Milestone Care™ Plus

When you want to protect your investment

Milestone Care Plus is a service package designed to ensure you are ready for the future. Whether the future brings new technological innovations or responses to security challenges, this package helps keep your system up to date and ready to react quickly to changes and opportunities.

Here's what you get with Care Plus

Three annual product updates
Be ready for the future and get more out of your system with three annual product updates. With instant access to these frequent updates, you are guaranteed a wealth of new capabilities, all intended to optimize the total cost of ownership and make your product better, safer and more powerful.

System health monitoring service
Your guarantee for a security system that always works: Care Plus gives your system installer access to Milestone Customer Dashboard, an online system health monitoring service. It notifies your system installer about potential technical system issues, making it easy to proactively address them before they interrupt your business.

Full return on your investment
Your present security installation might meet your current needs, but over time you may wish to expand your installation or upgrade it to a more advanced Milestone version. With Care Plus, you can seamlessly grow your installation over time and get the full return on your original investment when you upgrade your XProtect product.

Stay up to date

It may seem tempting to delay or even avoid software updates, but doing so means missing out on improved functionality and innovations. Delaying updates may even leave your system vulnerable to potential security threats.

Care Plus features

Access to 3 product updates a year	●
Reseller access to Customer Dashboard	●
100% trade-in credit on software products	●
Push notifications & Smart Connect	●
Self-help support	●
Camera device packs	●
Technical support via Milestone partner	●

Three good reasons to keep your system up to date

1

Keep up with innovation
You don't want to be stuck with a system that can't meet future changes and innovations. As Milestone adds new functionalities to its products, Care Plus lets you keep up with innovations and leverage every product update intended to make the products better, safer and more powerful.

2

Secure technology fit over time
Add and benefit from new technology as it hits the market to continually improve your surveillance system. Running the latest version means that you can take advantage of new evolving technology that is built to improve performance and better utilize your existing hardware.

3

Reduce vulnerabilities
A secure system starts with an up to date system. Not only will Care Plus continuously give you access to new security features but with three releases annually, Milestone can instantly respond to the changing landscape and address new threats via updates to the products giving you the ultimate peace of mind experience.

Milestone Care program overview

Care

Care Plus

Care Premium

Care Elite

Customer Dashboard

Your guarantee for a security system that always works
Customer Dashboard is an online service that lets your system installer or system administrator monitor the performance and health of your system and be notified of potential technical incidents that need attention. That means you can focus on what's important to your business and avoid added costs.
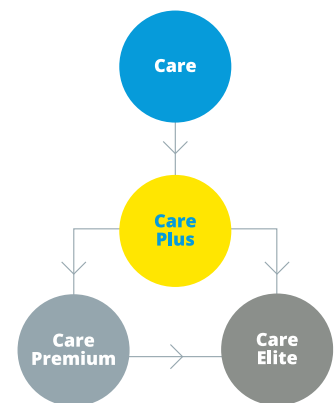
100% trade-in credit

Scale to meet future requirements
When it comes time to upgrade your system, Milestone Care Plus lets you put the full trade-in price of your current Milestone product towards an upgraded solution, thus providing a cost-effective way to adapt your system to changing needs while giving you a full return on investment.

Milestone
Care
Plus™

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