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Retail

Continental Battery Systems

Mike's Bikes

Camping World

Reading Terminal Market

The Old Cannery Furniture Warehouse

Canada Goose (Global)

Rapha (Global)

JOE & THE JUICE (Global)

GAIL'S Bakery (UK)

City Beach (Australia)

ToyChamp (Europe)

Harry Rosen (Canada)

Allstone Quarries (Australia)

Kogan (Australia)

Crew Clothing (UK)





CASE STUDY



Cloud Transition



Retail



USA

Continental Battery Systems

OVERVIEW

Continental Battery Systems, a leading U.S. battery distributor with over 200 branches, modernized its physical security by deploying nearly 300 Verkada devices across its nationwide network, replacing fragmented systems from multiple vendors, including outdated 1970s-era alarm sensors and POTS phone lines.

With Verkada, Continental now benefits from streamlined operations. Features like loitering detection and customizable alarm responses enable proactive security measures, while the system's scalability allows for easy deployment across diverse branch layouts.

"Verkada Command is intuitive so our local business managers can use it without help, while professional monitoring agents help screen out the false alarms."

Charles Ehler | IT Help Desk Supervisor

Continental BATTERY SYSTEMS

KEY METRICS

200

Branch locations

1

Centralized platform

24/7

Professional monitoring



CASE STUDY



Loss Prevention



Retail



USA

Mike's Bikes

OVERVIEW

Mike's Bikes, Northern California's largest bicycle retailer, adopted Verkada's integrated platform to improve loss prevention and operational efficiency across 13 stores. Fragmented legacy systems had made investigations slow and theft prevention difficult.

With Verkada's Helix POS integration, staff now resolve fraud and chargeback disputes twice as fast by linking transaction data to video. The system also helps validate test rides and reduce losses tied to high-value bikes. Cameras and professional monitoring services have cut police dispatch times, while analytics tools provide insights to optimize staffing and store layouts based on customer flow.

KEY METRICS

2x

Faster POS
investigations

<1 week

To fully deploy Helix

Zero

NVRs or DVRs
required



The long-term benefit of Helix is with fraud investigations. Rather than a lengthy and expensive chargeback process, it now takes seconds to dispute chargebacks. Before Verkada and Helix, it was difficult to supply proof to the credit card company in order to back up our side of the story.

Chris O'Dell
Chief Technology Officer



Loss Prevention



Retail



USA



Cloud Transition

CASE STUDY

Camping World

OVERVIEW

Camping World, the largest RV and outdoor retailer in the U.S. with over 200 locations, adopted Verkada to strengthen loss prevention across its stores. Previously, fragmented systems made it difficult to monitor inventory, investigate incidents, or prevent theft consistently across sites.

By consolidating security into a single platform, Camping World now has real-time visibility into every location. Store managers can remotely review footage, respond quickly to suspicious activity, and collaborate with law enforcement when needed. This unified approach has reduced shrink, streamlined investigations, and given the loss prevention team the tools to proactively safeguard high-value inventory nationwide.

KEY METRICS

1

Centralized
platform

Eliminated

Shadow IT across 200+ locations

24/7

Professional
monitoring



We have virtual guards that help protect our sites 24/7. We recently had an incident where the cameras detected two intruders and alerted professional monitoring. The agent video verified the threat and dispatched police, who arrested the intruders before any damage could be done.

Jamin Horton
Director of IT



CASE STUDY



Loss Prevention



Retail



USA

The Old Cannery Furniture Warehouse

OVERVIEW

Old Cannery Furniture Warehouse, one of the West Coast's largest furniture stores, implemented Verkada to secure its 10-acre property and \$3M in inventory. With 40+ entry points and 250,000 sq ft to monitor, the team needed real-time threat detection and efficient response.

In just 5 months, Verkada helped catch 10 attempted break-ins, including one arrest made within 20 minutes thanks to professional monitoring and instant police dispatch. The team also uses Occupancy Trends to guide showroom layout and staffing—replacing a 15-year-old infrared system with modern, data-driven insights.

KEY METRICS

10

Attempted
break-ins stopped

\$3,000,000

Of merchandise secured across
10 acres

<20 min

From alarm raised to
arrest



I was able to monitor the incident from my mobile phone, and when I arrived at the scene the suspect was already apprehended. I was able to share the footage with police through a direct link and playback the video on-the-spot. Everything we needed was already at our fingertips.

Gabe Long
Director of IT



CASE STUDY



Loss Prevention



Retail



Global



Cloud Transition

Canada Goose

OVERVIEW

Canada Goose, a leading luxury outerwear brand headquartered in Toronto, implemented Verkada's cloud-based security platform to enhance its global security operations. With plans to double its brick-and-mortar presence over the next five years, the company sought a scalable and efficient solution to replace its fragmented legacy systems.

Verkada's Command platform allows for real-time monitoring and streamlined incident response across all locations in North America, EMEA, and Asia-Pacific. Features like custom alarm settings and POS integrations through Helix have further enhanced the company's ability to protect assets and support business initiatives.

KEY METRICS

1 hour

Saved per investigation

Minutes

To install alarms

1

Centralized platform



When collating data between cameras, doors, sensor and alarm events, it's easy to get a full picture of what's happening anywhere around the world. The user interface is well-designed and the centralized reporting helps speed up investigations.

Devon King

Senior Manager
Security Operations



CASE STUDY



Loss Prevention



Retail



Global

Rapha

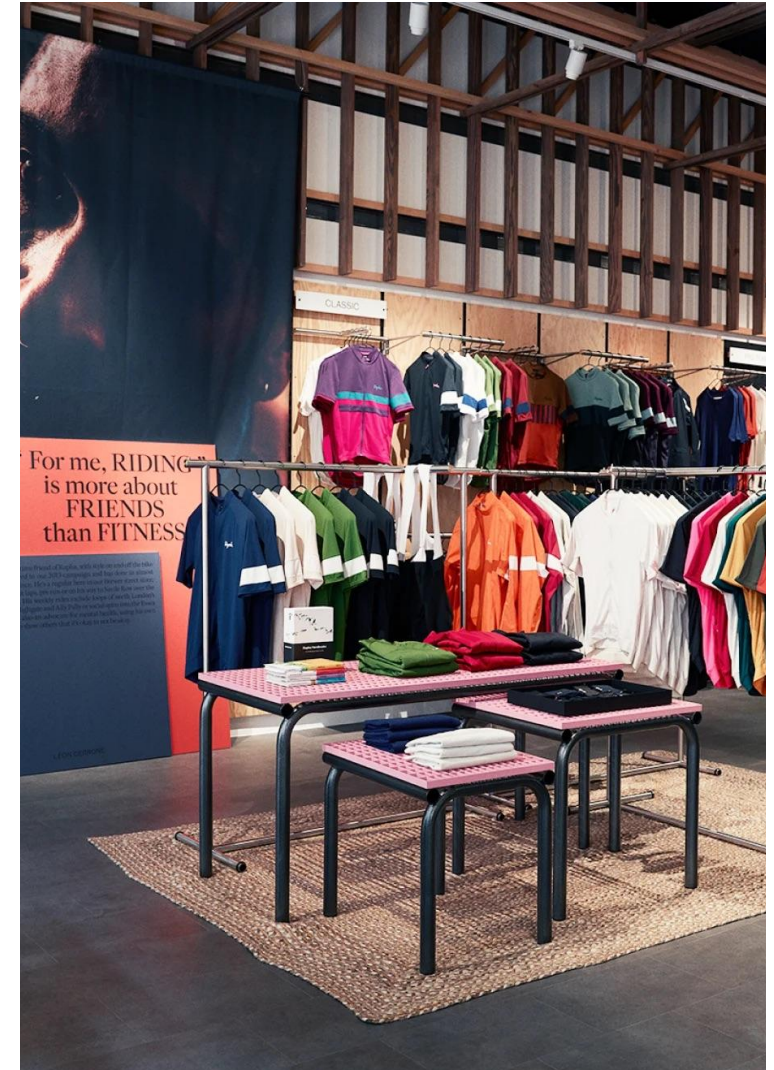
OVERVIEW

Rapha, a premium cycling apparel brand with 23 clubhouses worldwide, implemented Verkada's cloud-based security platform to enhance loss prevention and operational oversight. As the company expanded, it needed better visibility across locations to manage inventory shrink and maintain brand standards.

With Verkada's plug-and-play cameras and centralized Command platform, teams gained real-time visibility into each retail space. Staff can now investigate incidents, monitor store activity, and respond to alerts remotely—saving time and improving accuracy.

"The speed and precision with which we can retrieve and share incident footage is unmatched. With Verkada, we're not just reacting to theft – we're actively preventing it. It's been pivotal in our efforts to combat the rising challenges of retail shrinkage."

Justin Maynard | Retail Technology Manager





CASE STUDY



Cloud Transition



Retail



Global

JOE & THE JUICE

OVERVIEW

JOE & THE JUICE, a global juice and coffee chain with over 300 stores in 16 countries, adopted Verkada to unify security operations across its fast-growing footprint. Legacy systems lacked resolution and remote access, prompting the shift to Verkada's hybrid cloud platform and Mini Dome cameras.

The cameras deliver up to 4K resolution, pairing seamlessly with the brand's interior aesthetic while enabling real-time monitoring, People Analytics, and remote footage review. HR and operations teams can quickly investigate incidents, verify staff activity, and access insights like Occupancy Trends to optimize staffing and store layouts.

KEY METRICS

16

Countries

300+

Stores across North America,
Europe, Asia, and Australia

1

Centralized
platform



Our store interior is thoughtfully designed, and the Mini Dome is perfect to both act as a deterrent and provide security in a discrete way.

Sakari Kingelin
Head of UK Supply Chain



CASE STUDY



Remote Monitoring



Retail



UK

GAIL'S Bakery

OVERVIEW

GAIL'S Bakery, a premium bakery brand with more than 170 locations across the UK, adopted Verkada to streamline operations and support their continued expansion. With a centralized, cloud-based system, the team can easily monitor store performance, verify deliveries, and ensure brand standards are met—all from a single platform.

Verkada's remote access and AI-powered search capabilities have reduced time spent on site visits and manual reviews, allowing teams to focus on growth and customer service. With greater visibility into day-to-day operations, GAIL'S can maintain quality and consistency as they scale.

KEY METRICS

25%

Reduction in
investigation time

Mitigated

Insurance claims by quickly
disproving staged accidents

75%

Of floor space
remotely monitored



With the heatmaps, we can see exactly how customers move through the store, where they spend the most time, and which areas are underutilised. This data allows us to optimise our layouts even further.

Brett Parker
Head of Properties



CASE STUDY



Remote Monitoring



Retail



Australia

City Beach

OVERVIEW

City Beach, a major Australian fashion retailer with 67+ locations, implemented Verkada to improve loss prevention and store oversight. With AI-powered search and remote access, staff can resolve incidents in minutes and identify individuals by clothing or appearance.

Regional managers now monitor stores remotely, ensuring safety and consistent service. Enhanced video quality has also strengthened collaboration with law enforcement, leading to quicker identification and prosecution of theft and aggressive incidents.

"Security guards cannot monitor all locations simultaneously, and costs are increasing due to labor shortages. We needed a technology-driven solution to reduce costs and improve safety. [Now] we can quickly track actions and routes without sifting through hours of footage."

Ben Nau | Head of Retail

KEY METRICS

80%

Reduction in investigation time

Improved

Store security

Real-time

Remote monitoring



CASE STUDY



Cloud Transition



Retail



Europe

ToyChamp

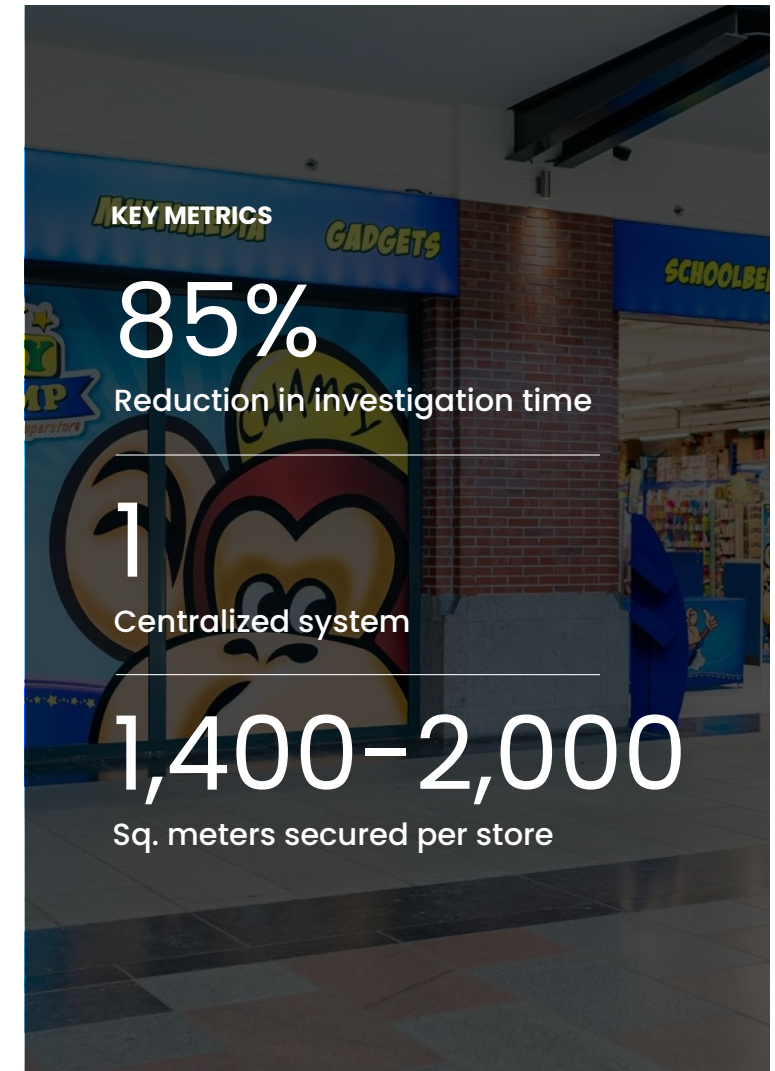
OVERVIEW

ToyChamp, one of the fastest-growing toy retailers in BENELUX, adopted Verkada's cloud-based platform to scale security and gain retail insights across its expanding footprint. With Verkada, the ICT team reduced footage retrieval time by over 85% and eliminated the need for VPNs or physical recorders.

Using Verkada's Occupancy Trends and Heatmaps, ToyChamp evaluates in-store traffic, compares it to sales data, and optimizes product placement for top brands like LEGO and PLAYMOBIL. As ToyChamp expands, Verkada provides a scalable, future-proof foundation for both security and operational insights.

"We plan to open two new stores a year, and Verkada will be at all of them. Verkada makes technology management simple and seamless – we're excited to see what's next."

Guido Thonissen | Information and Communications Technology (ICT) Manager





CASE STUDY



Loss Prevention



Retail



Canada

Harry Rosen

OVERVIEW

Harry Rosen, a leading Canadian luxury menswear retailer with 19 stores nationwide, implemented Verkada to enhance loss prevention and operational efficiency. The adoption of AI-powered search tools enabled the loss prevention team to swiftly locate footage based on specific attributes, significantly reducing investigation times from hours to minutes. This has been instrumental in addressing organized retail crime and minimizing shrinkage.

Additionally, the system's remote access and automated alerts have streamlined operations, allowing staff to focus more on customer service and the integration of store analytics, including heatmaps and occupancy trends, has provided valuable insights for merchandising and marketing strategies.

KEY METRICS

Live

Monitoring for
incident verification

Hours to minutes

Faster investigations with
AI-powered search

Daily

Compliance checks
and faster audits



AI-powered search is an amazing tool that has already helped the team in searching, saving us a ton of time. If we know a suspected shoplifter is wearing a mask or carrying a distinctive bag, we type it into the search bar and immediately find the footage we need. This drastically cuts down our investigation time.

Joe Esterreicher

Director of Loss Prevention & Risk Management



CASE STUDY



Faster Investigations



Retail



Australia

Allstone Quarries (ASQ)

OVERVIEW

Allstone Quarries (ASQ), an Australian retail and manufacturing business, implemented Verkada to enhance safety, compliance, and operational efficiency across quarry, manufacturing, and retail operations. With limited cabling, high-impact environments, and multiple business lines, ASQ needed a rugged, scalable platform that delivered real-time insights.

By integrating Helix with POS and weighbridge systems, ASQ accelerated video investigations and incident resolution while providing accurate documentation of transactions and truck loads—critical to avoiding fines. LPR cameras capture both license plates and load contents, enabling automated compliance checks.

"Verkada has proven its value, especially with Helix and protecting our sites from a single pane of glass. We can ensure that if there's any safety issue, we're on top of it right away. We have greater peace of mind, knowing all our data is secure and easily accessible whenever we need it."

Jai Munday | Information Technology System Manager

KEY METRICS

98%

Faster POS investigations

Up to IP67

Dust and waterproof rating

Up to IK10

Impact and tamperproof rating



CASE STUDY



Faster Investigations



Retail



Australia

Kogan

OVERVIEW

Kogan, one of Australia's largest online retailers, adopted Verkada to unify security operations across its 21 warehouses and corporate offices. Facing outdated, siloed systems, the IT team implemented Verkada's integrated platform—significantly reducing investigation time.

With Verkada's mobile-friendly Command interface, staff can review and share footage in seconds, while SCIM integrations save 1 hour per day on access credential management. Integrated alarms and professional monitoring now allow Kogan to respond to threats within seconds, without additional intrusion hardware.

"The mobile app has been a game-changer, our team can now resolve incidents on-the-go. No matter where we are, we can archive and access footage, as well as share it with the police and other contacts."

Joshua Olds | Head of IT and Security

KEY METRICS

90%

Faster investigations

1 hour

Saved per day on credential management

Seconds

To respond to incidents with Verkada alarms



CASE STUDY



Cloud Transition



Retail



UK

Crew Clothing

OVERVIEW

Crew Clothing, a UK retailer with over 100 stores and 450+ employees, adopted Verkada to modernize security and simplify operations. Legacy systems caused false alarms and delays, prompting a switch to a unified, cloud-based platform.

During the pilot, staff caught 4 shoplifters, showcasing immediate value. AI-powered search tools now enable footage retrieval in seconds, while Occupancy Trends outperformed third-party footfall counters, helping optimize staffing and sales. With SCIM integration and drag-and-drop alarm workflows, user and response management now takes minutes.

KEY METRICS

4

Shoplifters
caught during
pilot program

Immediate

Return on investment
realized

450+

Employees
credentialled via
SCIM

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Verkada brings value beyond just physical security. We've improved retail operations, footfall accuracy, employee training and customer experiences.

Richard Surman
Head of IT