



Milestone Care™

# A COMPLETE SOFTWARE MAINTENANCE AND SUPPORT PROGRAM



# Peace of mind starts here

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

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

It delivers on our commitment to your business that 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 has two distinct packages. Whether you need recurring software updates or 24/7 access to Milestone Support — or both — there is a package to suit your needs.



## Milestone Care™ Plus

When you want to protect your investment.

XProtect® video management software (VMS) products are updated on a recurring basis to become safer and more efficient and powerful. Milestone Care Plus is designed as a software maintenance service. It ensures you have instant access to the product updates. This helps to protect your initial investment and ensure the solidity of your system.

### Here is what you get with Care Plus:

- Recurring product updates that make your product safer and more efficient and powerful
- Full return on your initial XProtect investment if upgrading to a more advanced XProtect solution



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



## Milestone Care™ Premium

When you need 24/7 direct access to the Milestone Support Team.

When support can't wait until Monday, Milestone Care Premium provides you with direct, personalized and prioritized access to the experts in the global Milestone technical support team round-the-clock.

### Here is what you get with Care Premium:

- 24/7 access to the Milestone Support Team
- Prioritized support to ensure critical issues are dealt with quickly
- Support in selected languages based on availability

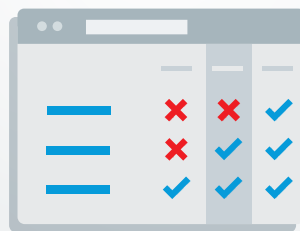
# Optimize total cost of ownership

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

Care Plus gives you instant access to recurring product updates. They make your product safer and more efficient and powerful. Try the Version Comparison Tool to quickly get an overview of what's new compared to an older version.



## Product Comparison Tool

Care Plus lets you put the full trade-in price of your current Milestone product towards an upgraded solution. This provides a cost-effective way to adapt your system to changing needs while giving you a full return on investment.

Try the Product Comparison Tool to see if it's time for an upgrade?