

## Frequently Asked Questions (FAQs)

This document contains the answers to the most frequently asked questions about the Milestone Care service portfolio. The document is divided up into the following sections:

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## Milestone Care service packages

### What is Milestone Care?

Milestone Care is a complete suite of operational maintenance and support services that is available for all Milestone solutions. Designed to provide the right level of coverage to meet the specific needs of each end-customer, Milestone Care consists of a base service offering and three commercial service offerings: Milestone Care™ Basic, Milestone Care™ Plus, Milestone Care™ Premium and Milestone Care™ Elite.

Each containing varying levels of the service components enabling our end-customers to select the Milestone Care package that best fulfills their needs today and in the future. Milestone Care is designed as a complement to the support that end-customers get from resellers and integrators.

### What part of Milestone Care is available for free with every Milestone solution?

This offering is called **Milestone Care™ Basic** and includes the following resources:

- 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 with Milestone users around the world
- Continuously updated systems: free and immediate access to all video management software (VMS) service releases, add-on software, clients and device packs
- Unique trade-in policy: receive 30 percent credit for your current Milestone product when upgrading to a newer version of your existing Milestone product or upgrading to a more advanced Milestone product

- E-learning portfolio: a portfolio of self-paced training modules for end-users with focus on usage of Milestone's products. The portfolio of available e-learning modules will continuously be extended during 2015
- Technical support: Our dedicated technical support team is available for all Milestone partners during business hours
- Partner service and sales support: Our sales support team is available for issues regarding order placement and/or fulfillment during business hours

### **What are the three commercial Milestone Care offerings?**

To complement the free offering of Milestone Care, three commercial offerings for end-customers are also available.

- **Milestone Care™ Plus**

Ideal for installations of all sizes, and provides flexibility for installations that may grow in size or require more advanced functionality over time. Milestone Care Plus replaces the current Software Upgrade Plan (SUP).

- All the free benefits included in Milestone Care Basic
- Immediate access to latest software versions and functionality
- Unique trade-in policy: receive 100 percent credit for your current Milestone product when upgrading to a newer version of your existing Milestone product or upgrading to a more advanced Milestone product
- Milestone Customer Dashboard gives reseller/integrator access to monitor system performance

- **Milestone Care™ Premium**

Targeted at larger customer with business-critical installations that require around-the-clock expert support.

- All the free benefits of Milestone Care Basic
- Requires Milestone Care Plus
- Direct technical email and phone support, and expert assistance 24/7/365 available for end-customers (this applies to the end-customer and to the reseller supporting the given software license code)
- Selection of local dial-in numbers and support languages
- Prioritized handling
- Service Level Agreement (SLA) with committed response times

- **Milestone Care™ Elite**

High-end, customizable offering for mission-critical installations

- All the free benefits of Milestone Care Basic
- Requires Milestone Care Plus
- Dedicated Milestone Technical Account Manager monitors the resolution performance of reported cases
- 24/7/365 direct access to Milestone Technical Support
- Prioritized technical email and phone support handling

- Service Level Agreement (SLA) with committed response and resolution times
- Training of customer’s first-line support team
- Monthly reporting

**What products are covered by the Milestone Care program?**

All Milestone products are covered by Milestone Care, including XProtect video management software, XProtect add-on software and the Milestone Husky NVR series.

**What is the committed response time for Milestone Care Premium and Milestone Care Elite?**

All severities have a first response within 15 minutes if reported by phone, and within four hours if reported online. In addition to these initial response times, there are service objectives for progress status reporting.

Severity level	First response time
Critical	One hour
Sever	Four hours
Moderate	Eight hours
Minor	12 hours

**What is the committed resolution time for Milestone Care Elite?**

Contact your Milestone Sales representative for more details.

**What is the value of Milestone Care for Distributors and Resellers?**

Milestone Care enables our channel partners to take advantage of our global presence and support expertise and provide an attractive, flexible service offering to their end-customers. The three commercial service offerings grows with the end-customer’s business and paves the way for a long-term business relationship between our partners and their customers.

The Milestone Care program is a significant replacement of our existing SUP and enables us to support different types of end-customers in the most value-enhancing way. It ensures our solutions are comprehensively safeguarded, in terms of investments, updates and upgrades, and critical incident response. This new support and maintenance offering will empower our partners to deliver and sell a complete service offering.

- Milestone channel partners contacting Milestone Technical Support on behalf of a customer with Milestone Care Premium will receive prioritized handling
- Milestone Care offerings enable Channel Partners to generate additional revenue complementary to license sales
- Resellers can build lifecycle business relations with end-customers and generate recurring revenue options when prolonging Milestone Care offerings at expiry
- High end-customer satisfaction driven by the availability of the vast range of free resources and the range of optional commercial offerings

- Milestone Customer Dashboard can serve as platform for the add-on of paid services, such as a system monitoring services where a partner is paid to proactively monitor and maintain end-customer systems

Platinum and Diamond partners will receive prioritized queuing when calling technical support, as a part of their partner tier.

## Online support portal

### **What resources are available in the e-Care portal?**

The e-Care portal is an easy-to-navigate, searchable resource including chat assistance, self-help guides, video tutorials, support community and knowledge base.

### **What can the new chat assistance be used for?**

The License Chat is available all weekdays for licensing issues & queries only. It offers licensing support in English, Danish, Dutch, French, German, Italian, Spanish, and Russian according to agents' availability.

### **Is the e-Care portal free of charge?**

Yes.

### **Does the e-Care portal require login credentials?**

Certain functions in the e-Care portal require that users are logged in. This includes the ability to post, vote and follow in the e-Care portal community, contact support via web case or phone and download hot fix files.

### **What languages are available in e-Care portal?**

The portal is currently available in English. However, Milestone is investigating the possibility of localizing some selected content in the future. However, some of the resources published via the e-Care portal, including manuals and selected knowledge base articles, are localized.

### **Which e-learnings will be available in the e-Care portal?**

The e-learning courses are hands-on, self-paced training modules. Milestone will gradually publish new e-learning courses, and currently available courses include:

- "Installing and Configuring the Milestone Husky M30 and Milestone Husky M50"
- "Configuring and Using Milestone Husky M10"
- "How to use the XProtect Smart Client"

# Phone Support

## In which countries is a local dial-in number available?

Local dial-in numbers can be available for the following countries:

Denmark	+45 88300620
France	+33 184020316
Germany	+49 21025656987
Italy	+39 0294751082
Singapore	+65 31589911
Australia	+61 390086795
Belgium	+359 24927075
Netherlands	+31 202625597
United Kingdom	+44 1184024726
USA	+1 (503) 350 1100 - Select 2
United Arab Emirates	+971 (0)45592702

Dial-in numbers can also be found on [milestonesys.com](http://milestonesys.com) starting May 2015.

## What languages are supported?

The main support language is English. Based on availability, local language support in Europe, the Middle East and Africa includes Danish, Dutch, German, French, Italian, Russian and Spanish. Based on availability, local language support in the Americas includes Spanish.

# Market introduction and availability

## When will Milestone Care be commercially available?

Milestone Care Plus and Milestone Care Premium will be available in the Q3 2015 price list, valid as of July 1, 2015. Milestone Care Elite is available now.

Milestone Care Plus and Milestone Care Premium will be listed in the Q3 - 2015 Milestone price list. Milestone Care Plus will be available for purchase in Milestone Online Ordering System (MOOS) as of July 1 2015, whereas you have to contact Milestone Partner Service & Sales Support if you want to purchase Milestone Care Premium. Milestone Care Elite will be listed without pricing, as it is a customizable

option. If you are interested in purchasing Milestone Care Elite, please contact your local Milestone Sales representative.

**When will Milestone start informing the channel about Milestone Care?**

Distributor communication will happen on May 6, 2015 via email and followed up by a series of webinars on May 13 and 20. Please refer to MyMilestone for details and registration.

Reseller communication will take place on June 2, 2015 via email and information on MyMilestone, followed up by a series of localized webinars second and third week of June. Milestone resellers and integrators can sign up for these webinars via MyMilestone.

## Pricing and ordering

**Who can purchase Milestone Care packages?**

The Milestone Care service suite is an offering which can be purchased by any Milestone end-customer via their Milestone reseller or system integrator.

**What is the price of Milestone Care?**

Price for one year:

Service Package	Price
Milestone Care Basic	Free of charge
Milestone Care Plus	18 percent of MSRP
Milestone Care Premium	7 percent of MSRP + startup fee of EUR/USD 1,500 per end-customer*
Milestone Care Elite	Individual contracts starting at EUR/USD 50,000 *

\*Milestone Care Plus is required before purchasing Milestone Care Premium or Milestone Care Elite

The Milestone Care service offerings are all sold through our standard distribution model with a coverage period of one to five years, thus providing resellers with recurring revenue opportunities.

**How can I order and renew the commercial Milestone Care service offerings?**

Milestone Care Plus and Milestone Care Premium will be available on the Milestone price list and can be ordered, just as SUP is being ordered/renewed today. Milestone Care Elite is a customizable offering hence ordering and renewal procedure will be part of the individual contract.

## Impact on existing Milestone offerings

**Will Milestone continue to offer SUP after the introduction of Milestone Care?**

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No. SUP will be replaced by Milestone Care Plus. Existing stock keeping units (SKUs) will be maintained, but renamed.

**What happens to customers that have SUP coverage today?**

They will be informed and converted to Milestone Care Plus with no additional charges or loss of benefits incurred.

**Will Milestone continue to offer Incident Tickets after the introduction of Milestone Care?**

No. The prioritized support service previously facilitated by the incident tickets will be replaced by Milestone Care Premium. The Incident Tickets will not be available in Milestone price list as of July 1, 2015.

**What happens to already purchased Incident Tickets?**

Existing tickets will be valid for the remainder of the ticket term (maximum one year).

**Will Milestone accept Technical Support calls from end-customers?**

End-customers are encouraged to seek support from their reseller, and the reseller can then call Milestone for support if needed. With the introduction of Milestone Care, end-customers with Milestone Care Premium or Milestone Care Elite will have the option to directly reach Milestone Technical Support.

**How will Milestone Care affect technical support for partners?**

Resellers and distributors can still call Milestone Technical Support within business hours and benefit from local dial in numbers and localized support in selected countries. Platinum and diamond partners, and partners contacting Milestone on behalf of a customer with Milestone Care Premium will receive prioritized queuing when contacting Milestone Technical Support.

**Will the purchase of XProtect Essential or XProtect Express include one year of Milestone Care Plus?**

Yes, the purchase of XProtect Essential or XProtect Express will include one year of Milestone Care Plus. As Milestone Care Plus replaces the SUP there are no actual changes. In addition, the Milestone Husky NVR series will include three years of Milestone Care Plus.

## **Additional information**

Please contact your local Milestone sales representative or the Milestone Partner Service and Sales Support, if you have additional questions that are not covered in this document.