

CASE STUDY / COUNTY GOVERNMENT / MONTANA

Modern Security, *County-Wide*

How Pine Cove and Verkada brought cloud security to a Montana county, from the courthouse to the fairgrounds.

AT A GLANCE

CLIENT

Missoula County

LOCATION

Missoula, Montana

INDUSTRY

County Government

SERVICES

Cloud Video Security ·
Access Control · Deployment

PARTNER

Verkada

SCOPE

Health dept, sheriff, public
works, elections, fairgrounds

HEADLINE RESULT

Immediate incident response, with 24/7 visibility across county buildings

01 THE CLIENT

One county, many front *doors*

County government is not one building. In Missoula County it is a health department, a sheriff's office, a public works yard, an elections center, a fairgrounds, and a courthouse, along with the other locations a county keeps open so residents can walk in and be served.

That is the defining constraint of civic security work. These are public buildings, open by design, and the people who staff them are not security officers. Whatever protects them has to work without turning a county office into a checkpoint.

Missoula County's security systems administrator, Andy Nelson, owns that problem across every one of those sites at once.

02 THE CHALLENGE

Escalating concerns at the *courthouse*

The pressure to modernize did not come from a technology roadmap. It came from the courthouse, where safety incidents were becoming more frequent and more serious, and where the county's ability to see what had actually happened was limited to whatever the existing equipment had managed to capture. When an incident did occur, staff were largely in the dark, working from partial footage and secondhand accounts.

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Like many counties, the safety concerns around our courthouse were escalating. This emphasized the need for enhanced security solutions.

ANDY NELSON · SECURITY SYSTEMS ADMINISTRATOR, MISSOULA COUNTY

03 FINDING THE RIGHT PARTNER

Chosen on the *software*

Cameras are the visible part of a security system and the least interesting part of the decision. What the county was really buying was the software it would live in every day, and the support arrangement behind it. Verkada won on both, and Pine Cove made the procurement survive a public budget cycle.

Verkada's case rested on things the county could verify: a robust warranty, software that updates constantly, and archiving that needs no on-site storage.

THE PERSONAL TOUCH

Quotes came back fast enough for the county to budget against them rather than wait on them. And Pine Cove's Kyle came out to Missoula in person, which for a deployment spanning this many buildings mattered more than another conference call.

04 WHAT CHANGED

Cloud security, building by *building*

Pine Cove deployed the platform one site at a time, so no location lost coverage during the transition.



THE VERKADA PLATFORM

Cameras, access control, and the cloud command software county staff work in every day, with no on-site storage to maintain.

01 A platform selected to last

Chosen for its warranty and constant software updates, so the system improves without a forklift replacement.

02 Command software the county would use

Facial recognition, simple video sharing, and archiving, with no on-site storage to maintain.

03 Deployed across public locations

Health department, sheriff's office, public works, elections center, and fairgrounds, all on one platform.

04 Viewing stations where staff can act

Live and recorded footage put in front of the people whose job it is to respond to it.

05 THE RESULTS

Out of the *dark*

24/7

visibility across county
buildings, courthouse to
fairgrounds

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on-site storage to maintain,
with video archived in the cloud

Immediate

incident response, where staff
once had to guess

The change Nelson describes is less about footage than about certainty. Where the county previously felt in the dark after an incident, it can now identify what happened, share it with the people who need it, and act while the information is still useful.

For a public institution, that also matters on the record. Incidents in county buildings are matters of public accountability, and the county can now answer questions about them with evidence rather than recollection.

06 LOOKING AHEAD

Security that scales with the *county*

Because the platform is cloud-managed and the software updates itself, adding the next building is a deployment question rather than another procurement cycle. As Missoula County opens, renovates, or repurposes facilities, the security standard travels with them.

Ready to *chat*?

Let's talk about what your organization is trying to accomplish, before we talk about products.

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