **Person OUTSIDE business (no visible threat):** There is no visible threat, but the agent sees a person outdoors who does not appear to be an employee or emergency service personnel.
- **Emergency service personnel on site:** There is no visible threat, but the agent sees one or more people that appear to be emergency service personnel.
- **Apparent employee doing routine activity:** There is no visible threat, but the agent sees a person who appears to be an employee doing routine activity. The person may be wearing a uniform and/or clearly performing work-related tasks.
- **Technical error:** The video could not be viewed due to technical issues.

Use and limitations

Professional monitoring with video verification is designed for event-based monitoring. 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 continuous video monitoring is required, or for any situation where a threat to people or property would not be self-evident from the video footage. Accurate person detection requires a minimum level of detail, expressed quantitatively as pixels per foot (PPF), which varies by camera model (see [User Guide to Professional Monitoring](#) for more details).

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.



Ordering Information

LIC-BB Basic Alarm License pricing*

Includes alarm monitoring with no video verification

Model Number	Description	Cost (MSRP) USD
LIC-BB-1Y	1-Year Basic Alarm License	\$600
LIC-BB-3Y	3-Year Basic Alarm License	\$1,800
LIC-BB-5Y	5-Year Basic Alarm License	\$3,000
LIC-BB-10Y	10-Year Basic Alarm License	\$6,000

LIC-BA Standard Alarm License pricing*

Includes professional monitoring with video verification, up to 100 events/month

LIC-BA-1Y	1-Year Standard Alarm License	\$1,500
LIC-BA-3Y	3-Year Standard Alarm License	\$4,500
LIC-BA-5Y	5-Year Standard Alarm License	\$7,500
LIC-BA-10Y	10-Year Standard Alarm License	\$15,000

LIC-BV Premium Alarm License pricing*

Includes professional monitoring with video verification, up to 1,000 events/month

LIC-BV-1Y	1-Year Premium Alarm License	\$12,000
LIC-BV-3Y	3-Year Premium Alarm License	\$36,000
LIC-BV-5Y	5-Year Premium Alarm License	\$60,000
LIC-BV-10Y	10-Year Premium Alarm License	\$120,000

*One Alarm License needed per physical address; required to operate all Verkada Alarms hardware.