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# Healthcare

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El Centro Regional Medical Center  
GRAND Mental Health  
Prism Health  
HealthPRO Heritage  
Apollo Healthcare (Australia)  
Elim Village (Canada)  
Liferview Residential Care (Australia)





## CASE STUDY



Faster Investigations



Healthcare



CA, USA

# El Centro Regional Medical Center

## OVERVIEW

El Centro Regional Medical Center (ECRMC), a leading healthcare provider in Southern California, modernized its security infrastructure with Verkada's cloud-based platform. By replacing legacy systems, ECRMC gained real-time monitoring, remote access, and improved incident response across its hospital and facilities. The centralized system enhanced patient and staff safety while reducing IT complexity.

With Verkada, security teams can quickly investigate incidents, monitor critical areas, and promote compliance with healthcare regulations.

"The ability to safeguard our patients' privacy while protecting their safety is paramount. Verkada's privacy features provide peace of mind to our patients and support alignment with HIPAA regulations, helping meet compliance and ethical standards without compromise."

**Bill DuBois** | Emergency Preparedness Director

## KEY METRICS

# 15

Minute investigation time

# 83%

Reduction in violent workplace incidents

# \$25,000+

Avoided in potential fines by documenting and proving regulatory compliance



## CASE STUDY



Cloud Transition



Healthcare



OK, USA

# GRAND Mental Health

## OVERVIEW

Grand Mental Health transformed its security operations by consolidating more than six separate systems into Verkada's unified platform. With over 30,000 clients across 13 counties, the organization needed a streamlined approach to improve visibility, incident response, and compliance.

The transition also reduced IT complexity and eliminated the challenges of maintaining multiple outdated systems, allowing for a more reliable security infrastructure that enhances safety for both patients and staff across all locations.

"With Verkada, the deployment was seamless. Training, which once took days, now takes a fraction of the time, allowing our staff to focus on what truly matters—providing care."

**Jeffrey Johnson** | Director of Systems

## KEY METRICS

# 90%

Reduction in systems to manage

# 1 click

Face blur processing, reducing time from hours to seconds

# 10,000 sq. miles

Total coverage area of all secured facilities



## CASE STUDY



Cloud Transition



Healthcare



TX, USA

# Prism Health North Texas (PHNTX)

## OVERVIEW

Prism Health, the largest nonprofit HIV care provider in North Texas, implemented Verkada to unify and scale physical security across 13 locations. With disjointed legacy systems and growing operational needs, PHNTX needed an intuitive, cloud-based platform that integrated access control, cameras, alarms, and environmental monitoring.

By deploying Verkada, staff now receive instant security alerts via email and text, with direct access to video footage for faster response. The system's ease of use supports rapid onboarding and expansion, with new sites and partner clinics already integrating Verkada tools.

"If the cameras pick up unusual activity after-hours that triggers an alarm, Verkada's professional monitoring service will check camera feeds to verify the event before dispatching emergency services."

**Matthew Shaw** | Director of Infrastructure and Information Services

## KEY METRICS

43%

10-year cost savings

\$500,000+

Saved over 10 years

24/7

Professional monitoring



## CASE STUDY



Entryway Security



Healthcare



USA

# HealthPRO Heritage

## OVERVIEW

HealthPRO Heritage, a nationwide healthcare provider, adopted Verkada to modernize building access and front-desk operations across 22 facilities. The organization replaced its legacy intercom, DVR, and access systems with Verkada's cloud-based platform—streamlining entry management and enhancing security for staff and patients.

By switching to buzz-to-enter intercoms, missed calls dropped by 40%, and front-desk teams gained the flexibility to verify and admit visitors remotely from a phone or iPad. Intercom setup took just 3 minutes, and BLE access gave staff keyless entry via smartphone.

"Having an integrated, user-friendly solution benefits all our teams: For IT, Verkada is scalable and easy to manage. For the end user, it's easy to operate and reliable—you don't have to think about it, it just works."

**Josh Scott** | VP of IT Infrastructure and Service

### KEY METRICS

# 40%

Reduction in missed calls

# 3 minutes

To configure Verkada Intercoms

# 22

Protected entrances





## CASE STUDY



Cloud Transition



Healthcare



Australia

# Apollo Care

## OVERVIEW

Apollo Care, an Australia-based care home operator, transformed their security operations by implementing Verkada's cloud-based security platform across their 13 facilities.

Apollo Care can now efficiently monitor multiple locations from anywhere, quickly investigate incidents, and maintain consistent security standards across all their care homes. With Verkada's platform, they've strengthened resident safety, improved operational efficiency, and established a scalable security infrastructure that supports their continued growth across Australia.

"Every frontline worker carries a ruggedized mobile device offering a consolidated set of frontline tools connecting them to clinical and quality systems, technology platforms, team members, and residents. Workers have immediate access to every resident's care plan and tasks are performed with the resident at the point of care."

**Jinto George** | Residential Service Manager





## CASE STUDY



Cloud Transition



Healthcare



Canada

# Elim Village

## OVERVIEW

Elim Village, a Christian retirement community in British Columbia, transitioned from outdated security systems to Verkada to resolve issues related to hardware failures and manual updates, as well as to enhance safety for residents across two campuses,

With Command, staff can remotely monitor facilities, manage access, and respond swiftly to incidents. Features like Person of Interest alerts assist in caring for residents with specific needs, such as early-onset dementia. This modernization has streamlined operations, reduced maintenance costs, and reinforced Elim Village's commitment to providing a safe and comfortable environment for its residents.

"We open a new building about every two years. As Elim Village grows, we need a comprehensive but simple-to-use security system that can scale with us."

**Neil Barkey** | Facilities Manager

## KEY METRICS

# Replaced

200 legacy cameras and 20 DVRs

# 1,000+

Residents protected

# 1.2 million

Sq. feet of secured building space



## CASE STUDY



Remote Monitoring



Healthcare



Australia

# Liferview Residential Care

## OVERVIEW

Liferview Residential Care, a Melbourne-based aged and palliative care provider, adopted Verkada to improve safety and streamline operations across four homes. Previously reliant on siloed systems, staff had to be on-site to review footage, making incident response slow and inefficient.

With Verkada, staff can access footage remotely and review incidents in minutes. Real-time monitoring supports faster emergency response—especially for residents with cognitive challenges—while features like Privacy Regions and role-based access maintain dignity and compliance. People Analytics also helps optimize after-hours staffing by tracking movement patterns, and recorded footage is used for staff training and celebrating positive care moments.

"In the instance of a dispute, having objective video evidence from Verkada provides peace of mind. The clarity of the footage speaks for itself."

**Jimmy Muzzell** | Chief Operations Officer

