



Milestone Care™

A maintenance and support program for XProtect

Optimize and extend the lifetime of your Milestone products.



Milestone Care™

Get peace of mind

Milestone Care is a complete software maintenance and support program that maintains your Milestone products throughout their lifetimes. It helps you get the most out of your product and maximize your investment.

Designed to give you peace of mind, Milestone Care has two offerings. Whether you prioritize regular software updates or need 24/7 customer access to Milestone Support, there is an option that suits your needs.

If you're looking for enhanced health monitoring capabilities, Care Plus includes XProtect Remote Manager, which provides additional capabilities to ensure your solution is always performing at its best.

Milestone Care provides the assurance that your business will meet changes, challenges, and opportunities safely and effectively.



Choosing your Care offering

Discover the perfect software maintenance service that gives you instant access to product updates, protecting your investment and keeping your system secure.



Milestone Care™ Plus

Built to offer peace of mind and improve daily operations.



XProtect
Remote Manager



Access to
product updates



Full trade-in on
product upgrades



Access to
connected services features



If you need more support, Care Premium extends the benefits of Care Plus



Milestone Care™ Premium

Extends the benefits of Care Plus with direct, prioritized customer support.



Direct and prioritized 24/7
customer access to Milestone
Technical Support



Committed
response times



Support in selected languages
for product updates

XProtect Remote Manager

The image displays three overlapping screenshots of the XProtect Remote Manager web interface. The top screenshot shows the 'Dashboard' with a summary of site connectivity (1 connected, 6 disconnected) and a table of site details. The middle screenshot shows the 'Overview' page with four donut charts representing device, host, service, and camera component states, along with a table of site details. The bottom screenshot shows the 'Device' details for an 'AXIS P3228-LVE Network Camera', including a live video feed and a list of related device components. A 'Filter' sidebar is also visible on the left of the Overview page.

Dashboard LAST UPDATED: 08:02:29 05/06/2024

1 sites connected 6 sites disconnected from the cloud

All sites

Search

SITE NAME	HOSTS	DEVICES	SITE STATE	SITE REASON	STATE SINCE
BOVM-EDWA-02	0	0	Offline	Offline	08:22:24 15/05/2024
ELMA-03	0	0	Offline	Offline	08:22:24 15/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 15/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 22/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 23/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 23/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 24/05/2024

Overview

LEGEND

- Offline
- Critical
- Attention needed
- OK
- Disabled
- Pending
- Unknown
- Communication stopped

Device state: 16/19 Devices

Host state: 4 Hosts

Service state: 4 Services

Camera components state: 20/93 Components

SITE NAME	HOSTS	DEVICES	SITE STATE	SITE REASON	STATE SINCE
BOVM-EDWA-02	0	0	Offline	Offline	08:22:24 15/05/2024
ELMA-03	0	0	Offline	Offline	08:22:24 15/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 15/05/2024
JBA-DKTS-JBA	0	0	Offline	Offline	08:22:24 22/05/2024
KAN-RS-001	4	19	Critical	Multiple	08:22:24 23/05/2024
MS-STHLM	0	0	Offline	Offline	08:22:24 23/05/2024

Device

AXIS P3228-LVE Network Camera (172.20.9.54)

Disable

Device name: AXIS P3228-LVE NETWORK CAMERA (172.20.9.54)

Description:

Model: AXIS P3228-LVE NETWORK CAMERA (172.20.9.54)

State: OK

Device address:

Preview: Use preview

Related device components:

Basic live video feeds

Overview of sites

Audit Logging

Basic Camera Management

Usability

System Health

Access Management

Overview of sites

View distributed sites enabled with Care Plus.

Basic live video feeds

Live video view and basic camera management.

Basic Camera Management

Stream view and ability to change or modify camera settings.

Audit logging

XProtect Remote Manager logs to view when certain actions were performed.

System Health

Overview of system health status in one single dashboard.

Access Management

End-customer can grant and revoke permission for a service provider for increased support.

Usability

Group, search, and filter cameras according to model, status, or recording server for easy overview.



Milestone Care™ Plus

When you want to protect your investment

Milestone Care Plus gives you instant access to product updates, protecting your investment and keeping your system secure.

Here is what you get with Care Plus:



XProtect Remote Manager

XProtect Remote Manager is a web-based tool that helps IT managers efficiently oversee large, multi-site XProtect installations. It offers secure, remote access for system monitoring and minor camera changes.



Access to connected services features

Customers can benefit from features like Smart Connect to easily set up Milestone Mobile and push notifications that automatically notify users on their device if an alarm is triggered in the VMS.



Access to product updates

With instant access to product updates, you are equipped with new capabilities that make XProtect better, safer, and more powerful.



Full trade-in on product upgrades

Receive full trade-in value (100% credit of purchase) when upgrading to a more advanced XProtect product.



Milestone Care Premium™

When you need 24/7 direct access to Milestone Technical Support

Milestone Care Premium gives you round-the-clock direct, prioritized customer access to Milestone's global technical support team.

Here is what you get with Care Premium:



Direct and prioritized 24/7 customer access to Milestone Technical Support

Round-the-clock direct customer access to Milestone Technical Support teams.



Committed response times

A Service Level Agreement with committed response times for support questions and issues. No matter the severity of your case, you will have a first response within 15 minutes if reported by phone and within four hours if reported online.



Support in selected languages for product updates

Localized support allows you to engage with Milestone's expert in your preferred location and, subject to availability, your preferred language including English and Spanish, Italian, French, Dutch, German, Bulgarian, Danish and Arabic (according to availability).

Optimize total cost of ownership

The more updated your solution, the better its performance. These two tools will ensure that you are always getting the best out of your investment.



Version Comparison Tool

The Version Comparison Tool helps you get an overview of what's new compared to an older version of XProtect.

Care Plus gives you instant access to recurring product updates. These updates make your product safer, more efficient and powerful.



Product Comparison Tool

This product comparison tool helps you get an easy overview of the possibilities that more feature-rich versions of XProtect can solve.

Care Plus lets you put the full trade-in price of your current Milestone product towards an upgraded solution.

Learn more about Milestone Care

Contact your dedicated Care team for everything you need to know about maximizing your XProtect's performance and longevity.

EMEA:

channelsuccesscare@milestone.dk

US:

saleus@milestone.us

APAC:

channelsupportapac@milestonesys.com