

Customized Services

At customer's request, Milestone can provide tailored and customer-specific solutions. The expertise of Milestone engineers is relevant in installation planning, acceptance testing, remote installation support and post installation audits. All concluded service engagements are fully documented.

MILESTONE SYSTEMS – PROFESSIONAL SERVICES				
SERVICE CATEGORY	SERVICE NAME	SERVICE SUMMARY	FORMAT	LANGUAGE
Customized Services	Customized Services (SKU)	<ul style="list-style-type: none"> Advanced Judiciary Assistance, Forensic Video Recov-ery/File Structure Rebuild, Other services XProtect software related. 	Onsite or remote assistance	EN Local language support is subject to availability upon request

1. Scope
Whether you require assistance with Advanced Judiciary Assistance, Forensic Video Recov-ery, or other specific services XProtect software related, the Milestone Professional Ser-vices team is ready to provide guidance.

2. Recommended use
This service is recommended to Milestone XProtect customers, who require specialized assistance in advance services.

3. Service details
Depending on the case, the service may cover and not be limited to:

- Advanced Judiciary Assistance,
- Forensic Video Recovery/File Structure Rebuild,
- Other services XProtect software related,
- Recommendations for improvement in specific areas,
- Corrective actions.

4. Prerequisites and limitations

- The service and all associated fees are meant to provide an additional level of skill and knowledge to assist the client.
- XProtect software license or device licenses are not included in this service.
- The server or recorder has already been physically installed and properly configured to communicate with the appropriate devices on the network.
- Devices and aggregated systems must be fully accessible on a pre-configured and properly operating network.
- Unless otherwise explicitly agreed upon in writing, all tasks apply to XProtect software only. Third-party infrastructure, hardware, or software configuration(s), including that which may integrate with XProtect products, is not included or implied.