



Service Definition

NW - Milestone Arcules Video Surveillance as a Service (VSaaS)

The Service

The service is a Video Surveillance as a Service (VSaaS), also often called cloud-based video surveillance, from Milestone Systems A/S, Denmark, provided and supported by NW Security Group Limited to its customers in the UK.

With support for ONVIF, Milestone Arcules enables you to use any network camera make and model with its service, including the continued use of your existing network cameras and devices when paired with an Arcules cloud gateway.

Alternatively, using supported network cameras from AXIS Communications, Sweden, Milestone Arcules also offers a direct-camera-to-cloud service without the need for an Arcules cloud gateway on site.

Milestone Arcules provides users access to live and recorded video 24/7/365 through a web browser or mobile app. Hosted in Google Cloud, Milestone Systems guarantees 99.5% service uptime with automatic updates, assuring availability of the latest features and keeping the system cyber-resilient.

Key features and benefits

- Support for cloud-based and camera-based analytics for reliable, accurate detections of people and vehicles, occupancy management, and gaining insights in patterns or trends.
- Forensic search to speed up incident investigation with easy tools for exporting and sharing evidence footage.
- Support for single sign-on (SSO) and granular, role-based permissions.

Deployment options

Milestone Arcules offers flexible deployment options to suit different requirements, including cloud and hybrid set ups.

Data security

Milestone Arcules has a SOC Type II certification. This includes centralised logging, security event correlation (SIEM), anomaly detection, and retention of audit logs to support incident investigations and compliance. Milestone Arcules has full encryption for data at rest (AES256) and in transit (TLS).

The system supports SSO and enables GDPR compliant user access and export controls.

Customers can choose from storage locations in the EU, USA and APAC.

All staff at NW Security Group involved with the service hold a security vetting certificate to the BS7858:2019 standard.

NW Security Group is Cyber Essentials Plus certificated.

Integration with Milestone XProtect

For customers that use Milestone XProtect Professional+, Expert or Corporate as their security management platform, cameras and devices connected to Milestone Arcules cloud can be integrated to their central XProtect monitoring system without additional licensing costs.

Installation, set up and onboarding

NW Security Group has been a Milestone Premium Partner for over 20 years with well-established, best-practice processes for on-site equipment installation, Milestone system configuration and commissioning, and customer onboarding, including the migration of existing cameras to the Milestone Arcules cloud-based service.

NW Security Group works in close collaboration with its customers to ensure the required specifications and functionality will be met in smooth fashion with minimal burden to the customer.

As part of the onboarding process, NW Security Group provides training suited to different levels of users, e.g. operator, admin. Ongoing user support is included as part of the SLA.

Managed service provision

NW Security Group offers Milestone Arcules VSaaS to its customers on a managed service provision (MSP) basis with ongoing support available regarding (1) any camera

hardware or Arcules cloud gateway installed on-site, (2) any connectivity infrastructure provided, (3) proactively monitoring and maintaining system health and performance.

NW Security Group operates a dedicated customer Helpdesk which users can contact for raising issues or requesting assistance with using the system.

NW Security Group offers Milestone Arcules with ongoing support under a SLA, for which Add-Ons can be purchased to tailor the support provision to an organisation's specific needs.

The NW Security Group support SLA includes as standard:

- Support for the service and all cameras and devices connected to the service, any Milestone Arcules cloud gateway appliance(s) (if present), and any NW Security Group provided network equipment or connectivity infrastructure
- Two dedicated technical account managers
- Administrator and user support
- Troubleshooting: diagnosis, restore and resolution
- 4 hour response time Monday to Friday 8.30am to 5pm (except bank holidays)
- Target restore time: 8 hours
- Target resolution time: 7 days
- Camera status monitoring (online / offline) and troubleshooting
- If present, Cloud Gateway appliance status monitoring (online / offline) and troubleshooting
- Monthly functional system check, including camera recording status, detection triggers, and retention requirements met
- Firmware update of connected cameras or devices: annually, and immediately when a severe vulnerability becomes known
- Assistance with user management and GDPR compliance
- Training new users

Add-Ons available to the above NW Security Group support SLA

The following Add-Ons are optional and chargeable:

- Priority 2 hour response time Monday to Friday 8.30am to 5pm (except bank holidays)
- Extended hours critical failure support, 8am-8pm weekdays and 8am-5pm weekends and bank holidays (1)
- 24/7/365 critical failure support, all hours (1)
- Annual on-site system maintenance service
- Callout credits (1)

Note (1): These Support Add-Ons are available only if a the optional Annual On-site System Maintenance Service is procured also.

Milestone Arcules VSaaS continuity of service

Milestone Arcules maintains a tiered Disaster Recovery framework with daily backups and defined RTO/RPO targets across service tiers. Critical systems have structured recovery priorities, with customer-facing services backed up daily.

Milestone Arcules designs its cloud platform for continuous availability and aims to minimize any customer impact during routine maintenance. Most updates are performed using rolling or zero-downtime deployment practices. When maintenance that may affect service availability is required, Arcules schedules it during low-traffic periods and provides advance notice through standard customer communication channels. Unplanned maintenance or emergency patches are handled promptly with efforts focused on maintaining service continuity.

Milestone Arcules follows a structured approach to outage and maintenance management to ensure service reliability and transparency. Routine maintenance is planned and executed using rolling or zero-downtime deployment methods to avoid customer impact whenever possible. Any maintenance that could affect availability is scheduled during off-peak hours and communicated to customers in advance through established channels.

For unplanned outages, Milestone Arcules activates its incident management process, which includes rapid triage, service restoration, and timely customer updates through the status page and direct notifications. Post-incident reviews are performed to identify root causes and implement corrective actions to prevent recurrence.

Service expansions, renewal and end of service arrangements (offboarding)

The service is available on the basis of a 1 year, 3 year or 5 year agreement term, and can be ended or renewed at the end of each term. NW Security Group will contact you a minimum of one month prior to the end date in order to discuss if you would wish to renew or end the agreement, or amend the number of cameras or devices connected to the service.

Cameras and devices can be added to the service during the agreement term and the charges for these additional connections would be calculated pro rata to the agreement end date.

If the agreement is ended the customer will be able to export the user and device data, including the user logs, via CSV, whilst any video data maintained in the system at that

point can be exported in MP4 format. NW Security Group removes any PII held in relation to the service from its systems as the final step of the offboarding process.

