VIDEO MANAGEMENT SOLUTIONS

PRODUCT CATALOG



MAKE THE WORLD SEE

milestone

We make the world see...

...how to improve safety, efficiency and well-being in our society

Milestone designs, develops and produces world-leading IP-based video management solutions for organizations of all shapes and sizes.

We are pioneers in the industry
We produced our first video management system back in 1998, recognizing the potential in network-based video recording. The growth of the Internet represented a unique opportunity to take video from being an isolated recording on a hard drive to an instrument that could be used in conjunction with other business systems to protect people and assets, improve organizational efficiency and transform business processes. We knew that to realize this potential, our software needed to be open platform.

We are global
We have offices in 22 countries and sales representatives in every corner of the globe. Working together with our network of certified sales partners, we are present in every market. Our global reach means Milestone customers are never far away from a representative that can help them get the most out of their Milestone installation.

We offer a proven solution
Over 150,000 installations testify to our products' performance and reliability. In addition to our own team of testers and developers, we have over 1,900 software and technology partners that are world leaders in their fields. These partners integrate their cameras, software and hardware with our platform. That's thousands of developers from leading companies testing our software, kicking its tires and seeing what it can do. A Milestone solution is a proven solution that just works.





1998
founded

+150
countries

+150,000
installations

Why should you choose the Open Platform Community?

We innovate and achieve together with our partners. Our open platform concept has given rise to a community of camera manufacturers, software developers and engineers all working with and on our platform. Our application programming interface (API) and Milestone Integration Platform Software Development Kit (MIP SDK) make it possible to integrate any business application and system into our video management software.

+6,000

Cameras Supported

Choose the cameras and devices that fit your business needs

+1,700

Software Partners

Work with leading software partners to integrate software applications to your system

+170

Technology Partners

Work with the leaders in e.g., storage, server, network and video wall solutions

+160

Software Integrations

Choose from existing integrations for video analytics, access control, facial recognition and more



+50

Certified Software & Technology Integrations

Choose a software or technology integration certified by Milestone

+150

SDK Downloads Per Month

Use our software development kit to integrate your own business systems with our software

+10,000

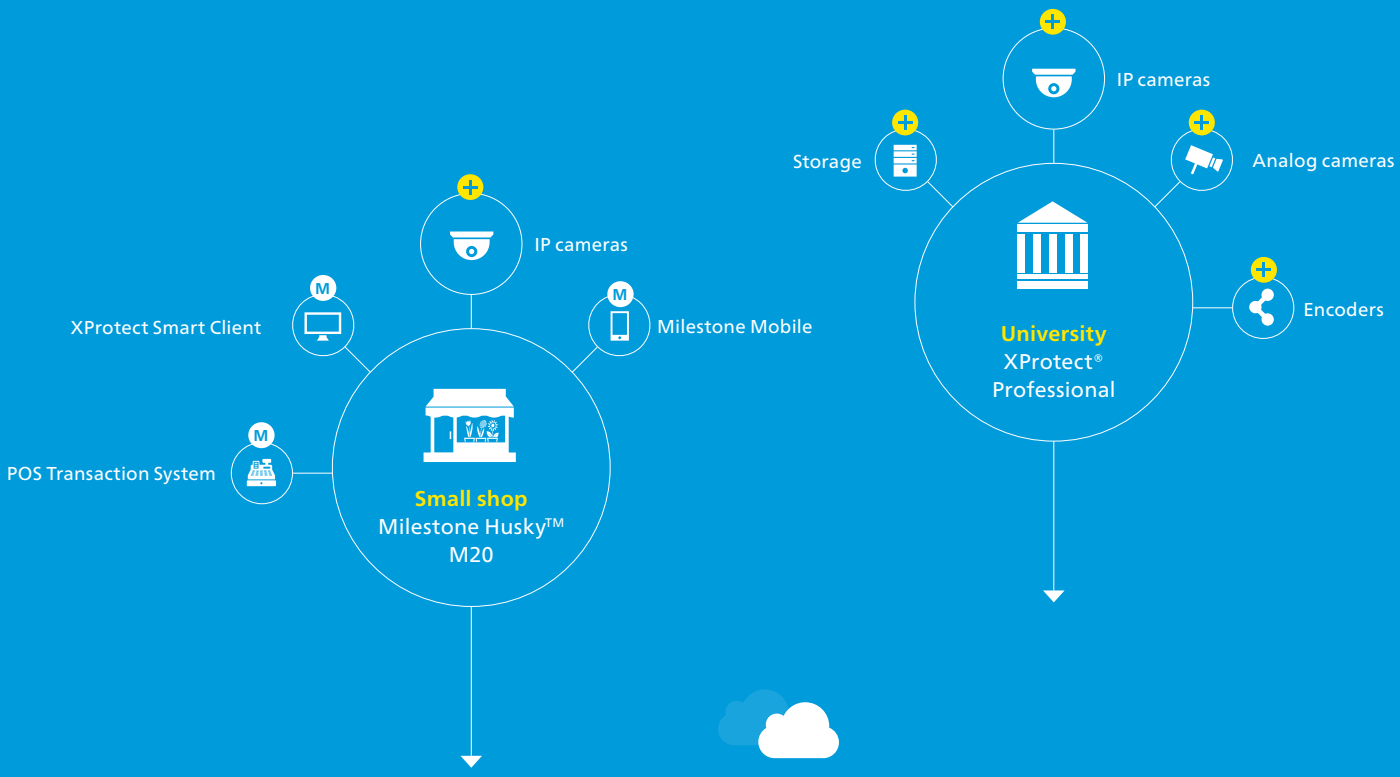
Resellers & Integrators

Work with experts in your area who speak your language

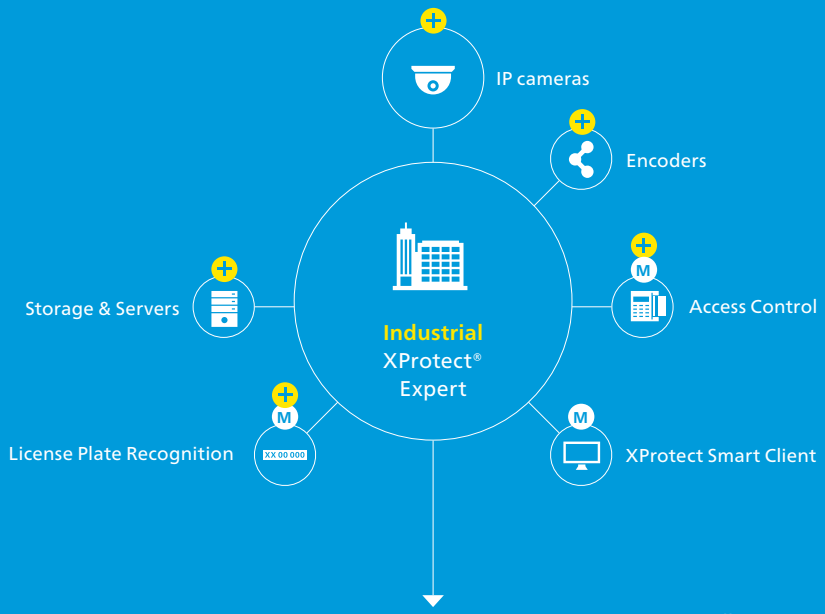
There's a solution for your business too

What solution should we build together?

Milestone **Partners**






IP cameras
Encoders
Storage & Servers
Access Control
Industrial
XProtect®
Expert
License Plate Recognition
XProtect Smart Client


IP cameras
Intelligent Devices
Milestone Husky
M500 Advanced
XProtect Smart Wall
XProtect Smart Client
City Surveillance
XProtect®
Corporate
Analytics
Federated Architecture
or Milestone Interconnect



How Milestone makes a difference

Whether it's the shop on the corner or the metropolitan city, our wide range of video management software and network video recorders helps organizations of all types and sizes to protect their people and their assets.

Milestone in action

200

Check out more than 200 customer stories at milestonesys.com/customerstories

16

Cameras

The system's ease of use allowed security staff to set up and manage views with minimal training.

Milestone Mobile enables the integrator to assist with remote security monitoring.

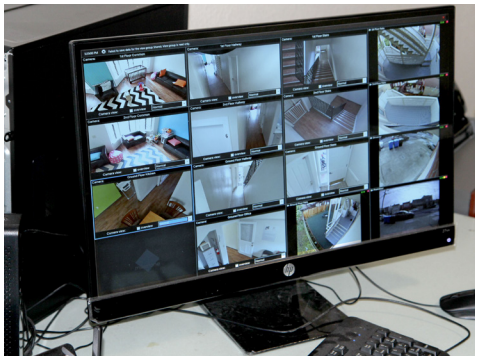
CUSTOMER STORY

Hamilton Family Center

The Hamilton Family Center (HFC), located in San Francisco, California, USA, was founded in 1985 with the mission to break the cycle of domestic violence and homelessness by helping families move quickly back into stable, healthy homes. HFC works to prevent evictions, provides temporary housing, helps families to become permanently re-housed and supports the healthy development of children and youth experiencing homelessness. The center is designed to look like a residential building from the outside to provide extra protection for its residents due to the sensitive nature of their circumstances.







Organization
Hamilton Family Center

Location
San Francisco, CA, USA

Industry Segment
Building Management

System Integrator
The Consulting Group (TCG)

Milestone Partners
Axis

Solution
Husky™ M30 NVR, XProtect® Professional

The Hamilton Family Center (HFC) needed an updated security system to protect its residents. The center's previous system included analog DVR recorders that had poor image quality and made it difficult for HFC to efficiently monitor hallways and common areas. HFC wanted high quality cameras with superior coverage and a network video recorder (NVR) that could help security staff quickly and efficiently monitor incidents.

Working together with the center's system integrator, The Consulting Group (TCG), HFC selected the Milestone Husky™ M30 network video recorder along with 16 Axis network cameras. In addition, HFC has an Axis A-8004-VE Network Video Door Station to manage access control and ensure each visitor is accurately identified.

Usability was key

The Husky M30 gives HFC a recording solution that has the XProtect® VMS preloaded and configured for fast installation, optimal performance and reliability. The system's ease of use allowed security staff to set up and manage views with minimal training. Jeanine Lovejoy, owner and senior product manager at TCG, knew from the start that HFC needed a system that would be easy to use, which was a primary reason that the Milestone Husky NVR was selected as the video platform. "We don't have users at this location who were very familiar with computer software," Lovejoy said. "That's what makes Milestone video management products so great. Training sessions are so easy, and the intuitive interface and simplicity of creating and managing views means we never have to teach someone twice."

Remote security monitoring with Milestone Mobile

One of Lovejoy's favorite features is the Milestone Mobile client which allows TCG consultants to lend a hand with security monitoring. "If there's a shift change there may be some lag time when it comes to security monitoring," Lovejoy said. "With Milestone Mobile, we're able to pull up the system on our phones or iPads. There's a lot of activity around the doors, so we're able to capture each face that enters and make sure they are authorized to be at HFC. It's a big help to the center which only has one full-time security guard."



Organization
Majid Al Futtaim

Location
Middle East and North Africa

Industry Segment
Retail

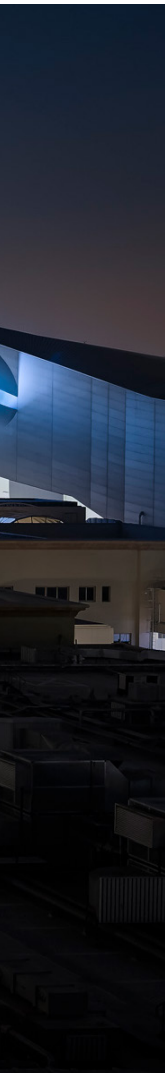
Milestone Partners
Axis, Pivot3, iCetana

Solution
XProtect Corporate

CUSTOMER STORY

Majida Al Futtaim

Majid Al Futtaim is the leading shopping mall, retail and leisure pioneer across the Middle East and North Africa. The company owns and operates 20 shopping malls, 12 hotels, 191 VOX Cinema screens and 23 Magic Planet family entertainment centres across the region. It is one of the United Arab Emirates' most respected and successful businesses, spanning 15 international markets, employing more than 33,000 people and achieving the highest credit rating (BBB) among privately-held corporations in the Middle East.







10,000

Close to 10,000 cameras, across 30 properties, in 5 countries

Reduced operational costs related to hardware, servers and cameras from 23% to 7%

100%

Improved system performance with an uptime of 100% and zero image loss

Founded in 1992 and headquartered in Dubai, Majid Al Futtaim has had several CCTV surveillance systems from various manufacturers installed at their malls over the past 20 years. Always at the forefront of innovation, in 2012 Majid Al Futtaim realized it was time to search for a solution that would enable them to operate a seamless, totally integrated video surveillance platform, across all locations. The sheer size of the operation, with multiple sites across several countries and more than a thousand cameras at some sites, created a number of challenges that Majid Al Futtaim had to address. In addition to this, UAE law stipulates secure storage of data for a minimum of 31 days, zero image loss and downtime. Capturing, protecting and mobilizing massive amounts of critical, sensitive data was, therefore, vital.

Following a comprehensive vetting process, Majid Al Futtaim chose a complete security and video surveillance solution consisting ofMilestone XProtect Corporate VMS at its core, with Axis top-of-the-range cameras and Pivot 3 hyper converged server infrastructure for optimal storage. In 2014, iCetana's dynamic live monitoring system was added to help offset the challenges of actively monitoring their large camera networks and enable their security providers with a real-time assessment and response capability.



From flower shops to universities



From stadiums to cities

Video Mangement Software

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Network Video Recorder

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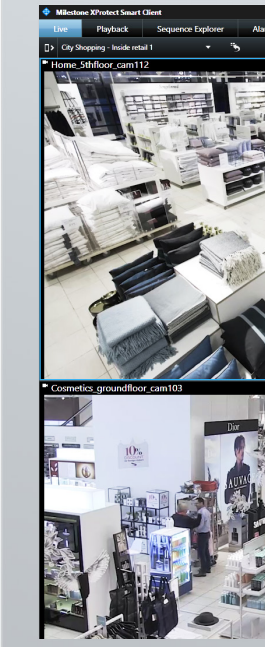
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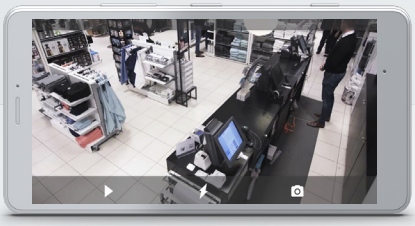
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Milestone interfaces

anytime, anywhere...





Whether you're at home, at work or on the go, you're always in control of your surveillance with our free interfaces. Manage installations of all sizes, single or locations, from any device – anytime, anywhere.

Milestone Mobile

- Available as a free download from Google Play, the App Store and Microsoft Windows Phone Store
- View and export live and recorded video directly from your smartphone
- Get alerts when something needs your attention
- Send live video from your phone directly into the XProtect VMS



XProtect Smart Client

- Powerful, task-based interface to efficiently manage daily operations
- Conduct efficient investigations using an easy-to-navigate video timeline and advanced search tools
- Get unparalleled situational awareness with interactive maps
- Manage integrated applications, e.g. access control and license plate recognition, directly from the Smart Client

XProtect Web Client

- Intuitive, web-based interface that works with all common browsers and operating systems
- Access the most commonly used surveillance functions
- Perfect for occasional users and for coordinating after-hours response to incidents



Whether you have a small business with only one or two cameras, or you manage a multi-server, multi-site installation, we have a VMS product for you.

With our flexible range of software, you can choose the exact product your business needs now, and easily upgrade or add functionality should your needs change in the future. Build your surveillance system on a solid foundation. Build it with Milestone.



+6,000

Freedom to choose the cameras and devices that suit your business needs



Free eLearning

Learn at your own pace with eLearning courses in 5 languages



Anytime, anywhere system access

Access your system from work, home or while you're on-the-go



One device, One license, One cost

Our simple licensing model lets you choose the exact number of licenses you need now, and gives you the freedom to upgrade or replace cameras in the future without having to buy additional licenses. You pay for the license once, and you can use it forever.

XProtect VMS
Product Overview

FREE				
				
XProtect® Essential+	**XProtect®** Express+ **XProtect®** Express	**XProtect®** Professional+ **XProtect®** Professional	**XProtect®** Expert	**XProtect®** Corporate
Up to 8 cameras	Up to 48 cameras	Unrestricted number of cameras	Unrestricted number of cameras	Unrestricted number of cameras
Single-site	Single-site	Multi-site	Multi-site	Multi-site
	XProtect Add-ons	XProtect Add-ons	XProtect Add-ons	XProtect Add-ons
		Scalability	Scalability	Scalability
			Redundancy	Redundancy
				Distributed operation

XProtect add-on support
Integrate business applications such as access control and LPR

Scalability
Expand your installation across multiple recording servers

Redundancy
Support for failover recording

Distributed operation
Central operation of geographically-dispersed installations

XProtect VMS
Comparison Chart

	FREE Essential+	Express	Express+	Professional	Professional+	Expert	Corporate
Type of deployment	Single-server	Single-server	Single-server	Multi-server	Centrally managed, multi-server	Centrally managed, multi-server	Centrally managed, multi-server, distributed sites
Number of hardware devices per software license	8	48	48	Unrestricted	Unrestricted	Unrestricted	Unrestricted
Map function	✓	✓	✓	✓	✓	✓	✓
Third-party integration support	✓	✓	✓	✓	✓	✓	✓
Centralized management	✓	–	✓	–	✓	✓	✓
Microsoft Active Directory support	✓	–	✓	–	✓	✓	✓
Metadata support	✓	–	✓	–	✓	✓	✓
Hardware accelerated video decoding for video motion detection (VMD)	✓	–	✓	–	✓	✓	✓
Edge Storage	–	–	–	–	✓	✓	✓
Interactive Smart Map	–	–	–	–	–	✓	✓
Media database encryption and digital signing	–	–	–	–	–	✓	✓
Failover recording server	–	–	–	–	–	✓	✓
Evidence Lock	–	–	–	–	–	–	✓
Supports Customer Dashboard	–	✓	✓	✓	✓	✓	✓
Milestone Interconnect™	–	Remote site	Remote site	Remote site	Remote site	Remote site	Central/Remote site



FREE

XProtect® Essential+

XProtect Essential+ is our free video management software (VMS).

XProtect Essential+ supports up to 8 cameras and is the perfect match for the smaller business owner who wants basic video surveillance to protect employees and assets.

With the ability to integrate other business systems and applications and anytime, anywhere system access, XProtect Essential+ is the most feature-rich, free VMS available on the market.

Why start anywhere else?

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

- 8 Cameras
- ✓ Single server/site

Top 5 features

- Unlimited video retention time
- Support for third-party integrations
- 30-second upgrade to a more advanced product
- Works with any camera
- Built-in video motion detection

The most feature-rich, free VMS on the market

Why XProtect Essential+?

You should choose XProtect Essential+ if:

- You want a fully-functional VMS at no cost.
- You want to start with the free product and upgrade easily as your needs change.
- You want a system that works with any camera.
- You are a developer, and you want to develop a solution for XProtect.

XProtect Essential+ benefits

- Use the software in your own language.
- Investigate incidents quickly and get back to your daily work.
- Share video easily and securely.

Share video safely and securely

Video is often the best witness, and with XProtect Essential+ it's easy for you to share video files with colleagues or external parties.

- Share video evidence with the built-in video player.
- Export video files in JPEG, MKV and AVI formats.
- Password-protect video files to ensure only authorized users can view it.

Access your video from anywhere



You're never more than a click away:
With XProtect Essential+, you can access your video at home, at work or while you're on-the-go with our three viewing clients. View your video on your computer, laptop, tablet or smartphone. And did we mention the viewing clients are available in over 30 languages?



XProtect® Express

XProtect® Express+

Designed for smaller, single-site installations, the XProtect Express Series is IP video management software (VMS) supporting up to 48 cameras.

The Series is designed for companies with basic security needs or companies that want to integrate other business applications, such as access control, video analytics and more. The Express Series is the perfect match for retail shops, parking lots and office buildings. Depending on your surveillance needs, you can choose either XProtect Express or XProtect Express+.

Three ways to access your video

Milestone Mobile

XProtect® Web Client

XProtect® Smart Client

48 Cameras

Single server/site

Top 5 Series features

- Multi-layer interactive maps
- Full alarm managment
- Unrestricted number of concurrent users
- Supports XProtect Add-ons
- Advanced video search capabilities

If you need a reliable, entry-level system, go with XProtect Express

Why XProtect Express?

You should choose XProtect Express if:

- You primarily need to capture video of incidents and reactively conduct investigations.
- You need basic alarm management.
- You need a single-layer map function.
- You need no more than 5 concurrent users.

XProtect Express benefits

- Easy-to-use video surveillance designed for smaller, single-location businesses.
- Integrate third-party applications and XProtect add-on products.
- Access your software from anywhere.

Create the ideal system for retail environments

- With XProtect Express' support for XProtect add-on products, you can optimize your video installation for retail environments by linking video recordings with transactions to reduce fraud.

When you want to do more with your video system, go with XProtect Express+

Why XProtect Express+?

You should choose XProtect Express+ if:

- You need full alarm management, including assigning alarms to different users and adding comments to system alarms.
- You need multi-layer maps to get an overview of your entire installation.
- You need support for an unrestricted number of concurrent users.
- You need access to the latest camera technology, such as H.265, 4K and UHD cameras.

XProtect Express+ benefits

- Leverage innovative technology to save money and boost the overall performance of your hardware.
- Never worry about missing a critical recording due to lack of storage space with proactive system notifications sent immediately to your integrator.

Get a reliable system you can count on

- With XProtect Express+, you build your installation on the best performing recording engine in the industry, ensuring you get a reliable installation you can always count on.

Find out more:
milestonesys.com/xprotectexpress



XProtect® Professional

XProtect® Professional+

When you need video surveillance that gives you the complete overview, look no further than the XProtect Professional Series. Designed for mid-sized security installations covering multiple buildings, servers or locations, the XProtect Professional Series is comprehensive IP video management software (VMS) supporting an unrestricted number of cameras and servers. The Series is optimized for companies that quickly need to identify and respond to incidents. It's the perfect match for institutions such as schools, museums, hospitals and production plants. Depending on your surveillance needs, you can choose either XProtect Professional or XProtect Professional+.

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

- Unrestricted number of cameras
- Central Management
- Multi server/site

Top 5 Series features

- Central management of multiple sites and servers
- Edge storage support
- Mobile push notification
- Visual overview of installation and system alarms
- H.265 support

The ideal video management software for mid-sized installations

Why XProtect Professional

You should choose XProtect Professional if:

- You need software designed for multiple servers.
- You need multi-layer maps and full alarm managment.
- You need up to 320 cameras per server.

XProtect Professional benefits

- Designed for mid-sized installations´with multiple buildings, locations or sites.
- Respond to incidents quickly using multi-layer maps displaying active alarms that give a complete visual overview of your entire installation.
- Integrate third-party software and business applications into your security system.

Protect your premises

By integrating an access control system with XProtect Professional, you can combine real-time video with access and cardholder information. Operators can visually verify the identities of people requesting access, and they can conduct more thorough investigations by connecting video with access events.

Take advantage of the latest innovations with XProtect Professional+

Why choose XProtect Professional+?

You should choose XProtect Professional+ if:

- You need to centrally manage multiple servers spread over multiple sites.
- You need to add an extra layer of redundancy on recordings with Edge Storage.
- You need to connect more than 320 cameras per recording server.

XProtect Professional+ benefits

- Increase operational efficiency by centrally managing all servers, cameras and users in a multi-site installation.
- Boost the overall performance of your hardware and reduce the total cost of your installation by taking advantage of innovative technology.
- Ensure uninterruped video recording and make the most of existing bandwidth with support for edge storage.

Do more with metadata

XProtect Professional+ includes support for metadata, which enables you to integrate any kind of data into your video system and link it with video. Metadata can be used to find the video sequence you need when conducting an investigation, and it enables you to incorporate video analytics with your video installation.

XProtect® Expert

XProtect Expert is IP video management software (VMS) for mid-sized to large-scale installations. In addition to camera-based Edge Storage support, XProtect Expert offers reliable, uninterrupted video recording and access through failover recording servers in the event of server failure.

With multi-layered maps, alarm handling and optional integrated video wall support, XProtect Expert is ideal for installations with active live monitoring such as warehouses and stadiums.

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

- Unrestricted number of cameras
- Central Management
- Multi server/site

Top 5 features

- End-to-end video encryption and digital signing
- High performance 64-bit recording server software
- Hardware accelerated video motion detection
- Fully integrated video wall supported
- Security task automation

For organizations requiring uninterrupted video surveillance

You should choose XProtect Expert if:

- You have multiple sites that need to be managed centrally.
- You require uninterrupted video recording.
- You want to automate security tasks.
- You are concerned about video integrity.

XProtect Expert benefits

Manage large systems with ease
XProtect Expert's management interface enables administrators to install and configure all devices, servers and user rights for the entire installation, even when deployed across multiple locations.

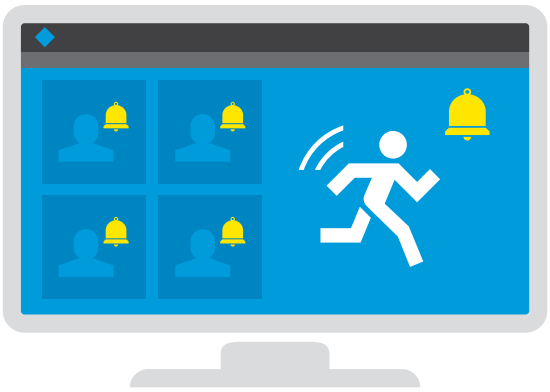
Create a more efficient security organization
Administrators can use XProtect Expert's rule engine to automate camera controls, system behavior, lighting and access points.

Ensure continuous video recording
XProtect Expert supports both hot-standby and cold-standby failover recording servers. This provides continued access to live, uninterrupted recorded video in the event of a server failure. Organizations can supplement this with camera-based edge storage for 100% uninterrupted video recording.

Optimize system performance
Built-in system monitoring tools give administrators a real-time overview of system performance, instant notifications on potential server problems and predictive video retention warnings.

Save money on long-term video storage
With XProtect Expert, you can reduce storage costs and make the best use of network storage capacity by using the software's multi-stage video storage and video grooming capabilities.

Designed for powerful live monitoring



Real-time visual overview:
Use interactive maps to quickly identify incident locations and visually verify alarms to ensure a rapid and appropriate response to on going situations

Coordinate response activities:
Share alarms, images, video and other information using the optional, integrated video wall solution, XProtect Smart Wall



XProtect® Corporate

XProtect Corporate is IP video management software (VMS) designed for large-scale and high-security installations.

In addition to central management of all servers, cameras and users in a multi-site setup, XProtect Corporate includes an integrated video wall for operators demanding supreme situational awareness of any event.

Running on the industry's best performing recording engine with a recording rate of minimum 3.1 Gbit/s, XProtect Corporate is ideal for installations with 24/7 operation requirements, such as airports and casinos.

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

- ✓ Unrestricted number of cameras
- ✓ Central Management
- ✓ Multi server/site

Top 5 features

- Strong cybersecurity standards
- Fully integrated video wall
- Central hub in Milestone Interconnect
- Multi-stage video storage with grooming
- Proactive system monitoring

Everything you need for 24/7 mission-critical operations

Why XProtect Corporate?

You should choose XProtect Corporate if:

- You want the best-performing VMS on the market designed to boost overall system performance.
- You need to protect video integrity and prevent unauthorized viewing and tampering.
- You need continued access to live video and uninterrupted video recordings.

XProtect Corporate benefits

Get the most out of your server hardware

XProtect Corporate is the most efficient VMS on the market, enabling you to run more cameras per recording server and letting you select the hardware that meets your budget and requirements.

Built for quick incident response

- Coordinate response activities in the control room by sharing alarms, images, video and other information using the integrated video wall solution, XProtect® Smart Wall.
- Get an on-the-scene update from first responders, who can send live video back to the control room via Milestone Mobile.
- Bookmark important video sequences for post-incident investigations.
- Quickly sort through hours of recordings by running metadata-based motion searches.

In control of your installation

- Stay on top of available storage space with predictive video retention warnings.
- Balance the load on recording servers in real-time, without disrupting video recording.
- Ensure uninterrupted video recording with failover recording and edge storage support.

From the moment video is captured, guarantee its integrity and authenticity



Protect live and recorded video:
Advanced user rights management ensures that only authorized personnel can access live and recorded video. You can also encrypt and digitally sign exported video to confirm that it has not been tampered with or altered.

Ensure you don't lose video evidence:
XProtect Corporate enables you to manually extend the retention time for video needed for investigations, protecting it from being deleted or overwritten.

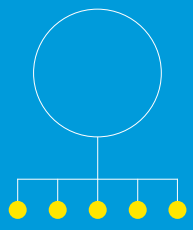
Find out more:
milestonesys.com/xprotect_corporate

Distributed Architecture

When you have a multi-site installation

Milestone XProtect® VMS offers several ways of scaling an installation and operating multiple sites from a central location. Centralized management gives you flexibility, enabling you to choose the surveillance set-up on remote sites that fits your business needs and budget. You can allocate personnel more efficiently and save money and time spent on site visits, all through distributed architecture.

Milestone **Interconnect™**



When you need to manage many small sites

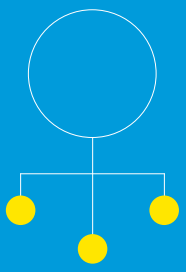
Why choose Milestone Interconnect?

Milestone Interconnect is best suited for when surveillance operations need to be coordinated across many smaller sites and handled from a central operation center. It is a cost-efficient, flexible way of securing local sites that enables you to choose local surveillance solutions that fit the needs and budget of the local site.

How it works:

- XProtect® Corporate is deployed at the main site.
- Remote sites can use any XProtect VMS or Milestone Husky™ NVR.
- Video can be stored centrally, locally or a combination of the two
- Ideal for limited or intermittent. connections between the local and central sites.

Milestone **Federated Architecture™**



When you need to connect several, larger sites

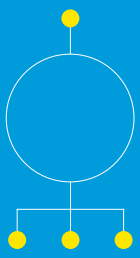
Why choose Federated Architecture

In Milestone Federated Architecture, the main site uses XProtect Corporate, and all sub-sites use either XProtect® Expert or XProtect Corporate. This is an ideal set-up if all of your sites require an advanced video management solution. Milestone Federated Architecture is an excellent way to scale a large installation with several thousand cameras spread over several sites.

How it works:

- XProtect Corporate is deployed at the main site.
- Remote sites use either XProtect Corporate or XProtect Expert.
- Video can only be stored locally.

Milestone **ONVIF™ Bridge**



When you need to share your video externally

Why choose Milestone ONVIF Bridge?

Milestone ONVIF Bridge enables external organizations, such as law enforcement agencies and central monitoring stations, to integrate video from Milestone Husky NVRs and XProtect VMS products into their central monitoring solutions. Milestone's support for the universal ONVIF standard also makes it easier to integrate the XProtect VMS into a multi-vendor installation, where an organization has VMS systems from different manufacturers.

How it works:

- A component in the Milestone Integration Platform.
- Built on the global ONVIF® standard.
- Gives external access to any video source in most XProtect VMS or Milestone Husky products.
- Gives access to both live and recorded video.



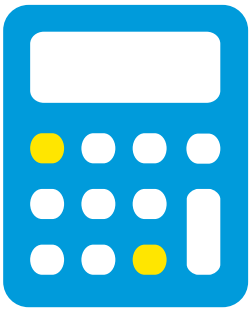
When you want an all-in-one surveillance solution

Our Milestone Husky NVRs are the perfect combination – The world's leading VMS plus a recording platform purpose-built for video surveillance



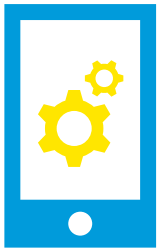
Award-winning video management software

Each Milestone Husky NVR includes an NVR-optimized version of our award-winning XProtect® VMS



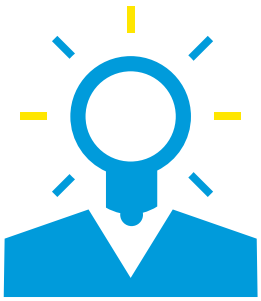
Milestone Husky Calculator

We've made it easy to pick the Milestone Husky that fits your needs. Just download our Husky Calculator and find the NVR that's right for you.



Full mobile experience

Get anytime, anywhere access to your video feeds with Milestone Mobile, the industry's most feature-rich security app



Designed by the surveillance experts

We know video surveillance, and we've put all of our know-how into these units, so you get an NVR you can count on

Milestone Husky NVR
Product Overview

 **Husky™ M20**	 **Husky™ M30**	 **Husky™ M50**	 **Husky™ M500A**	 **Husky™ M550A**
Up to 32 cameras	Up to 32 cameras	Up to 128 cameras	Up to 512 cameras	Up to 768 cameras
12 TB storage	12 TB storage	64 TB storage	64 TB storage	64 TB storage
Skylake i3-6100	i5-3610ME 2.7Ghz	i7-3610QE 2.3Ghz	i7-3610QE 2.3Ghz	i7-3610QE 2.3Ghz
200 Mb/s recording rate	136 Mb/s recording rate	544 Mb/s recording rate	600 Mb/s recording rate	1400 Mb/s recording rate
XProtect Professional	XProtect Professional	XProtect Professional	XProtect Expert or XProtect Corporate	XProtect Expert or XProtect Corporate

Milestone Husky NVR
Comparison Chart

	Husky M20	Husky M30	Husky M50	Husky M500	Husky M550A
Specifications					
# of cameras	32	32	128	512	768
Form factor	Standalone 2U, rack rails included	Workstation	Rack-mounted, 2U	Rack-mounted, 2U	Rack-mounted, 2U
Type of deployment	Multi-unit, unlimited number of units	Multi-unit, unlimited number of units	Multi-unit, unlimited number of units	Multi-unit, unlimited number of units	Multi-unit, unlimited number of units
Hybrid option	–	16 analog 4TB storage	32 analog 16TB storage	–	–
Milestone Interconnect (Remote Site)	✓	✓	✓	✓	✓
Compute system					
CPU Passmark	5475	3635	6193	6193	6193
Operating system (OS)	Windows 10	Windows 10	Windows 10	Windows 10	Windows 10
Storage system					
Maximum recording rate Mb/s	200	136	544	600	1200
General storage	2TB/4TB 2 HDD bays, SATA	2TB/4TB/ 8TB/12TB 2 HDD bays, SATA	8TB/16TB/ 32TB/48TB 8 HDD bays, SATA	8TB/16TB/ 32TB/48TB 8 HDD bays, SATA	8TB/16TB/ 32TB/48TB/64TB 8 HDD bays, SATA
VMS/OS storage	128GB mSATA SSD	64GB mSATA SSD	64GB mSATA SSD	128GB mSATA SSD	128GB mSATA SSD
Hot plug disk drives	✓	–	✓	✓	✓
General					
Video Management Software	XProtect Professional	XProtect Professional	XProtect Professional	XProtect Expert or XProtect Corporate	XProtect Expert or XProtect Corporate
Milestone Care Plus	Optional	Optional	Optional	3 years included	3 years included
Centralized management of multiple units	–	–	–	✓	✓
RAID	–	–	Optional 5, 10	5, 6, 10, 50	5, 6, 10, 50
Network	–	–	2 x 1GbE	2 x 1GbE	2 x 1GbE, 2 x 10GbE



Husky™ M20

The Milestone Husky M20 is a stand-alone and rack mountable network video recorder (NVR) with support for up to 32 cameras. The hardware unit is custom designed by Milestone, the industry leader in video management solutions, and comes pre-loaded with an NVR-optimized version of XProtect® Professional. The Husky M20 is an easy-to-use surveillance solution that lets you tailor the user experience to your employees' responsibilities and technical abilities. Its replaceable hard drives make it easy for you to replace storage with minimal disruption to your business, and the three-year warranty ensures that you get the most out of your investment.

Three ways to access your video

Milestone Mobile

XProtect® Web Client

XProtect® Smart Client

32 Cameras

Unlimited concurrent users

Top 5 features

- 6th generation Intel® Skylake technology
- Integrated PoE managed switch
- Customer replaceable hard drives
- 200 Mb/s recording rate
- Plug-and-play setup

A plug-and-play surveillance system



Why Husky M20?

Husky M20 is the ideal solution if:

- You want a quick, reliable installation.
- You want integrated control of network devices, including. power management and security
- You want the flexibility to replace storage yourself.

Husky M20 benefits

Choose how you want to use it

The Husky M20 can be used as a workstation or as a rack-mounted unit, so you can choose the setup that works best for your business and that suits your needs and IT expertise.

Take advantage of the latest camera technology

The Husky M20 boasts a 200 Mb/s recording rate, ensuring you have sufficient bandwidth to handle today's high megapixel cameras.

Save money on your upfront investment

The Husky M20 comes with an integrated PoE (Power over Ethernet) managed switch, which means a smooth, easy installation, without a lot of network infrastructur work, and reduced cost.

Preloaded with easy-to-use software

Choose between simplified and advanced interface modes so you can tailor the user experience to the needs, duties and abilities of different employees in your organization. The software interface is also available in 30 languages, which saves time on training and increases user adoption.

Find out more:
milestonesys.com/milestonehuskym20



Husky™ M30

Milestone Husky M30 is a desktop workstation with high-grade hardware for small to mid-size installations. The unit has easy-to-use XProtect® Professional video management software preloaded and supports integrations, making it a predictable solution for smaller companies that want their system to do more. It is simple to expand the system over time, making the Husky M30 the right choice now and in the future.

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

32 Cameras

Unlimited concurrent users

Top 5 features

- Alarm management
- Supports mobile push notifications
- Hybrid option
- Supports integrations
- Advanced video search tools

Scalable solution for small- to mid-sized companies



Why Husky M30?

Husky M30 is the ideal solution if:

- You want a solution that can integrate with other systems for increased functionality, such as loss prevention and perimeter control.
- You need to access your system from anywhere and quickly resolve incidents.
- You need a solution that easily grows with you and your needs in terms of size and complexity.

Husky M30 benefits

See what's happening as it happens

With automatic notification of suspicious behavior and access to your video at any time, you will always know if something requires your attention. If something does happen, quickly find video evidence and export it so you can move on with your business.

Easy to expand

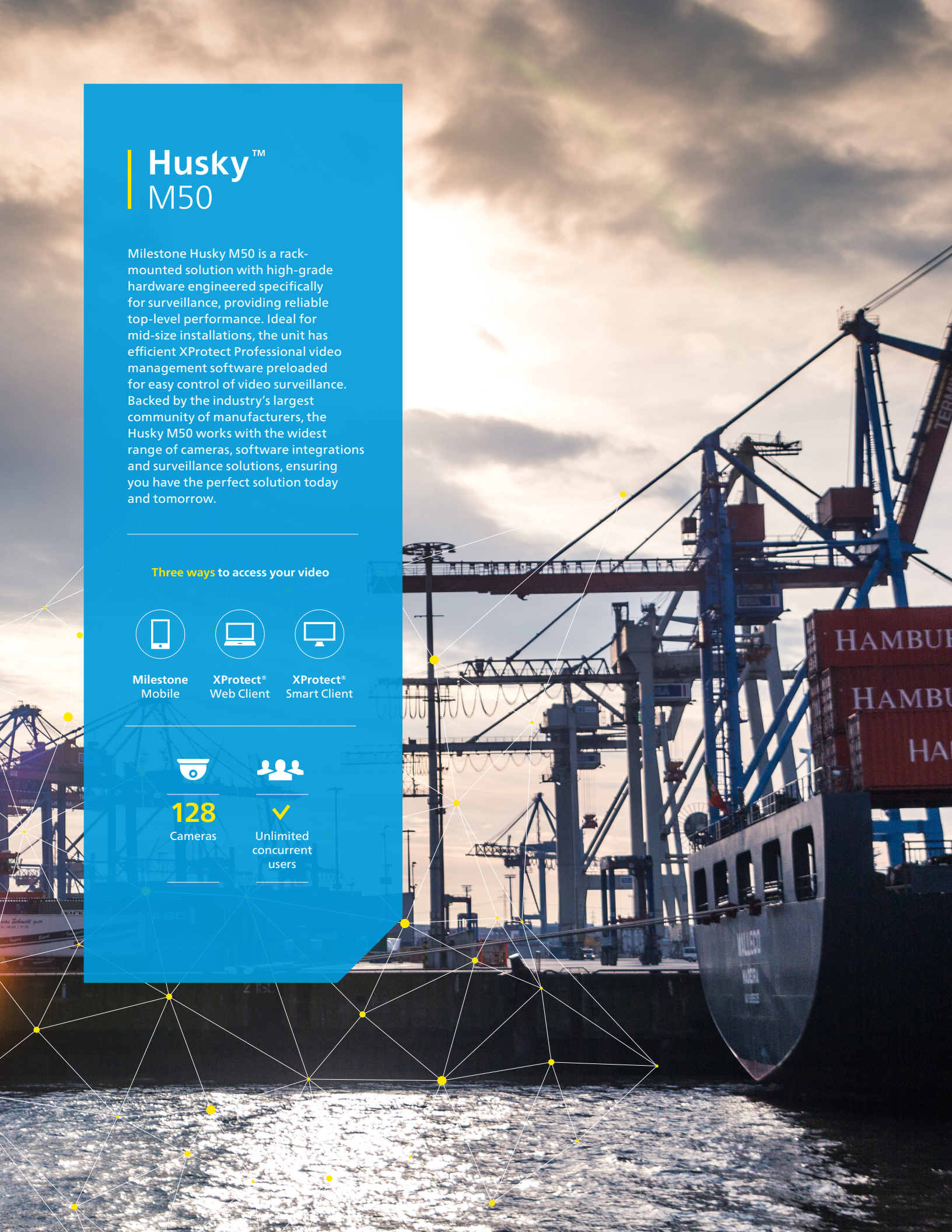
If your needs grow over time, you can add more cameras or easily connect additional Husky NVRs for one combined solution. This makes the Husky M30 a cost-effective and future-proof offering.

Protect your premises

With support for integrations, you can create a customized solution with additional functionality such as access control, video analytics and transaction analysis. For example, use XProtect® Access to integrate video with your access control system so you can easily see details of every person entering and exiting your business. When incidents arise, easily find and export video evidence.

Low cost transition to IP

The Husky M30 is also available as a hybrid option, which is an ideal solution if you already have analog cameras. The hybrid NVR comes with an integrated encoder, helping you reduce up-front costs because you can reuse existing analog cameras and add IP cameras over time.



Husky™ M50

Milestone Husky M50 is a rack-mounted solution with high-grade hardware engineered specifically for surveillance, providing reliable top-level performance. Ideal for mid-size installations, the unit has efficient XProtect Professional video management software preloaded for easy control of video surveillance. Backed by the industry's largest community of manufacturers, the Husky M50 works with the widest range of cameras, software integrations and surveillance solutions, ensuring you have the perfect solution today and tomorrow.

Three ways to access your video

- **Milestone** Mobile
- **XProtect®** Web Client
- **XProtect®** Smart Client

128 Cameras

✓ Unlimited concurrent users

Top 5 features

- Interactive maps
- Hybrid option
- Hot plug disk drives
- RAID 5/10 option
- Supports integrations

Top-level performance for mid-sized companies



Why Husky M50?

Husky M50 is the ideal solution if:

- You have an installation that requires live monitoring, such as monitoring doors and areas at education institutions or controlling vehicle access at seaports.
- You want a visual overview of the entire installation and all alarms so you can quickly take action.
- You need to quickly react to suspicious behavior and assign first responders.

Husky M50 benefits

Get to the incident location quickly
Push notifications will alert you no matter where you are if something happens. Directly take action from the Milestone Mobile app or use interactive maps to quickly see the alarm and find associated cameras so you can resolve the incident.

Better, more informed decisions
With multi-channel, two-way audio, security personnel can communicate with guards and guide them to the action.

Control building access
With support for integrations, you can create a customized solution with additional functionality such as access control, video analytics and transaction analysis. For example, use XProtect® LPR to read license plates and automatically grant authorized vehicles access to your premises. Automating access helps increase work productivity and gives you more time to focus on your business.

Easily use existing analog cameras
The Husky M50 is also available as a hybrid option, which is an ideal solution if you already have analog cameras. The hybrid NVR comes with an integrated encoder, helping you reduce up-front costs because you can reuse existing analog cameras and add IP cameras over time.

Find out more:
milestonesys.com/milestone-husky-m50



Husky™ M500A

The Milestone Husky M500 Advanced NVR goes beyond the ordinary all-in-one network video recorders. Designed in a 2U rack form factor, it is a purpose-built high-density surveillance recording hardware platform capable of recording up to 512 HD cameras. Preloaded with XProtect Expert and Corporate software, the unit combines comprehensive video surveillance functions and high performance with low total cost of ownership.

Three ways to access your video

Milestone Mobile

XProtect® Web Client

XProtect® Smart Client

512 Cameras

Unlimited concurrent users

Top 5 features

- Recorder or all-in-one
- Federated NVR support
- License portability
- Recorder failover
- Simplified installation and setup

High performance NVR with scalable software



Why Husky M500 Advanced?

Husky M500 Advanced is the ideal solution if you:

- Want a guaranteed recording rate of 600 Mb/s.
- Need an adaptable NVR: You can use the unit as an all-in-one NVR unit or as a dedicated recording or management server in a multi NVR installation.
- Need a solution you can trust: This model is the combination of Milestone high performing XProtect VMS software and an exclusive, state-of-the-art hardware platform.

Husky M500 Advanced benefits

Lowest NVR total cost of ownership

This exclusively designed and built hardware platform is fast to deploy and provides an unparalleled cost-performance ratio. The unit uses only 90-120 Kwh to operate, reducing the TCO compared to other hardware solutions. The high performance components and hot-swappable hard disk drives maximize system reliability.

Solution versatility

This versatile NVR building block can be applied in a variety of system configurations, from simple all-in-one NVR installations to multi-unit ones. It can be used as a primary or failover recording server in an XProtect VMS installation with XProtect Expert or XProtect Corporate. In distributed surveillance installations, it can be used as an edge system in remote locations connected to a central surveillance hub with Milestone Federated Architecture™ or Milestone Interconnect™.

Unlimited system scalability

Ideal for large-scale and high-security deployments, Husky M500 Advanced is compatible with thousands of cameras, XProtect® add-ons (e.g. XProtect LPR and XProtect Access), Milestone ONVIF Bridge and third-party integrations such as video analytics.

Find out more:
milestonesys.com/milestone-husky-m500-advanced

Husky™ M550A

The Milestone Husky™ M550 Advanced NVR is the industry's highest-performing network video recorder for the 10GbE NVR server class segment. Designed in a 2U rack form factor, the M550A is a purpose built high-density surveillance recording hardware platform. It features redundant power supply, up to 10GbE over CAT6 and support for unlimited enterprise storage. With a guaranteed support of 1200Mb/s recording performance, the M550A is capable of recording up to 768 HD cameras. Preloaded with Milestone XProtect Expert and Corporate software, the M550A unit combines comprehensive video surveillance functions and high performance, with low total cost of ownership.

Three ways to access your video

Milestone Mobile

XProtect® Web Client

XProtect® Smart Client

768 Cameras

✓ Unlimited concurrent users



Top 5 features

- Guaranteed 1200Mb/s recording rate
- Support for unlimited storage
- Redundant power supply
- Intel® X550 Converged Network Adapter
- Supports up to 768 HD cameras

A server-class NVR for the 10GbE segment



Why Husky M550 Advanced?

Husky M550 Advanced is the ideal solution if you:

- Need full redundancy with dual power supply.
- Have a system that requires high performance for a large number of cameras.
- Want to reduce your system's power consumption without compromising performance.

Husky M550 Advanced benefits

Best-in-class performance

- The M550A provides an industry-leading recording rate of 1200Mb/s and supports up to 768 cameras.
- The unit offers an expanded storage option of 64TB and utilizes the 8TB HDD Western Digital Purple Surveillance hard drives. These high performance drives provide 1424 Mb/s and 128 MB cache per disk.
- The M550A also has a 1+1 redundant dual power supply, which is hot swappable and supports field replacement.

Unlimited storage

The Husky M550A server-class NVR is the first in the industry to use the Intel X550 T2, a converged network adapter which provides hardware-based, high speed 10GbE iSCSI and FCoE (Fiber Channel over Ethernet) interfaces. This enables customers to natively connect an unlimited amount of storage for both live video databases and archives. Customers can also extend built-in storage using enterprise class storage solutions from EMC, Dell, HP, Netapp and other storage manufacturers.

Reduced risk, faster deployment

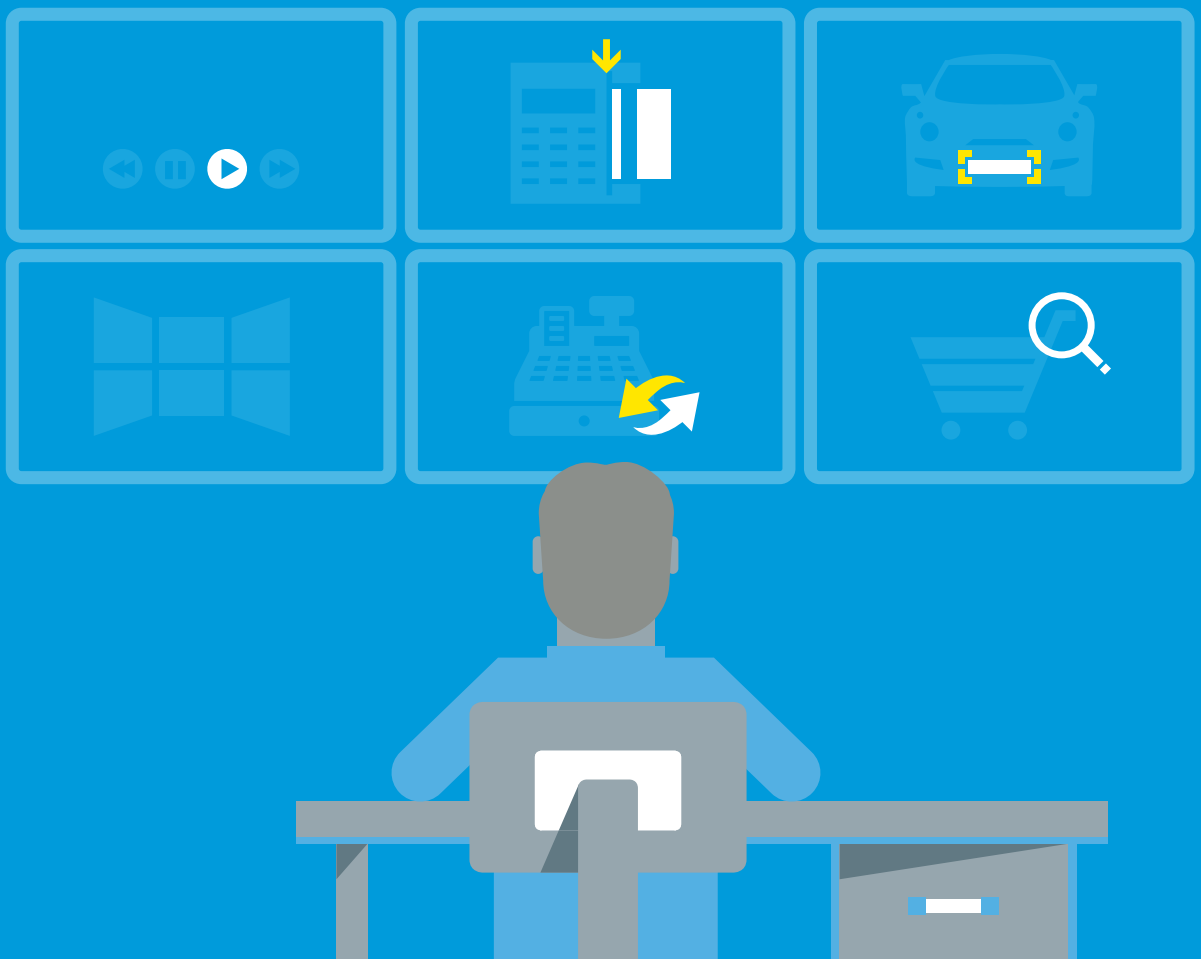
The M550A includes a number of capabilities that enable customers to re-use the existing infrastructure when deploying the unit, thus reducing the overall cost of the installation. With the Intel X550T2 adapter, customers can use standard CAT 6/6a cabling and RJ45 connectors. The adapter also converges data and network into one interface. The unit also comes with pre-installed software that greatly reduces deployment time.

Find out more:
milestonesys.com/milestone-husky-m550-advanced

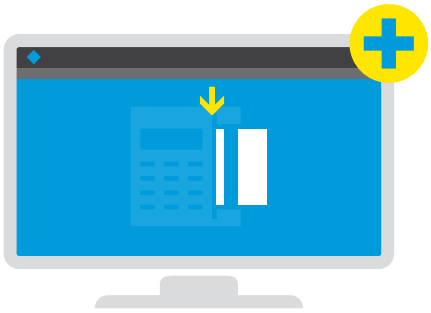
Milestone

Add-ons

XProtect add-on products are components and features that provide extra value and functionality. You can use them to create custom surveillance solutions for specific industry needs. Milestone has specially designed and developed these add-ons to work with the XProtect VMS and the Milestone Husky series. They are seamlessly integrated with the XProtect Smart Client and its core functions, giving users a uniform and efficient working experience as they only have to learn one system and can use it to manage everything.



XProtect® **Access**



Experience the benefits of video-enabling physical security

XProtect Access is an add-on product to Milestone's XProtect VMS and Husky NVRs that makes it possible to integrate access control into your software. XProtect Access video-enables physical security in all aspects of assessing, tracking, assisting and investigating attempts to gain access to a physical area. It helps improve efficiency, optimize operations and increase security.

With this add-on product, you can manage both your video cameras and your access control system from one centralized interface. You can manage access rights using the XProtect Smart Client, oversee large installations with thousands of access points and have the freedom to select the access control system of your choice.

Why choose XProtect Access?

Better operator decision making

Visually verify the identity of individuals requesting access, making it easier for operators to keep the right people in and out.

More efficient work processes

Manage video surveillance and access control from just one interface to increase operational efficiency.

Straightforward post-incident investigations

Conduct more thorough post-incident investigations, with video information linked to each entry and exit.

XProtect Access is available as an add-on to our XProtect software and Husky NVRs. Please note that XProtect Access requires a separate access control system.

Top 3 features

Monitor access

Track passage by viewing events and related video for specific access points and get real-time alarms if abnormal situations (like doors being held open too long) occur.

Assist people requesting access

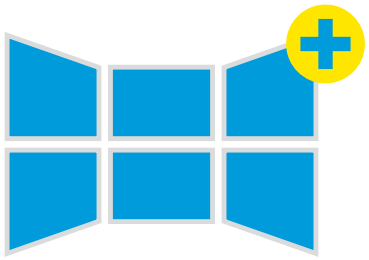
Get access request notifications instantly, with corresponding video and cardholder information. This enables immediate visual validation of people requesting access. The integrated two-way audio function controls doors and gates, helping the operator quickly detect, validate and act on access events within a single user interface.

Investigate and document

Access events, related video and cards with the dedicated Access Control tab in the XProtect Smart Client. Powerful search functions make it easy to list all passages made by a specific card holder, or any passages through a specific door. You can instantly generate a PDF report based on your search, including video thumbnails and all related cardholder details.

Find out more:
milestonesys.com/xprotectaccess

XProtect® **Smart Wall**



Display all video data in an installation for a complete overview

XProtect Smart Wall is an add-on product that improves response time by giving a complete overview of large surveillance centers. The video wall is integrated with the XProtect Smart Client, making it easy for operators to use it to manage large installations. XProtect Smart Wall supports any number or combination of monitors, regardless of manufacturer. It runs on standard servers and displays and helps operators focus on the most critical matters and coordinate response activities, as multiple users can be shown the same view.

Why choose XProtect Smart Wall?

Lower the total cost of ownership

Smart Wall is included with XProtect Corporate, and can be purchased for XProtect Expert, Husky M500 and M550 Advanced. It runs on standard hardware, making companies able to freely re-use existing hardware or choose the hardware that suits their budget. The support for hardware accelerated video decoding reduces the cost of hardware even further, lowering the size of investment needed for a complete video wall overview.

Deployment and training is easy

Deploying XProtect Smart Wall is easy, as it is an integrated part of XProtect Smart Client. The simple user interface makes training uncomplicated.

Share what's important

XProtect Smart Wall lets control room operators choose how they want to publish information. They can select the information they want to display as it becomes available, or they can program the system to automatically publish specific types of alarms or events.

Top 3 features

Early incident detection and location

Black-screen monitoring and automatic display of relevant content on the XProtect Smart Wall helps control room personnel focus on what's critical.

Improve decision making

Instantly display situation-related information on the XProtect Smart Wall, such as maps, alarms and events.

Coordinate action response

This is a collaborative canvas where control room personnel can share cameras, still images, looped video sequences with simple drag and drop functions.

Find out more:
milestonesys.com/xprotectsmartwall

XProtect® **LPR**



Recognize the power of automatic vehicle identification

XProtect LPR is an add-on product that reads license plate information from vehicles and links this information with video. As a fully integrated part of the XProtect Smart Client, XProtect LPR has a wide set of application areas, including access control, theft prevention, loyalty programs and toll road and border control. Advanced matching logic makes it possible to compare recognized number plates with pre-defined lists and initiate automated actions, such as opening a gate. This increases work productivity. XProtect LPR offers a number of powerful applications for security-conscious environments to prevent losses, manage parking, regulate access and gather evidence.

Why choose XProtect LPR?

Prevent loss

Screen for blacklisted vehicles, for instance cars that have driven off without paying for gas.

Regulate access

Provide good customer service by supplying selected vehicles with automatic entry access, for instance in company parking lots. This also provides an accurate record of who comes and goes.

Conduct investigations

Track movements of suspects' vehicles during investigations.

XProtect LPR is available as an add-on to XProtect software and Husky NVRs and supports over 100 countries, states and regions. New countries are added continuously. It also supports a large variety of license plate layouts: Single-line, double-line, black on white, white on black, multicolored, etc.

Top 3 features

Capture live images

LPR is compatible with all cameras supported by Milestone and you can perform multi-lane detection with a single camera.

Monitor and track video

With Milestone's broad camera support and multi-lane detection, XProtect LPR provides operators with an integral view of the license plate information and related video in real-time.

Investigate and document

The LPR tab in the XProtect Smart Client provides extensive search capability, making it easy to list recognized license plates events, related video and possible match list information. You can generate LPR reports with license plate information, get video thumbnails of associated video and see license plate close-up images.

XProtect® **Transact**



Discover the benefits of pairing video with transaction information

XProtect Transact is an add-on product that video enables different types of transaction-based processes. It can be used in sectors such as retail, transportation, banking and finance to reduce and investigate shrinkage and fraud.

Combining transaction data from point of sales systems, scanners, cash point machines or similar systems with corresponding video, XProtect Transact enables real-time monitoring, exception handling and documentation of transactions.

Why choose XProtect Transact?

Identify fraud

Monitor point-of-sale terminals and cash registers in real-time to solve shrinkage issues.

Discover inventory discrepancies

Generate reports including transaction info and video thumbnails.

Track shipments or parcels

Keep track of the state and status of incoming and outgoing collateral at all times to avoid liability claims and incomplete shipments.

XProtect Transact is available as an add-on to our XProtect software and Husky NVRs.

Top 3 features

Easy data acquisition and video correlation

Connect any POS or other system via TCP IP and Serial Port integration and get the full value of a flexible video and data correlation.

Real-time monitoring and exception handling

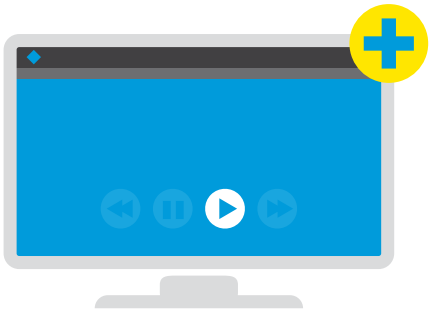
Monitor transactions and video from one or multiple sources across multiple stores in real-time. Receive instant notifications about abnormal transactions, with full access to transaction data and related video.

Investigate and document

Powerful search functions help locate and investigate specific transaction types. Pursue fraudulent cases with the aid of rich video documentation with transaction details.

Find out more:
milestonesys.com/xprotecttransact

XProtect®
Screen Recorder



Inconspicuous screen recordings increase productivity

XProtect Screen Recorder is an add-on product that enables the XProtect VMS and Husky NVRs to capture screen recordings of any Microsoft® Windows-based PC or point-of-sale (POS) terminal. It is easily installed on computers that need monitoring and recordings are fully synchronized with other video data. Captured screen recordings are managed in the same way as camera video streams, where they are available for live viewing, recording, playback and export.

Why choose XProtect Screen Recorder?

Easily create evidence
Provide an account of fraudulent activities by capturing screen recordings of transactions.

Increase productivity
Monitor and document critical activities to ensure operations are running efficiently.

Help manage staff and improve training
Supervise multiple computer screens, including activities in the XProtect Smart Client. Use recordings to educate staff and improve their user behavior and activities.

XProtect Screen Recorder is available as an add-on to our XProtect software and Husky NVRs.

Top 3 features

Monitor non-intrusively

The recording is not visible to the user of the monitored computer.

Handle screen recordings as normal video data

Video streams captured by XProtect Screen Recorder are handled just like a camera stream and can be viewed live, recorded and played back. Video streams are easily bookmarked and exported.

Record multiple screens

Freely select a recording of any single screen when monitoring computers with multiple screens. A combined recording of all screens connected to a monitored computer can also be selected, providing a simple overview.



XProtect® **Retail**



Increase profit by identifying fraud and reducing shrinkage

XProtect Retail is an add-on for video enabling store operations where business transactions are linked with video captured during the transactions. It can be used to minimize shrinkage, improve operational efficiency and training of personnel. Integrate with ERP and POS systems for a rich set of reporting and analysis functions.

This is a tool for post analysis of fraudulent behavior that can also be used for real-time exemption handling, like when a cashier attempts to complete an abnormal transaction. XProtect Retail provides fully synchronized video and transaction data as evidence material for internal revision bodies or law enforcement agencies.

Why choose XProtect Retail?

Reduce internal fraud
Optimize store operation by linking video with transactions

Gather technical evidence to validate and prove the fraudulent behavior
The sheer transaction data without the video may, in many cases, not be sufficient to raise charges against an employee.

XProtect Retail is available as an add-on to our XProtect software and Husky NVRs.

Top 3 features

Predefined queries

Aggregate analysis of individual stores, cashiers and transactions.

Connects to Enterprise Resource Planning (ERP) systems

Integrate XProtect Retail with the retail organization's other systems, for an even better overview of different patterns and activities.

Dynamic till/camera association

Supports consistent analysis of non-statically positioned or temporary tills.

Partner Add-ons

Our open platform forms the foundation of a thriving community of technology partners who provide customized and certified integrations for any business in any industry. These partners couple our XProtect® VMS with third party hardware, software and the industry's widest range of cameras, enabling these entities to function as one integrated system with endless applications that go beyond security. Building sensors and IOT devices, access control systems, crowd control software, logistics tracking; these are just a few of the systems that can be integrated with our VMS. All in the name of safety, greater efficiency, improved operations and business growth.

Developing third-party solutions
A published application programming interface (API) allows developers to alter the functionality of XProtect, enabling the addition of custom, best-in-class functions to security and business systems. Our partners create integrations and solutions using the Milestone Integration Platform Software Development Kit (MIP SDK). This comprehensive tool makes it easy to create and manage applications for Milestone VMS. A certified solution has been thoroughly tested and vetted to work in real environments by the Milestone team. Users can always be sure that Milestone certified solutions are guaranteed to work and deliver benefits in unison with our XProtect VMS.

How our partner add-ons benefit your business

Freedom of choice
XProtect supports the widest choice in network hardware devices—more than 6,000 digital cameras, encoders and digital video recorders (DVRs). With XProtect you have the freedom to choose the best hardware according to your specific budget and needs.

Video enable
The open platform makes it easy to add video functionality to security and business systems.

Efficient operations
Independent business and security systems can be seamlessly integrated and managed through one interface for greater efficiency and improved functionality.

Future proof
Instead of being tied to one company's product offerings, the open platform gives you the ability to take advantage of an entire industry's innovation, increasing the value of your surveillance system. You have the freedom to add new technologies as they are developed, allowing you to continually update and improve your security system.

Check out our complete overview of certified third-party solutions in our Solution Finder:
milestonesys.com/solutionfinder

Turn the page
to see the possibilities



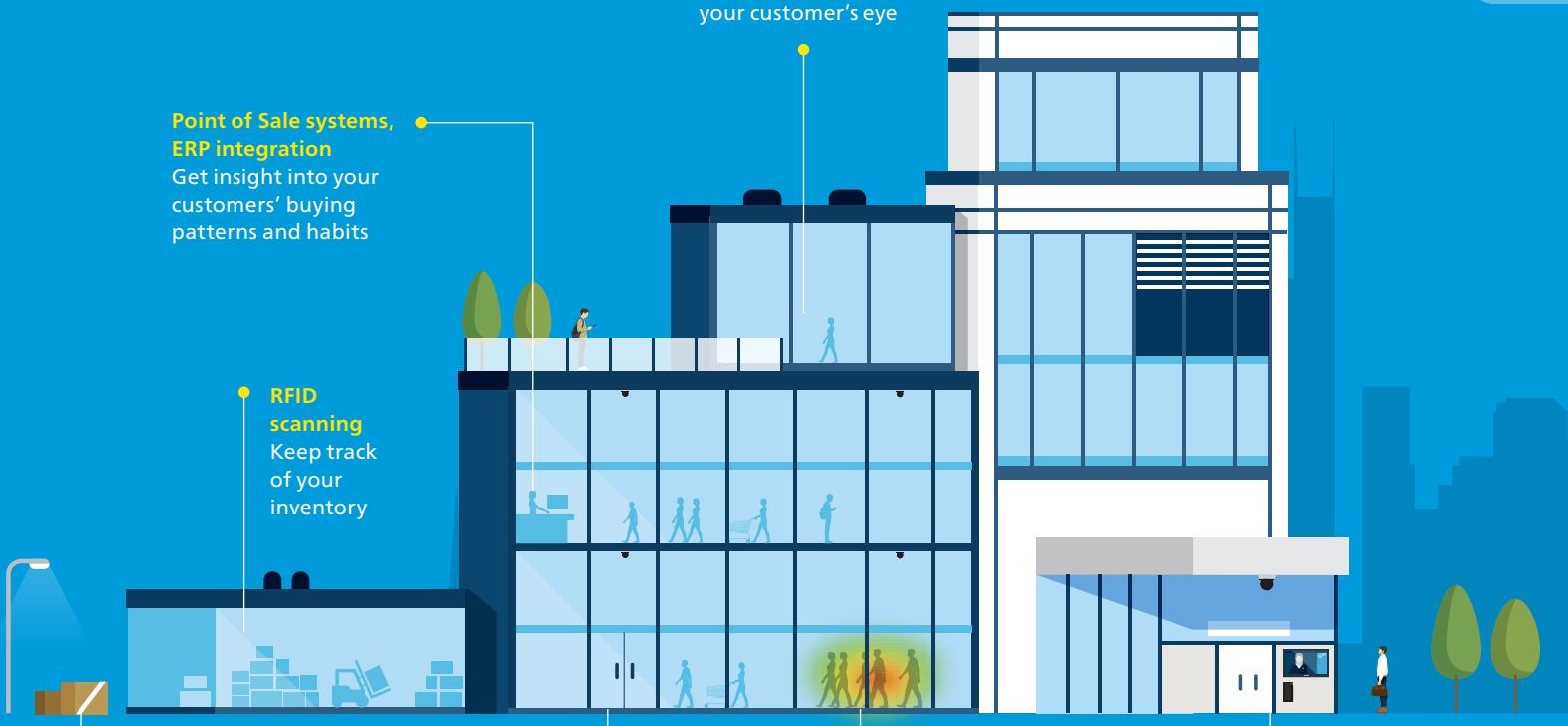
Aerial cameras
Incorporate video feeds from any type of camera



Eye tracking software
Know what catches your customer's eye

Point of Sale systems, ERP integration
Get insight into your customers' buying patterns and habits

RFID scanning
Keep track of your inventory

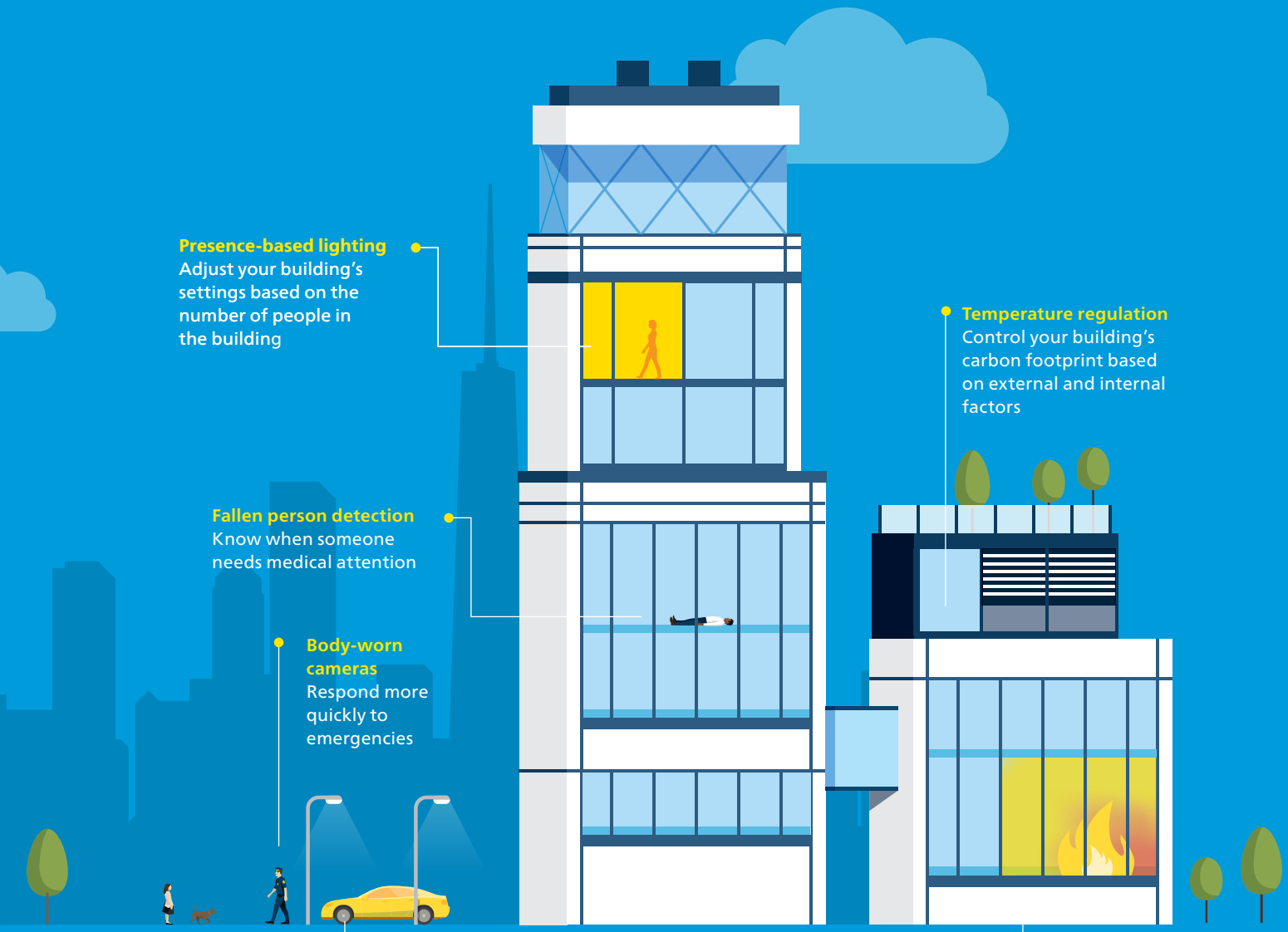


Dangerous object recognition
Get alerts when potentially dangerous objects are left in or around your premises

Theft prevention
Technology that alerts when doors open the wrong way.

Customer flow
Avoid overcrowding and optimize the flow of traffic in your store

Biometric access control & iris scanning
Know who is going in and out of your building



Presence-based lighting
Adjust your building's settings based on the number of people in the building

Temperature regulation
Control your building's carbon footprint based on external and internal factors

Fallen person detection
Know when someone needs medical attention

Body-worn cameras
Respond more quickly to emergencies

License plate recognition
Know which vehicles entered your premises

Fire detection
Alert employees and authorities when there is an emergency



Support | Education | Consultancy

Getting the most out of your Milestone system

We offer a portfolio of services that help you get the most out of your Milestone products during your installation's entire lifecycle.

Starting out with Milestone
When you're first establishing your Milestone installation, you can take advantage of end-user training and on-site consultancy services to make sure the installation is done correctly and that operators are prepared to use the system as a part of their daily routine.

Maintaining and optimizing the system
Once your system is up and running, you can benefit from Milestone technical support and system health checks to make sure your system has the optimal configuration for your environment, that it's always updated with the latest functionality and that technical issues are addressed promptly. We also offer proactive system monitoring tools that help your integrator identify and solve potential issues before they impact your system.

Customizing your surveillance system
As your company's needs change, you might want to integrate even more business processes and functions into your video surveillance system. Whether you want to incorporate your enterprise resource planning (ERP) database or a point-of-sale system, our engineers are on hand to help you integrate these systems into your XProtect® VMS.



Milestone CARE™

When you want extra support for your Milestone system



Milestone Care is Milestone's support and maintenance program. It is designed as a supplement to the support offered through our highly qualified network of resellers and system integrators.

Choose the level of technical support that matches the needs of your business.

Milestone Care™ Basic

Milestone Care Basic is a complimentary, self-service support offering that comes with every Milestone product. It includes eLearning modules and access to user forums and an online knowledge base.

Milestone Care™ Plus

Milestone Care Plus ensures you always have access to the newest functionality for your VMS by giving you free access to software updates, and it lets you take advantage of Connected Services, like the Customer Dashboard and push notifications (alarm notifications sent via Milestone Mobile.

Milestone Care™ Premium

Milestone Care Premium offers round-the-clock access to Milestone Technical Support and service level agreements with committed response times. It's an ideal option when you want to ensure that any potential system issues are addressed promptly.

Milestone Care™ Elite

Milestone Care Elite is a customizable support offering with a dedicated Milestone Technical Account Manager. It offers committed resolution times to any critical issues with your Milestone product. It is designed for organizations with mission-critical surveillance installations.

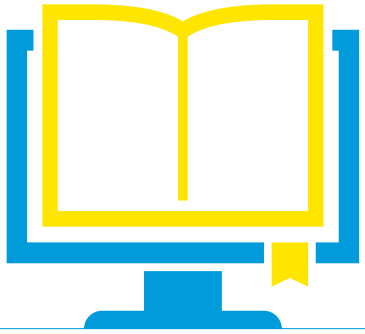
	Care Basic	Care Plus	Care Premium	Care Elite
Trade-in value on software products	30%	100%	100%	100%
24/7 Technical Support	–	–	✓	✓
Committed response time (15 minutes/phone, 4 hours/email)	–	–	✓	✓
Technical Account Manager	–	–	–	✓

Find more more:
milestonesys.com/milestone-care

See how Milestone Care supports your business:
youtube.com/milestonesys

Milestone end-user training

Learn how to use your Milestone system



To help you get the most out of your Milestone products, we offer a wide range of training services. You can learn online with free eLearning courses or choose on-site training.

Free online training!

The Milestone Customer learning portal includes free eLearning courses designed to help end-user operators and administrators learn how to use their Milestone system. All of our eLearning courses are free, self-paced, and available 24/7 from your computer or tablet. No login is required to access our customer training.

The courses in the Milestone Customer Learning Portal include:

- Getting Started with XProtect® Smart Client
- Getting Started with XProtect® Web Client
- Using XProtect® LPR
- Using XProtect® Smart Map
- Installing and Using the Milestone Husky™ M10

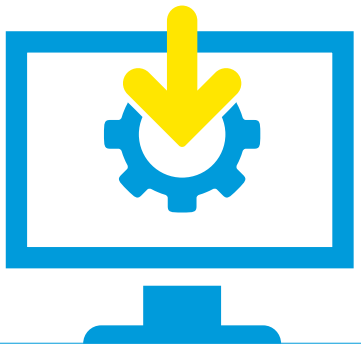
Looking for in-person training?

We also offer customized, in-person training courses covering topics like using the XProtect Smart Client and evidence handling. If you are interested in setting up one of these courses, contact your Milestone reseller or Milestone Professional Services.

Milestone Consultancy Services

When you want help from Milestone

Milestone offers a range of tailored consultancy and engineering services to help you customize your Milestone system. Whether you want to integrate one of your internal business systems to your VMS, or you want to make sure your VMS is running optimally, Milestone's trained team of engineers and consultants are ready to help.



Customizing your system

When you want to integrate an internal business system, such as an Enterprise Resource Planning (ERP) or point-of-sale (POS) system, into your Milestone VMS, you can get assistance from Milestone engineers. Milestone Custom Development will assist your organization in developing, installing and supporting tailor-made, integrated solutions.

Designing your system

Before you invest in expensive equipment, create a system design that will perform and fulfill the safety and security requirements of your business. With the System Design service, Milestone creates a system design for your installation, and proposes what equipment that should be used.

Getting your system up and running

To help you get started with your Milestone installation, we offer a System Start-up service. Available as a remote or onsite service, Milestone engineers will assist your integrator or in-house administrators in installing and deploying your Milestone solution.

Working with system upgrades

Mitigate the risk of updating your system by getting assistance from Milestone engineers.The Upgrade Assistance service ensures a smooth upgrade process and gives you priority support until the upgrade is completed.

Finetuning your system's performance

A VMS system is made up of many different components. Finding just the right ones to adjust in order to get the best performance can be a daunting task. In a System Health Check, a Milestone Certified technician helps you generate an overview of the system, and creates recommendations aligned with Milestone best practices to optimize your Milestone system.

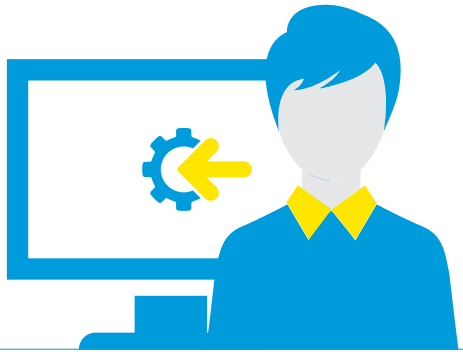
Find more more:
milestonesys.com/customdevelopment

Find out more about Milestone Professional Services:
milestonesys.com/professional-services

Milestone Customer Dashboard

When you want to help your integrator help you

We know that your Milestone installation is important to your business. You might not access your video recordings every day, but when something does happen, you want to make sure that the video is there when you need it.



Reduce support costs through proactive system management

To help your system stay up and running, we've created Customer Dashboard, an online service for your system integrator. Using Customer Dashboard, your integrator can monitor the technical health of your system in real-time, receive status updates and keep track of technical incidents. System uptime reports and customizable notifications help integrators address potential system issues before they disrupt your business. The result is a continuously-operating Milestone system that meets your business requirements.

Customer Dashboard is a part of the Connected Services available via a Milestone Care Plus subscription. It requires an Internet connection.

Find out more:
milestonesys.com/milestone-care-plus



Join the community

milestonesys.com

Milestone Systems
Milestone Systems has 22 offices worldwide and is distributed in more than 150 countries. For more information, visit our website at milestonesys.com

General inquiries
info@milestonesys.com

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No. 1 VMS
Vendor Worldwide
IHS Global Inc., June 2017