

# Milestone CARE™

A complete suite of operational maintenance and support services for organizations using Milestone surveillance products.

**MILESTONE  
CARE™  
KEEP YOUR  
ENGINE  
RUNNING**

**POSSIBLE  
STARTS  
HERE**





# Winning is a team effort

Milestone Care is a complete suite of operational maintenance and support services supplementing your product. Milestone Care consists of four different service packages uniquely designed to provide your business with the protection it deserves.

For now and for the future.

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Milestone Care is a supplement to the support you receive from Milestone's broad and highly qualified network of resellers and integrators. It includes four different service offerings – allowing you to handpick the right level of coverage to match your business' specific requirements.

Milestone Care comprehensively safeguards your Milestone product, in terms of invest-

ments, updates/upgrades and critical incident response.

Irrespective of the challenges that may arise, Milestone Care will help you tackle them securely and effectively.

**Turn the page & discover which solution is the best match for your business.**

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## Milestone Care

		Milestone Care Basic	Milestone Care Plus	Milestone Care Premium	Milestone Care Elite
	Annual fee 	Free	●	●	●
Online e-Care portal	e-Learning 	●	●	●	●
	Chat support 	●	●	●	●
	Knowledge base 	●	●	●	●
	User forum 	●	●	●	●
Upgrades/updates	Access to Service Releases 	●	●	●	●
	Access to new device driver packs 	●	●	●	●
Investment protection	Trade-in value on software products 	30%	100%	100%	100%
	Access to new versions 		●	○	○
Online services	Customer Dashboard 		●	○	○
Problem resolution	24/7 Technical support* 			●	●
	Localized support available in select markets** 			●	●
	Prioritized handling 			●	●
	Committed response times 			●	●
	Committed resolution times 				●
	Technical account manager 				●
	Known issues list 				●

- Assure your operational performance
- Secure your investment
- Minimize your risk



○ Requires Milestone Care Plus on covered products.

\*) End-customer tech support is available through Milestone partners for Milestone Care Basic and Milestone Care Plus

\*\*\*) Contact Milestone to learn more



Milestone Care Basic empowers businesses to quickly and easily find answers to the most common questions.

 Free

## A basic service that is anything but basic

We are committed to giving you a smooth & high-performance experience. All Milestone products are accompanied by an extensive self-help experience built around an online universe consisting of helpful online guides, a chat assistance, a user forum for sharing best practices and much more.

- Online e-Care portal: an easy-to-navigate searchable resource including chat assistance, self-help guides, video tutorials and Knowledge Base
- User forum: online community where you can find and share solutions and best practices with Milestone users around the world
- Continuously updated systems: free and immediate access to all service releases of the video management software, add-on products and clients, as well as new device driver packs
- Trade-in policy: 30% credit on your present Milestone software product when upgrading to a newer or more advanced Milestone product



The advantages of Milestone Care Plus are typically enjoyed by growing and dynamic businesses, such as high street retail and educational institutes.

## \$ Annual fee

## Ensures your business is always safeguarded

Milestone Care Plus enables you to choose the best solution for today and the future. As Milestone adds new functionality to its products on a regular basis, Milestone Care Plus lets you keep up with every innovation, while protecting your initial investment.



*When your business requirements change, it's definitely time for an upgrade.*

- Free access to the latest functionality and software versions allowing you to reap all the benefits of future innovation
- Unique trade-in policy: receive 100% credit on your present Milestone software product when upgrading to a newer or more advanced Milestone product
- Milestone Care Plus includes the Milestone Customer Dashboard, which is a comprehensive system overview of your installation's performance that can be used by your reseller to ensure continuous system operation
- Milestone Care Plus includes all the benefits available in Milestone Care Basic



Milestone Care Premium is suitable for corporations, such as airports and other organizations with business-critical installations.

 Annual fee

## Premium service 24/7/365

Milestone Care Premium is ideal for larger organizations with high security installations that require direct access to the Milestone Support Team to help solve challenging and time-sensitive technical support requests.



*Milestone Care Premium is the ideal option for customers seeking an excellent level of support and latest innovations from Milestone.*

- Direct technical email & phone support and expert assistance 24/7/365
- Prioritized technical emails and phone support, where critical issues are solved with immaculate care and urgency
- Service level agreement with committed response times, ensuring that any potential issue is instantly solved with minimal interruption
- Localized support allows you to engage with Milestone experts in your preferred language, minimizing the risk of misunderstandings. Localized support available in select markets.\*
- Milestone Care Premium requires Milestone Care Plus

\*Contact Milestone to learn more



Milestone Care Elite is suitable for organisations operating mission-critical video surveillance installations, such as central monitoring stations and security service companies.

 Annual fee

## Join the Elite. Tailor-made to your business needs

A high-end customizable service offering for customers operating mission-critical video surveillance installations, Milestone Care Elite provides direct, personalized and prioritized technical support.



*Milestone Care Elite provides an extensive level of customization for businesses – always tailored to your exact business needs.*

- A dedicated Milestone technical account manager ensures extensive technical knowledge and familiarity with the installation to help monitor resolution performance on any reported case
- Prioritized technical emails and phone support, where critical issues are solved with urgency
- Access to Milestone's known-issue database allows you to proactively maintain your system
- Compliance with the highest support demands, such as continuous system operation and minimal system downtime
- Milestone Care Elite includes all benefits available in Milestone Care Premium and requires Milestone Care Plus

# MILESTONE WORLDWIDE



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Business owners are looking for long-term solutions and these require long-term commitments from the system provider. With over 100,000 installations worldwide, Milestone views commitment and customer care as inseparable components of its products. Businesses of any size will enjoy the support and security from a strong company with a large network of experts.

In other words... There are no limits, only possibilities.

**POSSIBLE  
STARTS  
HERE**

With over 3500 integration partners, 20 offices worldwide and distributed in more than 100 countries, Milestone ensures the customer experience is smooth, safe and always on point! For more info, please contact us at [milestonesys.com/milestone-care](https://milestonesys.com/milestone-care)

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