

Secure Watch

ALWAYS ON VISIBILITY FOR YOUR VERKADA ESTATE

Your Verkada footprint is growing, and so is the risk when something goes dark. An offline camera, failed access controller, or unreachable site gateway can leave entire facilities without visibility, undermine compliance, and erode trust in your physical security program.

Internal IT teams rarely have eyes on every device, every hour. Alerts pile up after hours, tickets get lost between teams, and small issues quietly turn into security gaps. ANM integrates Verkada Command alerting with our ANM IT Ops platform (ServiceNow-based ITSM) so every device event is captured, qualified, ticketed, routed and communicated with no action needed from your team.

How ANM Resolves what Matters Most to You

YOUR CHALLENGE	HOW ANM RESOLVES IT
OFFLINE DEVICES TRIGGERING NO RESPONSE	The ANM 24x7 service desk receives every Verkada health event, validates severity and acts immediately.
SECURITY GAPS FROM AFTER-HOURS ALERTS	Every alert opens a qualified incident in ANM IT Ops with full device and site context captured automatically.
TIME SPENT ROUTING ISSUES TO THE RIGHT TEAM	Incidents are auto-assigned to the correct resolver group: ANM, customer, or vendor.
STAKEHOLDERS LEFT UNINFORMED DURING OUTAGES	Stakeholders receive proactive status updates, ETAs and resolution notifications at every step.
COMPLIANCE REPORTING REQUIRING MANUAL EFFORT	ANM delivers device health, MTTA/MTTR, uptime and incident analytics on a scheduled cadence.

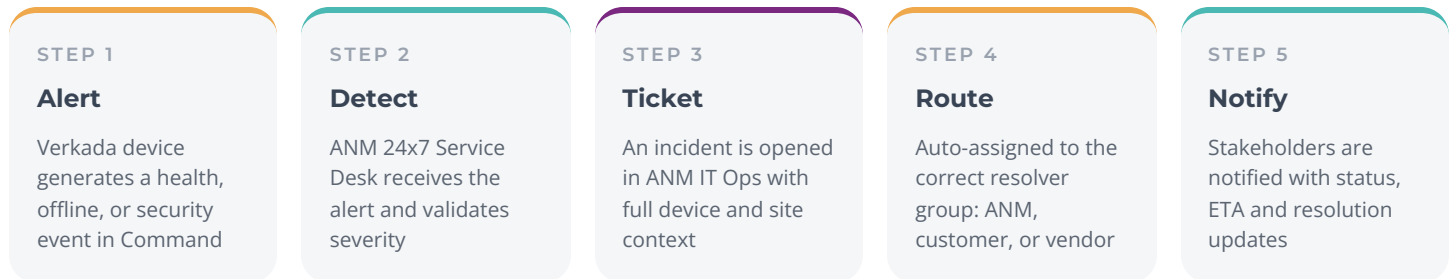
MANAGED SERVICES BENEFITS

- » **No Blind Spots** — 24x7 NOC coverage catches every offline device and missed alerts instantly, including nights, weekends and holidays.
- » **Faster Resolution** — alerts are qualified, ticketed and routed to the right team before your staff is even aware. No manual triage.
- » **Reduced Alert Noise** — ANM absorbs the constant stream of Verkada health events so your internal team can focus on strategic priorities.
- » **Named CSM, Not a Ticket Queue** — a dedicated Client Success Manager knows your environment and translates technical data into executive summaries.

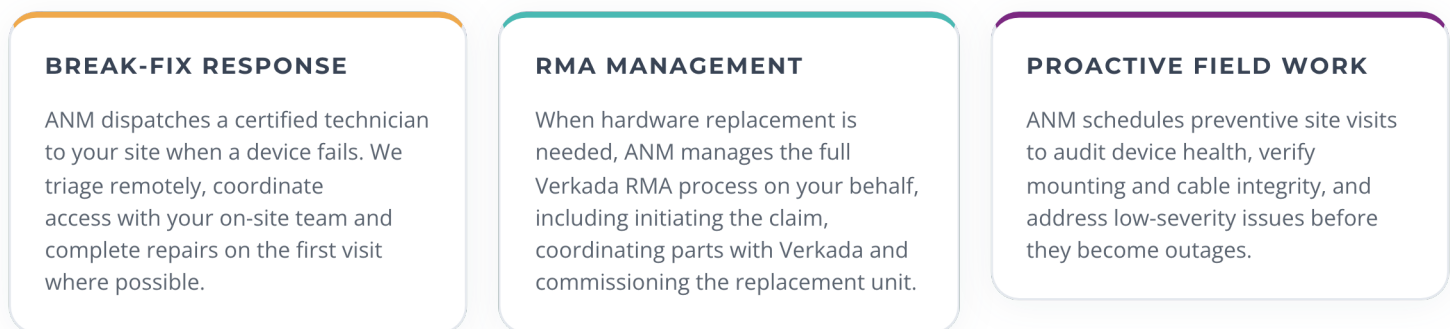
SECURE. CONNECT. TRANSFORM.



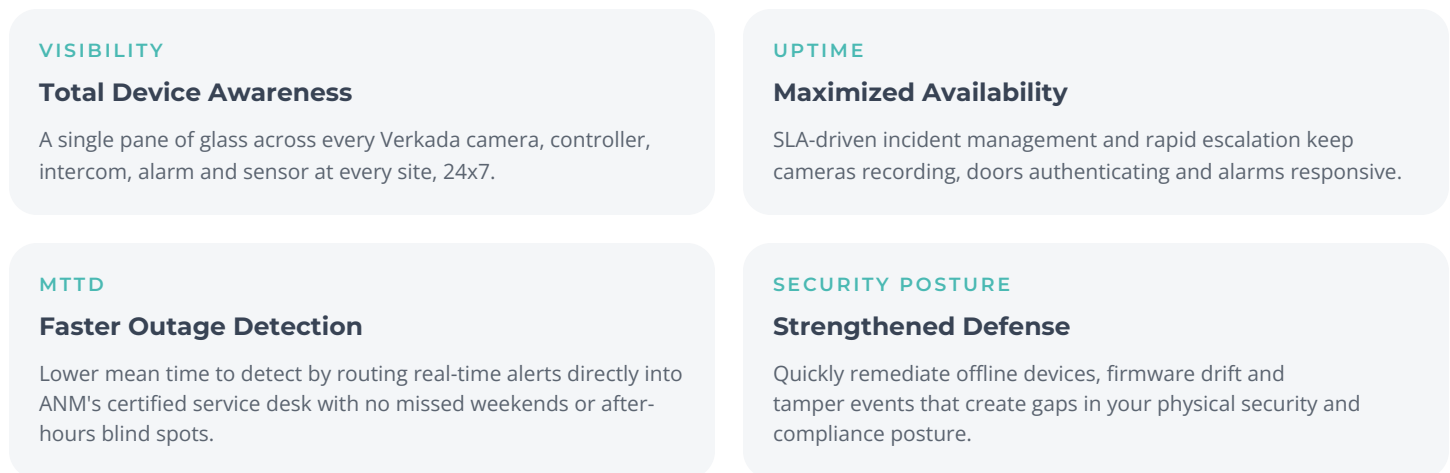
A Flexible Model that Meets You Where You Are



On-site Support and Field Services



Why ANM



Outcomes that Matter to IT Leadership

ANM Secure Watch delivers measurable results from day one. Every device event is tracked, every incident is actioned, and every month your leadership team receives the data they need to demonstrate program maturity.

Your Dedicated Client Success Team

ANM Secure Watch is not a set-it-and-forget-it product. Every client is supported by a dedicated Client Success Team: a named group of engineers, analysts and a Client Success Manager (CSM) who know your Verkada environment, your risk tolerance and your business objectives.

WHAT YOUR CSM DOES FOR YOU

- Conducts regular device health reviews to walk leadership through alert trends, incident patterns and upcoming activity
- Translates Verkada monitoring data into plain-language executive summaries
- Proactively communicates firmware advisories, platform changes and their operational relevance
- Ensures SLAs are met and escalates when they are at risk
- Serves as your advocate inside ANM by coordinating across engineering, security and operations teams

WHAT THAT MEANS FOR IT LEADERSHIP

- You always know your Verkada device posture without having to dig for it
- Board and audit reporting is simple because the data is already organized for you
- Your internal team's bandwidth is freed for strategic initiatives
- You have a single point of accountability instead of a ticket queue
- Surprises are rare, and when something changes, you hear it from us first



Ready to put your Verkada estate on 24x7 watch?

Talk with ANM about a Secure Watch engagement scoped to your sites, devices, and SLAs.

TALK TO AN EXPERT

info@anm.com

anm.com

(866) 527-8822