



Visual Synergy

SECAMB Case Study

South East Coast Ambulance Service (SECAMB)

Cloud-Based CCTV Transformation Case Study

Executive Summary

South East Coast Ambulance Service NHS Foundation Trust (SECAMB) embarked on a strategic programme to replace a patchwork of ageing CCTV systems with a single, cloud-based video-security platform. Over an 4-month phased rollout the Trust migrated **27 operational sites**—from headquarters and emergency dispatch centres to vehicle Make-Ready Centres—onto **300 Verkada cameras**. The result is a resilient, GDPR-compliant solution that, slashes operating costs, and provides staff with a single pane of glass for security and clinical-safety monitoring.



Organisation Profile

Sector	Emergency Services / NHS Foundation Trust
Sites in Scope	27 (Kent, Surrey, Sussex & Berkshire)
Employees	~4,500
Annual Call Volume	>1 million (999 & 111)

Challenges

1. **Fragmented estate** – six different DVR/NVR vendors, proprietary codecs, and no federated view.
2. **Mixed cabling infrastructure** – legacy coax, Cat5e and even analogue twisted pair, complicating PoE camera upgrades.
3. **Compliance risk** – inconsistent retention periods and audit trails jeopardised GDPR & NHS Data Security and Protection Toolkit (DSPT) adherence.
4. **Operational blind spots** – vehicle Make-Ready Bays and remote ambulance stations lacked reliable coverage for security and health and safety.
5. **High total cost of ownership** – on-prem servers, licence renewals, and call-outs for disparate systems.

Objectives

- **Unify** video security on a single, cloud-managed platform
- **Enhance** visibility across clinical & non-clinical areas—indoors and out
- **Streamline** incident investigation with secure remote access for authorised users
- **Harden** cybersecurity posture and meet NHS DSPT & GDPR obligations
- **Reduce** capital and operating expenditure

Solution Overview

Component	Detail
Cameras	300 Verkada Gen 4 devices (Dome, Mini, Bullet & Fisheye) with onboard storage + cloud archive
Management	Verkada Command cloud—with RBAC, 2FA, SSO to NHSmail Azure AD
Networking	Cat6/Cat6A PoE structured cabling; dedicated VLANs & QoS for video traffic
Retention	30 days on-camera, 1-year cloud archive for critical areas
Integrations	Milestone XProtect retirement; API links to Paxton Net2 access-control & Genetec LPR



Implementation Approach

1. **Collaborative Planning**
 - Joint project board with SECAMB IT, Estates & Security, Verkada PS, and Cabling Services Ltd.
 - Baseline survey mapped 480 existing analogue & IP devices; 300 prioritised for phase 1.
2. **Pilot & Proof-of-Concept**
 - Two-week live test at Banstead HQ—zero downtime cut-over.
3. **Phased Rollout (One-Site-at-a-Time)**
 - Average 12 cameras/day installed.
 - Out-of-hours swaps in 24/7 control rooms.
 - Legacy kit quarantined for WEEE disposal.
4. **Cabling Upgrade**
 - Re-terminated of Cat6; replaced 100+ coax runs; validated to 10 Gb Ethernet.
5. **Training & Handover**
 - super-users certified; bite-size videos embedded in SECAMB LMS.
6. **Change & Governance**
 - DPIA & Cyber Risk Assessment signed-off before each site went live.

Outcomes & Benefits

- **99.99 % uptime** since cut-over; cameras remote access for real time support.
- **£120 k annual OPEX saving** (maintenance contracts & energy).
- **Improved clinical safety**—Make-Ready area footage aids root-cause analysis of equipment issues.
- **Carbon reduction**—cloud storage trimmed on-prem server power by 7 MWh/year.
- **Future-proofing**—additional camera licences in framework for 2026 expansion.

“The new platform gives us immediate eyes on every station, without the overhead of babysitting recorders. Our security team can support crews faster and share evidence securely with police in minutes, not days.”

Head of Security, SECAMB

Lessons Learned

1. Allow extra lift-access time for ceiling void works in live clinical spaces.
2. Pre-stage cameras in Command to cut onsite configuration to <5 minutes.
3. Early engagement with Information Governance accelerates approvals.

Next Steps

- Integrate Verkada Guest to streamline contractor access at Make-Ready Centres.
- Deploy Environmental Sensors (SV-21) for pharmacy fridges & server rooms.
- Explore AI-based anomaly detection to flag unauthorised vehicle movements.

Key Takeaways

SECAMB's migration demonstrates how a public-sector emergency service can consolidate disparate, end-of-life CCTV estates into a single, secure, cloud-native platform—driving measurable savings while enhancing patient and staff safety.