



Milestone Care™

A complete service and support program

Peace of mind starts here

Milestone Care is a complete service and support program that takes care of your product throughout its entire lifetime.

It is our commitment to you and your business to make sure you can take full advantage of your product and get the most out of your investment.

Designed to give you peace of mind, the Care program includes three packages, so whether you need frequent software updates, 24/7 access to Milestone Support or critical incident resolution, there is a package to suit your needs.



Milestone Care™

Included with all Milestone products is a service that is anything but basic

- Access to extensive self-help resources in an easy-to-navigate eCare support portal
- Free online eLearning courses
- Live chat assistance
- New Device Pack every second month
- Unique 30% trade-in credit on software products when upgrading



Milestone Care™ Plus

When you want to protect your investment

- Instant access to product updates three times annually
- Ensure system health and stability with reseller access to Milestone Customer Dashboard
- Seamlessly grow your installation over time with 100% trade-in credit when upgrading
- Benefit from exclusive online features such as push notifications and Smart Connect



When you need 24/7 direct technical support

Expand your Care Plus with
Care™ Premium

- Direct 24/7 access to a global team of Milestone technical support engineers
- A service-level agreement with committed response time
- Prioritized support to promptly address critical system issues
- Localized support in select markets based on availability



When you need a dedicated Milestone Technical Account Manager

Expand your Care Plus with
Care™ Elite

- Customized service-level agreement defining the exact level of support your business requires
- Direct and prioritized access to Milestone Technical Support 24/7 with committed resolution objectives
- A dedicated Milestone Technical Account Manager with extensive knowledge of your installation

CARE™ PLUS

When you want to protect your investment



Milestone Care Plus is a service package designed to ensure you are ready for the future. Whether the future brings new technological innovations

or responses to security challenges, this package helps keep your system up-to-date and ready to react quickly to changes and opportunities.

Three annual product updates



The product updates help us stay aligned with current innovation, ensuring that we can respond quickly to cyber security concerns

With instant access to new product updates three times a year, you are guaranteed a constant flow of new capabilities. This means you can repeatedly leverage from every product update that continuously make the products better, safer and more powerful.

With three releases a year, you get the ultimate peace of mind because potential threats or challenges in the IT landscape are instantly addressed via the frequent updates to the products.



Want to see what's in each of our product updates?
[milestonesys.com/
versioncomparisontool](https://milestonesys.com/versioncomparisontool)



System health monitoring



We have limited resources to check up on the system daily, but we need to know that the system is running as it should

Ensure a continuously functioning system by giving your reseller access to Milestone Customer Dashboard that gives a complete overview of the health and performance of your system.

Help your reseller help you

Customer Dashboard is an online system health monitoring service for your system integrator or system administrator, that monitors your system and notifies your reseller of potential technical incidents that need attention.

Full return on your investment



We need to know that the system can be adjusted over time to comply with our expansion and the changing technology landscape, without losing our initial investment

Scale to meet future requirements

Your present security installation might meet your current needs, but as time goes by, requirements change and you may wish to expand your installation or upgrade it to a more advanced Milestone solution.

With Care Plus you receive full trade-in value (100% credit of original purchase) when upgrading to a more advanced product – providing a cost-effective way to adapt your system to changing needs and giving you the full return on your investment.

CARE™ PREMIUM

When you need
24/7 direct
technical support



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Our installation is business-critical – we need to minimize system downtime as much as possible – we need 24/7 access to support

CARE™ ELITE

When you want a
dedicated Milestone
technical account
manager



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In case of severe issues, we need a direct line to an engineer that knows our system and can resolve these issues within the committed resolution time



When support can't wait for Monday, Care Premium acts as an extension to Care Plus and is primarily designed for business-critical installations that want to ensure that any potential system issues are addressed promptly.

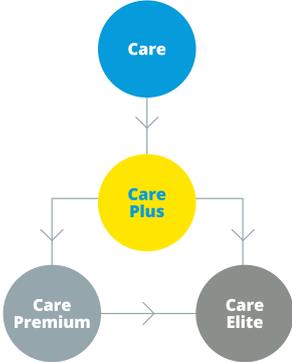
Direct and prioritized access to Milestone Support

With round-the-clock direct access to Milestone technical support teams, you can enjoy the comfort of knowing that whenever you need help, we are here to help solve challenging and time-sensitive support requests.



Milestone Care Elite is a completely customizable service designed for mission-critical installation requiring minimal system interruption. With a dedicated Milestone Technical Account Manager who knows everything about your system, you get personalized and prioritized support with the comfort of knowing that any potential technical issues will be resolved within the agreed service-level objectives.

Pick the Care program that fits your needs



Self-help support	● ● ● ●
eLearning courses	● ● ● ●
30% trade-in credit on software products	● ● ● ●
Camera device packs	● ● ● ●
Technical support via Milestone partner	● ● ● ●
Access to 3 annual product updates	● ● ● ●
Reseller access to Customer Dashboard	● ● ● ●
100% trade-in credit on software products	● ● ● ●
Push notification & Smart Connect	● ● ● ●
Direct technical email and phone support 24/7/365	● ● ● ●
Prioritized support	● ● ● ●
Service-level agreement with committed response times	● ● ● ●
Localized support in select markets	● ● ● ●
Dedicated Milestone Technical Account Manager	● ● ● ●
Service-level agreement with committed resolution times	● ● ● ●
Access to known issues database	● ● ● ●

Want to learn more?



Download information

Visit our content portal to find more detailed Care collaterals.



milestonesys.com/carecollateral



Version comparison tool

Want to see what's in each of our product updates?



milestonesys.com/versioncomparisontool



Care Program eLearning

Free online course to help you learn the fundamentals of Care.



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