System Design Services

A service designed to aid with advanced set-up and configuration of your XProtect installation, recommendations and topology needs for the system to be running at its best. Deploying a complex system can be both challenging and time consuming, and Milestone Professional Services team is here to help.

MILESTONE SYSTEMS – PROFESSIONAL SERVICES				
SERVICE CATEGORY	**SERVICE NAME**	**SERVICE SUMMARY**	**FORMAT**	**LANGUAGE**
System Design Services	System Design Services	• Managed Service Provider "Virtual SAAS" • Configuration Assistance • Feature Set-up Assistance • Advanced Events • Encryption • Unique Accessibility Services	Onsite or remote assistance	EN Local language support is subject to availability upon request

1. Scope
Perform a full configuration and optimization of XProtect video management system (VMS), as agreed upon the quoting process. System configuration options are customizable by the customer and may include information about hardware, storage, network and camera requirements, and archive considerations.

2. Recommended use
This service is recommended for new XProtect installations or system expansions, to Mile-stone XProtect customers who have limited experience with the software or who have an existing system that is not configured or performing as desired.

3. Service details
Depending on customer's request and quote, the service may cover one or more sub-services:
a. Verification of XProtect installation
b. XProtect configuration for optimal system performance
c. Validation of proper functionality of XProtect installation and add-ons
d. Review system performance for possible optimization
e. Managed Service Provider "Virtual SAAS"
f. Configuration Assistance
g. Feature Set-up Assistance
h. Advanced Events configuration
i. Encryption
j. Unique Accessibility Services

4. Prerequisites and limitations
• Provide a network topology overview with info about location, bandwidth to each loca-tion, accepted bandwidth usage for each location, network constrains.

• List of cameras containing details about camera brand, model, operation hours, record-ing %, number of days of saving recordings, codec and resolution, FPS and data rate (Mbps)

• 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.

• This service does not include designing or building any supporting images, diagrams, AutoCAD files, GIS tools, etc.