

Milestone Care™ Premium

# When you need 24/7 direct technical support



When support can't wait until Monday, Care Premium offers around-the-clock direct access to Milestone Technical Support. Designed for business-critical installations, Care Premium supplements the service and support already provided via our broad and highly qualified network of resellers and integrators. When system issues must be addressed immediately, Care premium gives you the comfort of knowing that whenever you need help, we are there for you.

## Here's what you get with Care Premium

### **24/7 worldwide access to Milestone Technical Support**

You will have access to worldwide support teams of Milestone product specialists, so you can be confident that any potential issue with your Milestone product will be dealt with quickly and with minimal disruption to your business.

### **Prioritized support**

Based on service-level agreements with committed response times, Care Premium gives you prioritized support, in English, that can address critical issues promptly.

### **Support in selected languages**

Localized support allows you to engage with Milestone's experts in your preferred location and, where possible, in your preferred language.



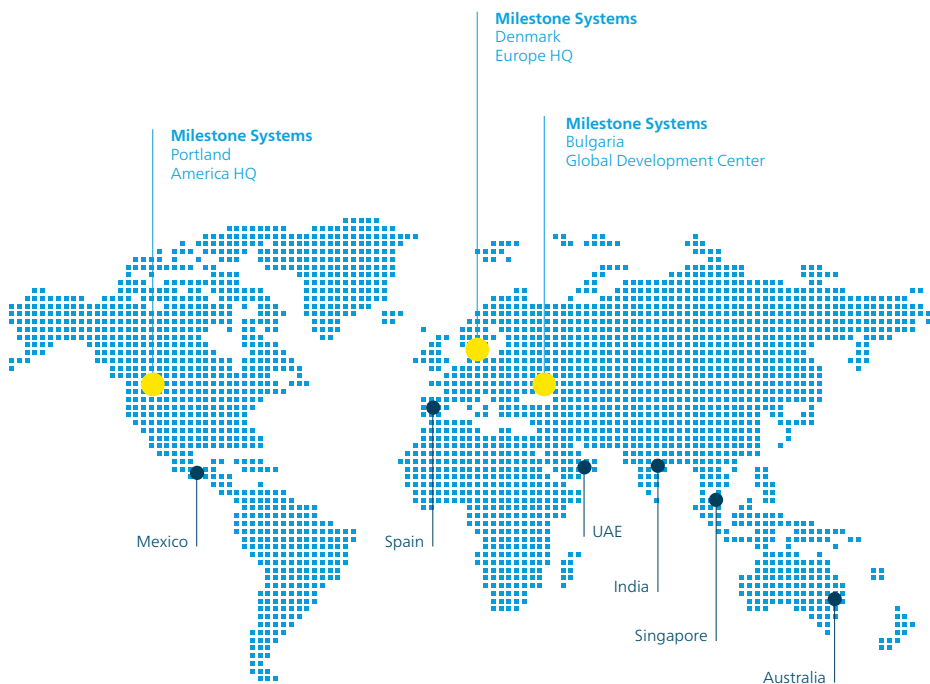
### Milestone experts, here to help

Our professional support teams are standing by worldwide for when you need help. All team members are experts in Milestone products and are equipped to handle any issue.



### Be first in line

We deliver dependable 24/7 support for business-critical surveillance operations. With Care Premium, critical issues are always addressed promptly and with limited interruption to your business.



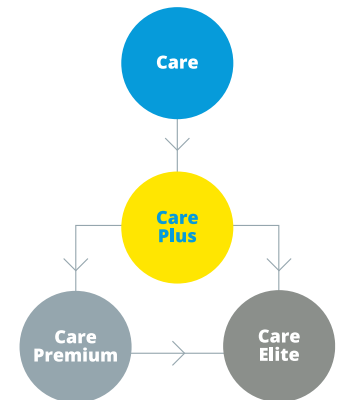
### Support that never sleeps

Milestone support is a global operation that follows the sun. This means that your issues will be handled immediately regardless of your time zone or location.

## Care Premium features

- 24/7 Direct technical email and phone support ●
- Prioritized support ●
- Service level agreement with committed response times ●
- Localized support in select markets ●
- Triannual product updates ●
- Reseller access to Customer Dashboard ●
- 100% trade-in credit on software products ●
- Push notifications & Smart Connect ●
- Self-service support ●
- eLearning courses ●

## Milestone Care program overview



Need a dedicated Milestone Technical Account Manager?

Check out Milestone Care Elite

