



**Video Technology  
Software**

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# **AT A GLANCE**

**MAKE THE  
WORLD SEE**

 **milestone**





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# WE MAKE THE WORLD SEE

Collecting video data and using it intelligently can be a powerful way of changing behavior, preventing unwanted incidents, and even optimizing current and future business operations. At Milestone, we design solutions that include both video management software (VMS) and hardware that enable you to do exactly that.



**From software ... to system  
... to solution**

When we started back in 1998, video technology was about simply recording video from a camera onto a hard drive. Today, it can be an effective video management solution for improving customer service, adding security, managing traffic, identifying business opportunities, documentation and so much more.

Spanning two decades, where customer needs and opportunities have grown, we have explored the power of video technology together with our partners.

The evolution of video technology, from singular software to system to integrated solution, was sparked by our open platform welcoming and enabling entrepreneurship from all corners of a continuously growing industry.

By keeping our software platform open to the community, it has been utilized in more ways than we ever imagined.

+ **500,000**  
Customer sites

+ **11,000**  
Resellers & Integrators

+ **11,000**  
Devices Supported



“ We have created Smart Pompeii, a platform that truly integrates information and data from several sources so that the park can be better managed, ensuring people and monuments are kept safe and secure.”

**Alberto Bruni**  
Ministry official for cultural assets and activities, Pompeii, Italy



“ There isn't any better data collector than a camera. And if you can tie all that data together, you really have an effective and usable system.”

**Alex Lee,**  
Security Advisor of Technical Operations,  
City of Calgary, Canada



“ This solution is about giving maximum control to the staff, enabling them to do the best job possible.”

**Paul Metcalf**  
Guide Dogs Manager,  
Guide Dogs Victoria,  
Australia

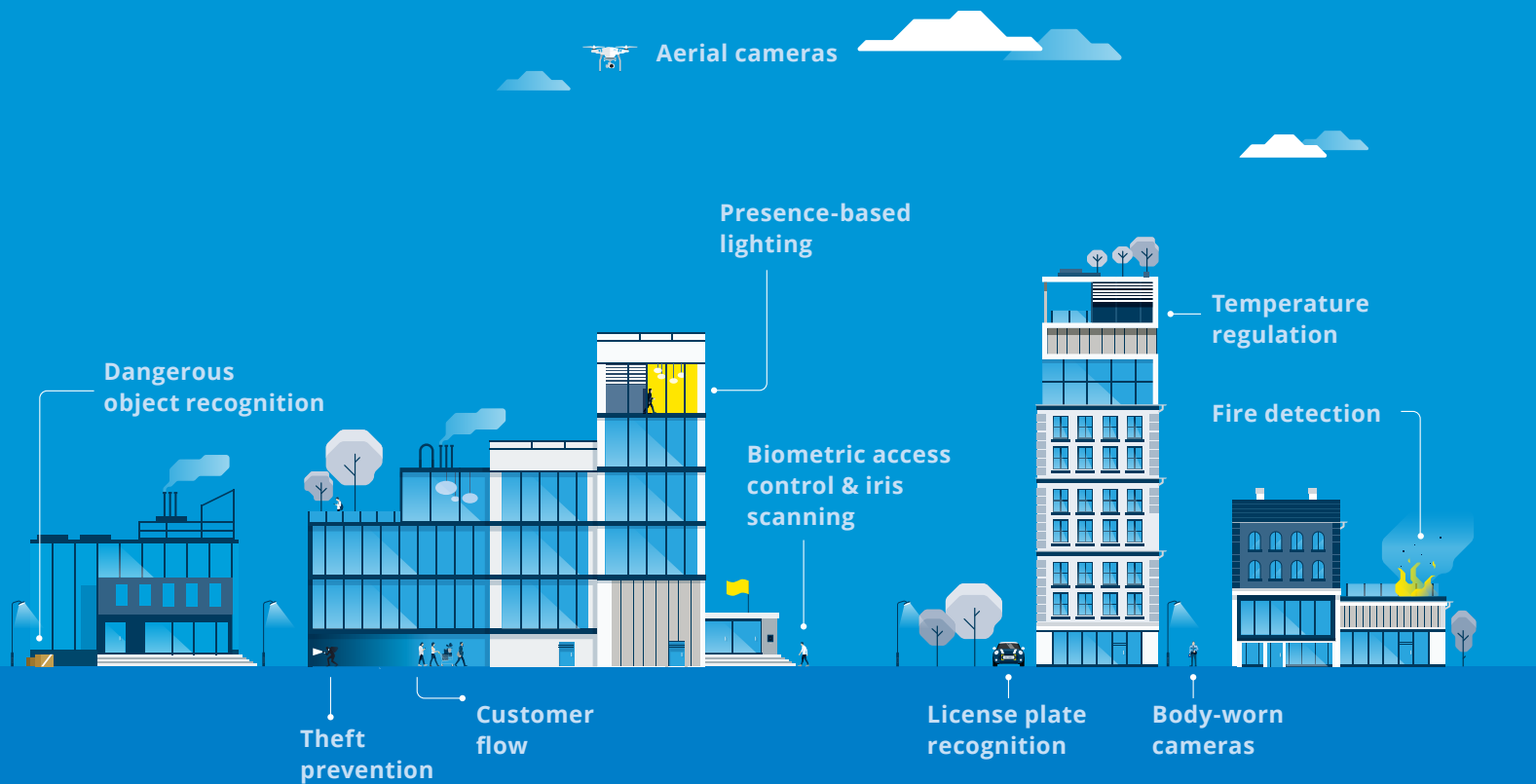


“ The video is now an extension of management. Either on-site or through smartphones.”

**Sean McKannay,**  
CIO & Digital Marketing Director,  
Dick Hannah Dealerships, USA

# VIDEO TECHNOLOGY ON YOUR TERMS

As our customer and partner, you are free to choose your hardware, infrastructure and budget. In short, we make sure you get the solution that is ideal for you – on your terms.



**Technological advancement is a constant**

The key is to match the most effective technology with the most important operations. We watch, listen and learn in order to provide you with solutions that suit your needs, often making the most of your previous solution.

This includes always giving you the ability to use your own hardware and different integrations. Also, with our truly open platform, you are given even more freedom of choice for the future.

**Everything we do is open**

We always see our solutions from a solution owner perspective. This means that we are open to collaboration, integration and joint solutions, harnessing and enabling innovation from our partners.

This pushes the capabilities of your solution beyond the natural scope of the product.

**The AI Revolution: From collecting to learning**

The rise of Internet of Things (IoT) and artificial intelligence (AI) makes unlocking the full potential of VMS even more relevant.

The journey has already begun. We are no longer simply collecting data; we are collectively learning from it. The technology of facial recognition alone presents huge opportunities for anything from law enforcement and security to user-friendly access – opportunities no organization should overlook.

We are already seeing numerous unique and exciting solutions based on our platform.

[copenhagenletter.org](https://copenhagenletter.org)

## The Copenhagen Letter & The Copenhagen Clause

With all the options made available by our platform, we are dedicated to choosing a both sustainable and responsible path. That is why we are co-creators of the Copenhagen Letter, [copenhagenletter.org](https://copenhagenletter.org), a technology declaration to further an open and honest public conversation about the power of technology and how it should enhance the quality of life. But we aren't stopping there.

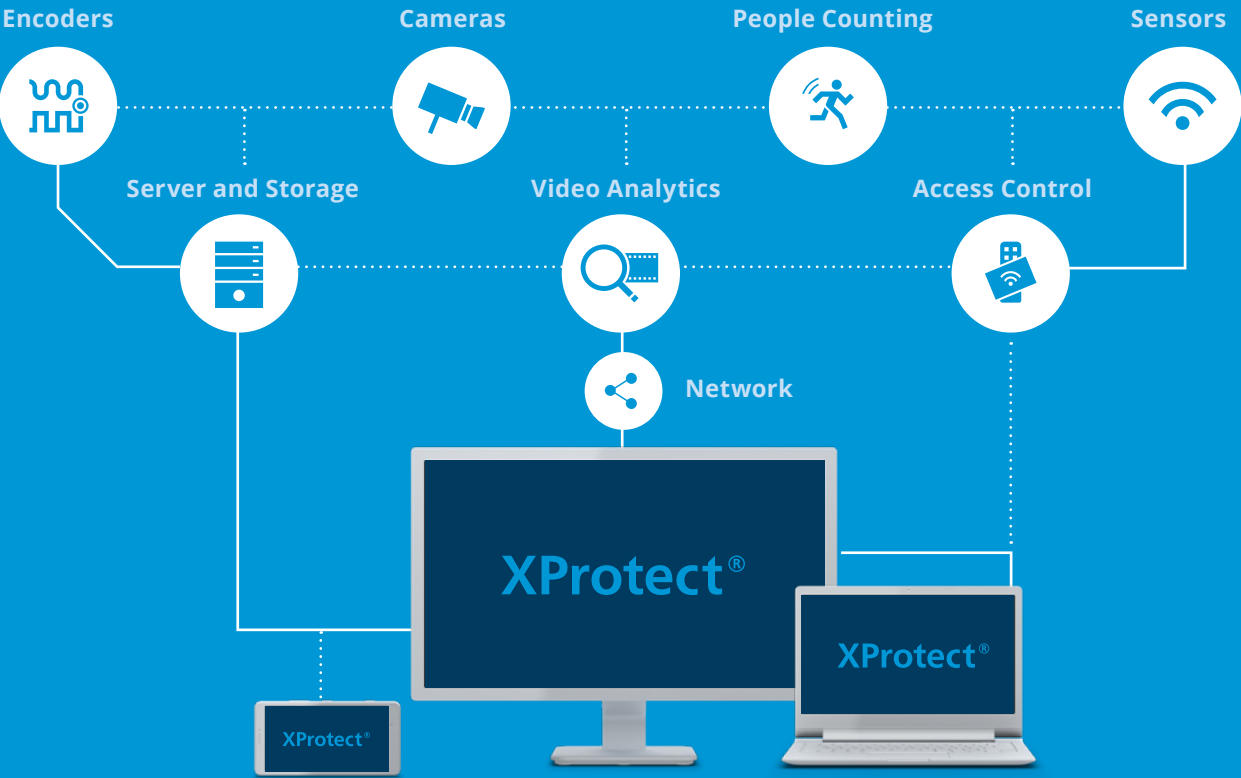
The Copenhagen Letter inspired us to introduce the Copenhagen Clause in our license and partner agreements, where we encourage our partners and customers to involve themselves and respect the important discussion about Responsible Technology. This way, we are holding ourselves accountable, replacing words with concrete action.



# THIS IS XPROTECT®

XProtect video management software brings all the puzzle pieces of a video surveillance installation together in a perfect combination to create a solution that keeps people and property safe today – and tomorrow.

XProtect’s open platform architecture fosters an ever-expanding community of camera manufacturers, application providers and software developers, all working to create integrations and extensions to XProtect. Building your video installation on XProtect gives you the opportunity to leverage this community and its thousands of integrated solutions to add additional value and capabilities to your solution.



# WHY XPROTECT IS THE RIGHT CHOICE

When we developed Milestone XProtect in 1998, the video surveillance industry was vastly different than today. CCTV and analog equipment ruled the market, and black and white footage was the norm for most video surveillance operations.

Fast forward to today and video surveillance is capable of so much more. From crystal-clear HD footage to body-worn cameras and advanced video analytics, to facial recognition, access control and IoT devices. Building your video solution requires a solid foundation – it requires XProtect.

 11,000 devices	 500,000 customers worldwide	 Recurring product updates
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### The safe and reliable choice

When you invest in a video surveillance solution, you invest in much more than hardware and software. You invest in safety for your home, business, people and assets, so you can protect what matters the most.

Choosing XProtect as your foundation means choosing a solution developed by innovative surveillance experts working to solve your challenges. With 20+ years on the market, XProtect has proven to be the right answer for more than 500,000 customers worldwide – from flower shops to universities, stadiums and cities.

### Our software. Your solution

We understand that there is no one-size-fits-all when it comes to video surveillance, and we know that every operation is different. This is why we took an open platform approach when we designed XProtect.

With our open platform architecture, you can build on XProtect’s strong foundation to create a unique solution that matches your operation.

### 24/7 peace of mind

Airports, casinos, prisons and other 24-hour operations depend on constant, reliable surveillance all day, every day. For you (and us!) that’s a huge responsibility.

We take that responsibility seriously. This is why XProtect is built by video surveillance experts who know what it takes to deliver a strong, high-performing, reliable solution.

### Software built for today – and tomorrow

Video surveillance comes in all shapes and sizes, from a few local cameras to thousands spread across the globe. Regardless of the initial set-up, we know that at some point you will need to adjust or expand it. This is why XProtect is scalable.

### Advanced solution, simple use

Let’s be realistic. Sometimes bad things happen – and when they do, you need a complete picture to react immediately. This is why XProtect is designed with both simplicity and sophistication in mind, giving operators the ability to be in absolute control of any situation, instantly. Whether you are a daily user or an occasional viewer, XProtect is designed to be simple to learn and easy to use without compromising on advanced capabilities.

### Security you can count on

XProtect comes standard with an array of security mechanisms that keep your solution and its data protected against internal and external threats.



# A COMBINATION FOR EVERY BUSINESS

XProtect® comes in five variants, each designed to match different segments and needs.

FREE

## XProtect® Essential+

Supporting up to eight cameras and ideal for small businesses.

## XProtect® Express+

Supporting up to 48 cameras and designed for smaller single-site installations with basic security needs.

## XProtect® Professional+

Supporting an unrestricted number of cameras and servers. Optimized for multi-site companies needing to quickly identify and respond to incidents.

## XProtect® Expert

Supporting an unrestricted number of cameras and servers, and designed for large-scale installations that require end-to-end protection of video integrity.

## XProtect® Corporate

Supporting an unrestricted number of cameras and servers, and designed for high-security and mission-critical installations that demand supreme situational awareness of any event and uninterrupted access to live and recorded video.



# STAY IN CONTROL ANYWHERE

You are always in control of your XProtect video management software (VMS) with these three easy access options.



## XProtect Mobile

Enables security guards and other users on the go to see, hear and act on any potential incident. The XProtect Mobile client provides the greatest peace of mind with access from anywhere via phones and tablets.



## XProtect Web Client

Designed for occasional and remote users who want easy access to their video surveillance installation off-site. The XProtect Web Client offers an intuitive and feature-rich experience through any browser without the need for additional software.



## XProtect Smart Client

Designed for security operators and other daily system users who want to detect and respond to incidents quickly and find and export evidence material.

The XProtect Smart Client provides a powerful all-in-one experience and is the ultimate video surveillance tool regardless of system size.



# FIND WHAT YOU'RE LOOKING FOR, FAST.

XProtect® Rapid REVIEW is an advanced forensic analytics solution that lets you review and analyze hours of video content in minutes. Powered by BriefCam, XProtect Rapid REVIEW accelerates investigations and helps you resolve incidents faster than ever before.

## Get more value from your existing video surveillance investment

XProtect Rapid REVIEW seamlessly integrates into the XProtect® Smart Client to deliver even more value to your video installation. It enables highly accurate, cross-camera video search and filtering, based on an expanding suite of classes, attributes, behaviors and visual layers. You can quickly pinpoint people, objects and behaviors of interest — and immediately turn that information into evidence, insights and action.



## SEARCH



## Accelerated investigations

Conduct fast multi-camera searches based on an expanding suite of analytic search filters. The patented VIDEO SYNOPSIS® capability simultaneously displays objects that have appeared at different times within the video, making investigations faster than ever.

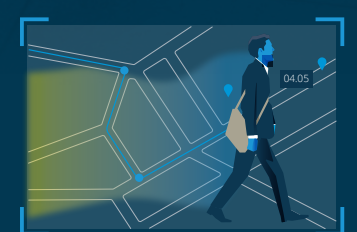
## SELECT



## Efficient video search

Intuitively select video sources through the seamless XProtect Rapid REVIEW integration, create search cases, and organize all investigative video in a single container to review in the XProtect user interface.

## DISCOVER



## Unlock the value of video

Take your installation beyond security with the ability to analyze object activity, common paths, and dwell times. The results are easily readable visualizations. The visual layers give you the power to forensically pinpoint the areas with most occupancies for greater scene understanding and insights.



# REVOLUTIONIZING THE WAY VIDEO IS REVIEWED

Driven by AI and Deep Learning, XProtect® Rapid REVIEW breaks down video into metadata to make it searchable, actionable and quantifiable.

It recognizes, detects and extracts objects and patterns in video. It then identifies each object and/or pattern based on trained Deep Neural Networks and classifies them to enable intelligent video analysis including search and filtering.



## This allows for the following analytic capabilities and use cases:



### Case Management

Organize all video assets of an investigation in a single container, bookmark objects of interest, and summarize case findings (including all relevant exhibits) in an exportable report, while dynamically collaborating on cases with other users.



### Multi-Camera Search

Advanced multi-camera search identifies people and vehicles of interest using face recognition, appearance similarity, apparel, color, size, speed, path, direction, dwell time and illumination change filters.



### License Plate Recognition

Differentiated license plate recognition, designed for surveillance scenarios and ease of operation, finds license plates through watch lists, existing video or data uploads.



### Face Mask Detection

Apply Face Mask attribute filter to search and identify face mask usage across video.



### Line Crossing

Detect, filter and count objects that cross a demarcation in a pre-defined direction to drive perimeter protection and directional object count.



### Filter Tolerance

Adjust tolerance levels to refine search results for class, attributes, color, dwell time, direction, area, path, face recognition and appearance similarity.



### Sort Control

View events by relevance or by order of occurrence and easily zoom in on items of interest.



### Video Synopsis

Simultaneously presents objects that appeared at different times within the video. The result is a much shorter video segment that preserves the viewer's ability to analyze the scene.



### Face Recognition

Accurate face recognition rapidly pinpoints people of interest using digital images extracted from the video or from external sources.



### Appearance Similarity

Instantly locate people, vehicles, and other items of interest by searching for objects that have similar attributes.



### Proximity Identification

Search and identify the distance between individuals over time and location for compliance with physical distancing or for contact tracing.



### Visual Layers

Create visual analytics for activity, dwell time, common paths and background changes.



### Density & Speed Control

Increase or decrease the number and speed of events shown at once.



# XPROTECT® ADD-ONS

Add even more value and functionality to XProtect with these easily integrated add-on products.

**This collection of add-ons offers a variety of functionalities to XProtect, enabling solutions to be customized to specific challenges and industries. All can be seamlessly integrated into XProtect® Smart Client.**



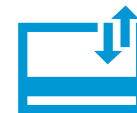
## XProtect Access

This allows you to connect your access control system directly to XProtect. It's designed to fit perfectly with any XProtect product. No matter the installation size, you can control your video cameras and access your control system from a central interface.



## XProtect LPR

License plate recognition (LPR) automatically scans vehicle license plates. Its many use cases include automated access control, theft prevention, evidence gathering, payment services, tracking, business intelligence and loyalty programs.



## XProtect Transact

Perfect for retail, this add-on monitors point-of-sale terminals and cash registers in real time. You can search for a transaction and match it to corresponding video, set up notifications for when specific items are sold, and generate a variety of reports with transaction data.



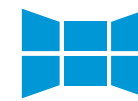
## XProtect Retail

This add-on is great for combatting fraud, theft and general inefficiency. It combines transaction data with cameras and includes functions such as advanced search, full video documentation, and pre-defined performance indicators.



## XProtect Screen Recorder

Discreetly monitor screen recordings of any Windows computer or point of sales terminal. Captured screen recordings are managed the same way as video camera footage. They can also be exported as evidence.



## XProtect Smart Wall

This customizable video wall solution displays the most relevant and critical video data on multiple screens — giving supreme situational overview of large surveillance centers. Operators can effectively coordinate multi-user responses.



## Plug-ins

These include input units such as keypads, jog dials and joysticks that are used as a single point of operation for XProtect® Smart Client. They come ready to install and configure with actions such as switching views, pan-tilt-zoom and navigating in playback timelines.



## Milestone Interconnect™

This is a cost-effective option for connecting multi-location and remote sites and for distributing video surveillance. It's highly scalable and can be expanded as needs develop.





◆ milestone | Husky IVO

# UNLEASH THE POWER TO PERFORM

With six surveillance appliances, the new Milestone Husky IVO™ series has you covered for video management solutions of most scales and specifications.

HUSKY IVO GIVES YOU THE POWER TO:



Achieve more

We optimized small but important details, so you can get the most out of your solution based on Milestone XProtect.



Gain peace of mind

Our global onsite support team is there when you need it.



Save time

Setup and installation are easy, since Husky IVO™ comes pre-loaded with XProtect.



Evolve

Husky IVO™ is a scalable range that can grow with you and your operation.

## Meet Husky IVO

The new Milestone Husky IVO series offers a range of products to cover almost all solution needs. Whether it's for simple installation, maximum uptime or critical data storage, there's a Husky IVO for you.

	<b>Husky IVO 150D</b> <b>The simple and reliable setup</b> <ul style="list-style-type: none"><li>• Throughput of up to 150 Mbit/s</li><li>• Recommended for use with up to 20 channels</li></ul>		<b>Husky IVO 350T</b> <b>Freedom to scale up within existing IT infrastructures</b> <ul style="list-style-type: none"><li>• Throughput of up to 360 Mbit/s</li><li>• Recommended for use with up to 50 channels</li></ul>
	<b>Husky IVO 350R</b> <b>Freedom to scale up</b> <ul style="list-style-type: none"><li>• Throughput of up to 360 Mbit/s</li><li>• Recommended for use with up to 50 channels</li></ul>		<b>Husky IVO 700R</b> <b>Full redundancy for continuous recording</b> <ul style="list-style-type: none"><li>• Throughput of up to 720 Mbit/s</li><li>• Recommended for use with up to 100 channels</li></ul>
	<b>Husky IVO 1000R</b> <b>Performance and redundancy for extra protection</b> <ul style="list-style-type: none"><li>• Throughput of up to 1080 Mbit/s</li><li>• Recommended for use with up to 150 channels</li></ul>		<b>Husky IVO 1800R</b> <b>Optimal performance for critical video setups</b> <ul style="list-style-type: none"><li>• Throughput of up to 1800 Mbit/s</li><li>• Recommended for use with up to 250 channels</li></ul>

## Service and support

The exceptional performance of Husky IVO is matched by the support network behind it. You can count on efficient global support and the convenience of a single point of contact.



Global support network from Milestone Systems

Our collaboration with Dell Technologies' global network ensures you get swift and efficient support.



Single point of contact

All your software and hardware issues inquiries will be taken care of quickly and efficiently.



Five-year guarantee

A five-year warranty is standard for all the surveillance appliances in the Husky IVO series.



Onsite support

If needed, onsite support will be deployed through Dell Technologies to fix your hardware issue and get the installation up and running again.







# MILESTONE MARKETPLACE

Your portal to XProtect<sup>®</sup> solutions, partners, and inspiration.

Search for services, software and hardware based on your challenges and location with Milestone Marketplace. Hone-in on the product or specialist you need to meet your application requirements and find partners to help deploy your next project.

## Why use Marketplace?

 **Explore** hardware and software to expand your XProtect application.

 **Connect** with product vendors and system integrators.

 **Deploy** custom solutions.



## Search made easy

Marketplace makes finding partners easy.

Milestone Marketplace isn't just about finding complementary hardware and software, it's also about solution services. Here, you can explore 500+ solution services that can help you build the best video technology solution for your operation.

This global digital platform includes powerful and relevant technology like AI, augmented reality, video analytics, GIS and GPS — plus combined solutions that are tailor-made to meet specific business challenges.

“Milestone is enabling end users to see what the entire industry has to offer and truly grow an open platform solution, using the best technology the market has to offer.”

—  
**Francois Malan,**  
Managing Director, Camsecure

Join Marketplace and gain access to a vast digital catalogue of XProtect-compatible software, hardware, and solution services plus guidance on how to solve specific challenges. Filter through a network of trusted Milestone integration partners to find the best fit for your business, no matter where you are located.

Not sure if a provider is right for you? Marketplace lets you dive deep into customer cases, documentation, implementation guides, demos – and more.



## Expand your business. Grow your network.

Promote your products and services on Marketplace.

Marketplace lets you generate qualified leads quickly through a unique digital platform. At the same time, you can also make connections, promote your hardware, software, and solution services, and accelerate your business. You can promote your services and experience as a Channel Partner or showcase software and products as a Technology Partner.



**Promote**  
your products.



**Connect**  
with the digital economy.



**Expand**  
your earnings through insights and analytics.



XProtect®

# OPEN TO INNOVATION

To succeed, you should always be leaning into the future. Technology is expanding so rapidly that we all need to be flexible, robust and agile. That is why freedom of choice is at the core of our open video management platform, ensuring that you can match your needs with effective technologies.



## Open Platform enables video

It makes it easy to add video functionality to security and business solutions. There is no limit to what video can be used for, including training, customer service and delivery logistics. In short, with our Open Platform Community, we can tailor a new video solution for you based on what you already have.



## Open means endless integration possibilities

Milestone Integration Platform Software Development Kit (MIPSDK) makes endless integrations possible via our application programming interface (API), enabling any business application and system to be integrated into our video management solution.



## Open means future-proof

It gives you the ability to take advantage of an entire industry's innovation, increasing the value of your solution today and in the future.



## Open means freedom to choose

It gives you a pathway to address the change: that video technology software capabilities now extend far beyond traditional security and into every arena of business.

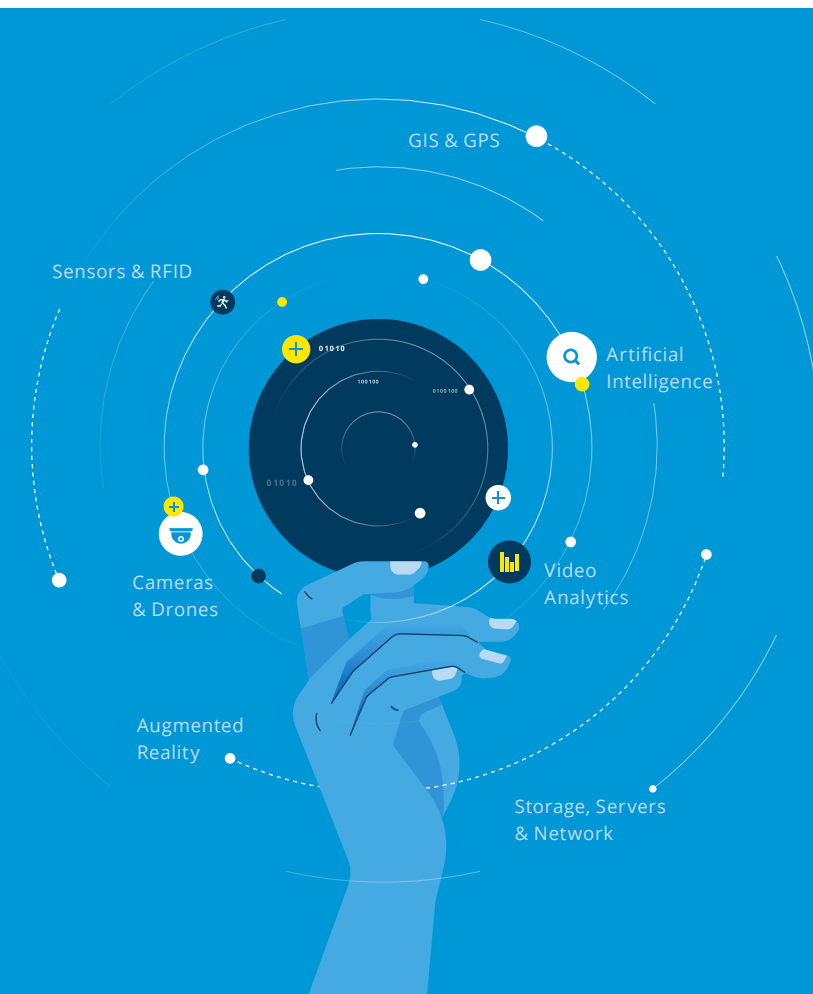


## Population and the Environment are Driving Innovation

**The freedom to take advantage of community innovations in response to market needs allows you to continually update and improve your solution.**

Using layered algorithms, artificial neural networks are now able to identify and interpret complex patterns in ways similar to the human brain.

Incorporating these algorithms into existing technologies enhances their intelligence, expands product options and boosts ROI in increasingly varied markets: in security, transportation, emergency response, traffic optimization, the environment and even wildlife protection.



◆ milestone | marketplace

## Explore Open Platform Innovation

### Explore • Connect • Deploy

Discover how your solution can benefit from the latest technology innovation and connect with the right people and documents at the right moment.

Milestone Marketplace offers an intuitive structure for connecting and forging relationships and providing you with a battery of verified smart software or hardware to build upon.



Find your Next Software, Hardware or Service:  
[milestonesys.com/start-exploring](https://milestonesys.com/start-exploring)



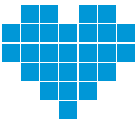


# CYBERSECURITY

Secure by design, by default and by deployment.

Focus on cybersecurity is on-going just as the risks of cyberattacks are ever evolving. We take both very seriously while maintaining focus on ensuring flexibility as well as user-friendliness.

Milestone XProtect® VMS offers an array of security mechanisms making it possible to protect the system from both internal and external security threats, without compromising on flexibility or usability.



## Cybersecurity at the heart of development

With Milestone XProtect VMS products you get the highest security protection against internal and external security threats. Tiered administrator and user rights, enforced on the server side, combined with the use of strict IT security procedures make XProtect VMS the ideal choice for organizations with a focus on cybersecurity – providing:

High-level encryption and security (HTTPS) of web and mobile user access	Full authentication and authorization of third-party applications integrated via Milestone Integration Platform SDK (MIP SDK)	All identified vulnerabilities scored according to an industry standard Common Vulnerability Scoring System	
Industry standards – ISO / IEC 29147:2018	Digital signing encryption and password protection of video databases and exports	Option for Windows AD user authentication via Microsoft NTLM or Kerberos authentication	HTTPS – secure camera connectivity
Product Security Incident Response Team (PSIRT)	Full traceability of user actions with audio log	Strict and time-controlled user rights management, enforced server side SDK (MIP SDK)	Possibility for physical separation of camera networks and client network

## Protecting people and assets, while protecting data and privacy

Privacy and data protection is a focus area for Milestone. XProtect offers solutions that support compliance with leading standards and regulations such as GDPR and FIPS.

 <b>XProtect Corporate – the only GDPR-ready certified* VMS</b>	XProtect supports a FIPS 140-2 compliant mode	Privacy masking feature built into XProtect for privacy protection in accordance with local regulations	Granular access to data based on a role management function within XProtect
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\* Certified by EuroPriSe - the European Privacy Seal for IT Products and IT-Based Services



# 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 product



**+** 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.

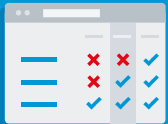
Learn more: [milestonesys.com](https://milestonesys.com)



### 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?

# GET THE MOST FROM YOUR MILESTONE SOLUTION

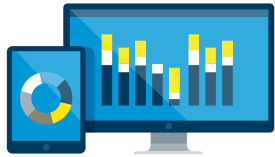
Milestone offers a portfolio of support tools and services that can help you get the most from your XProtect® solution throughout its lifecycle.



**Starting Out**

When establishing your Milestone installation, both online support and on-site consultancy services are available to ensure correct installation.

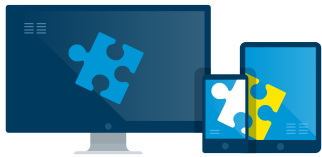
A broad range of free eLearning courses and tutorials can guarantee that technicians are educated in system details and operators are prepared for daily demands.



**Maintain, Optimize and Extend your Solution**

When up and running, you can benefit from our technical support and system health checks to ensure optimal configuration and the best possible functionality for your environment.

We also offer proactive system monitoring tools and insights in extending solutions for future needs.



**Customizing your Surveillance Solution**

When the need arises to further develop your solution with new functions, or to integrate other business processes, our engineers are on hand to help customize your solution.

## Help yourself with tools and training

**Learn how to use and maintain your Milestone solution**

Assistance getting the most from your Milestone solution is never far away.

We offer you an extensive portfolio of online system documentation, best practice guides and hands-on support tools.

**Free online training**

Milestone offers eLearning courses targeted at both operators and system administrators, as well as in-depth technical courses for installers and developers.

It is self-paced and available online, 24/7.

**Looking for in-person training?**

We also offer customized, in-person training courses.

Contact your Milestone reseller or Milestone Professional Services for more information.

Learn more:  
[milestonesys.com/support](https://milestonesys.com/support),  
[doc.milestonesys.com](https://doc.milestonesys.com), and  
[milestonesys.com/learning-portal](https://milestonesys.com/learning-portal)



## Let Milestone Consultants help

**Milestone Consultancy Services offer a portfolio of solution deployment and optimization services designed to unlock the full potential of your installations.**

Learn more:  
[milestonesys.com/customdevelopment](https://milestonesys.com/customdevelopment) and  
[milestonesys.com/professional-services](https://milestonesys.com/professional-services)

**01. Getting your solution up and running**

Milestone System Start-up service can get your installation started – available both remotely and as an on-site service.

**02. Designing your solution**

With System Design service, we can recommend a system design that ensures performance and fulfill the safety and security requirements of your business.

**03. Customizing your solution**

Milestone Custom Development delivers tailored consultancy and engineering services to enable customization, system integrations and secure optional performance.

**04. Working with solution upgrades**

Utilize our engineering experience through the Upgrade Assistance service to ensure a smooth upgrade process and priority support.

**05. Fine-tuning system performance**

Our System Health Check helps you generate a system overview and provides best practice recommendations for optimizing your solution.



# MILESTONE'S JOURNEY TO THE CLOUD

We provide our customers with the freedom to choose, combine, and benefit from the newest cloud technologies.

A sustainable installation is often based on a hybrid system design that is tailor-made to meet customer needs. That's why we believe that our customers should be able to choose, combine and benefit from newest cloud technologies at their own pace and specifications.

We always design our VMS solutions with flexibility, scalability, and global relevance in mind. Cloud computing technology allows us to provide new ways of computing, storing, and networking to our customers.



## Milestone's Cloud Solutions

We're utilizing the latest Cloud and 'as a service' technologies to bring more flexibility to our community.

### Our core cloud beliefs



#### Freedom of choice

Cloud can be a valuable new or additional way to deploy VMS solutions. It helps leverage SaaS advantages while benefiting from XProtect's rich feature set.



#### Power of community

Cloud development will allow for new partnerships and new competencies, which can add value to the overall Milestone platform.



#### Accumulated value

Cloud will make Milestone products available to new customers, who can benefit from our Cloud offerings that are built on top of traditional solutions.







We're taking great leaps on our journey to the Cloud. In 2020, we leveraged Cloud services on AWS to deliver a VMS that adjusts instantly to any business need. We also partnered with Arcules to deliver a scalable VMS for distributed installations.

Now, we're taking our Cloud journey one step further with a Cloud-managed XProtect.

Cloud-managed XProtect is a cloud service that offers easy and faster XProtect system deployment with remote access to the entire installation. This all-cloud, all-Milestone solution features easy deployment and operation of add-on functionalities, and solutions like multi-site management, incident and evidence handling, and system maintenance.

Together with our technology partner community and our next-generation MIP SDK, we created a Cloud solution like no other that is deep in functionality and provides a modern web-based user experience.

# REACH OUT

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