

CASE STUDY / K-12 SCHOOL DISTRICT / MONTANA

Peace of Mind in Every *Hallway*

How Pine Cove and Verkada replaced Townsend's failing cameras with cloud security the whole district can trust.

40+ Verkada cameras deployed across campus

AT A GLANCE

CLIENT

Townsend School District

LOCATION

Townsend, Montana

INDUSTRY

K-12 Public Schools

SERVICES

Cloud Video Security ·
Access Control · Deployment
· Training

PARTNER

Verkada

SCALE

40+ cameras

HEADLINE RESULT

24/7 remote visibility, faster response, and less burden on a small IT team

01 THE CLIENT

A growing district, watching its own buildings

Townsend School District is a growing K-12 district in Montana, and like most districts its size it runs its physical security with the same small IT team that runs everything else. Growth tends to add buildings and entrances faster than it adds people to keep an eye on them.

School security is unlike most technology a district buys. Nobody notices it working. Its entire value shows up in the few minutes after something happens, when an administrator needs to know exactly what occurred, and often needs to show someone else.

That makes reliability the whole product. A camera system that works most of the time is not a camera system that anyone can lean on.

02 THE CHALLENGE

Cameras failing across the *board*

Townsend's surveillance was built on aging DVR hardware, and it was failing broadly rather than in one convenient place. Footage was often inaccessible when it was needed. What could be retrieved was frequently too blurry to be useful. There was no centralized access, so investigating an incident meant going to the hardware rather than to a screen.

The practical result was that incidents became difficult to investigate at all, and staff could never be confident the system had captured anything in the first place.

There was a records problem hiding inside the technology problem, too. A district that cannot reliably produce footage of an incident cannot fully answer a parent, a school board, or a law enforcement request, and none of those conversations wait for the hardware to cooperate.

THE CONSTRAINT

Whatever replaced it had to be scalable and genuinely reliable, offer centralized access, and do all of that without adding load to an IT team that had no capacity to absorb another system to maintain.

03 FINDING THE RIGHT PARTNER

Led end to *end*

Townsend did not have the internal bandwidth to project-manage a district-wide security replacement, so Pine Cove led the whole thing: scoping, procurement, deployment, and training. A small IT team can evaluate a platform, but it cannot also run a campus-wide rollout and train every administrator on it.

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*We no longer have to chase down footage or hope the system is working.
We feel secure and supported.*

TOWNSEND SCHOOL DISTRICT STAFF

04 WHAT CHANGED

Cloud security, no hardware to *babysit*

Pine Cove deployed a Verkada cloud solution across campus, chosen so the district gained capability without gaining maintenance.



THE VERKADA PLATFORM

Cameras, access control, and the cloud command software the district manages it all from, with no NVRs on site.

01 More than 40 cameras across campus

Coverage rebuilt district-wide in HD, replacing the failing DVR-era hardware entirely.

02 Centralized visibility

One place for administration to look, and a way to give law enforcement what they need.

03 Cloud access from any device

Footage reachable securely from wherever the person who needs it is.

04 No NVRs to maintain

No on-site recorders, so no closet of hardware left for the IT team to keep alive.

05 THE RESULTS

Before and *after*

CAPABILITY	BEFORE	AFTER
Video Access	Limited, on-site only	Secure remote 24/7
Incident Response	Slow, incomplete footage	Immediate review in HD
System Maintenance	Manual, aging hardware	Cloud-managed, no NVRs
Internal Burden	High	Low

The change staff describe is not really about video quality. It is about no longer having to hope. Footage is there, it is legible, and it can be pulled up by the person who needs it while the situation is still current.

06 LOOKING AHEAD

Room to *extend*

Because the platform is cloud-managed, adding cameras or bringing access control into the same system is an extension rather than another project. As Townsend grows, the security standard grows with it, and the maintenance burden does not.

Ready to *chat*?

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

[Schedule Your Free IT Assessment](#)

CALL

800.432.0346

EMAIL

sales@pinecc.com

WEB

pinecc.com