Booting up Webinar...
Thanks for joining, please keep your mic muted and
ask any questions in the chat. Enjoy!

APP-TECHS®
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Webinar
Series

Enhance Milestone XProtect:

Unify and Automate your Security Systems with BTX

Hosted by Paul Dillon

More about Paul Dillon

- MCIT & MCIE Milestone-certified
- 5+ years of industry experience

Paul Dillon
Product Manager
pdillon@app-techs.com

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Why App-Techs?

- We design, manufacture, install, support, maintain, and develop software for Milestone XProtect systems.
- Milestone Partner for over a decade
- Partner Advisory Board member & Premier Partner
- 20+ years of industry experience

Why Milestone?

- Secure, reliable, scalable video management
- Open Platform: Flexible, brand-agnostic, and future-proof
- Security “single-pane-of-glass”

Customer Challenges and Opportunities

Cost vs. Benefit

New security purchases offer new features and capabilities, but require significant investment in budget, equipment, staff hours. They also entail new staff and maintenance commitments.

Limited Interoperability

New and existing systems may be incompatible. Incorporating new technology adds improved features, but introduces complexity and inefficiencies to IT systems and security workflow.

Time and Skill

Learning a new system can be challenging and take resources from elsewhere. Time constraints lead to a “don’t-touch-it-unless-it-breaks” approach.

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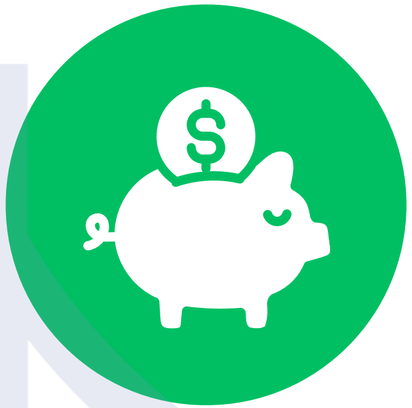
XProtect and App-Techs Bridge the Gap



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Maximize Value

App-Techs leverages the XProtect Open Platform to use existing equipment where possible and build security inter-operability, operational and situational awareness, and a proactive security posture.

Innovation

With App-Techs and XProtect, you may not need to purchase your way out of a security challenge. The Open Platform promotes novel solutions to security situations at your site.

Automation

App-Techs offers HUM (Health Utility Monitor) and BTX (Bridge to XProtect) to monitor, unify, and automate security infrastructure.

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App-Techs Value Proposition

Become security efficient and improve budget / staff ROI

- Leverage the XProtect Open Platform to integrate, automate
- “Camera coverage is not the same as physical security”

Unify security technology via “smart” integration

- App-Techs’ BTX merges many systems into a single security interface
- If an integration is not currently available, App-Techs will build it.

Automate security network monitoring

- HUM consolidates App-Techs’ deep knowledge of XProtect into a 24/7, automated security monitoring service

Adopt a proactive security posture

- Integration and automation via the frees resources to … focus on security!
- XProtect’s true value is in real-time operational and situational awareness

What is BTX (Bridge to XProtect)?

- Middleware that provides a gateway, or “bridge” for third-party systems to communicate with XProtect
- Make third-party events and alarms VISIBLE and ACTIONABLE.
- Unify security monitoring into the XProtect “single-pane-of-glass”.
- BTX is designed to integrate tomorrow’s technology

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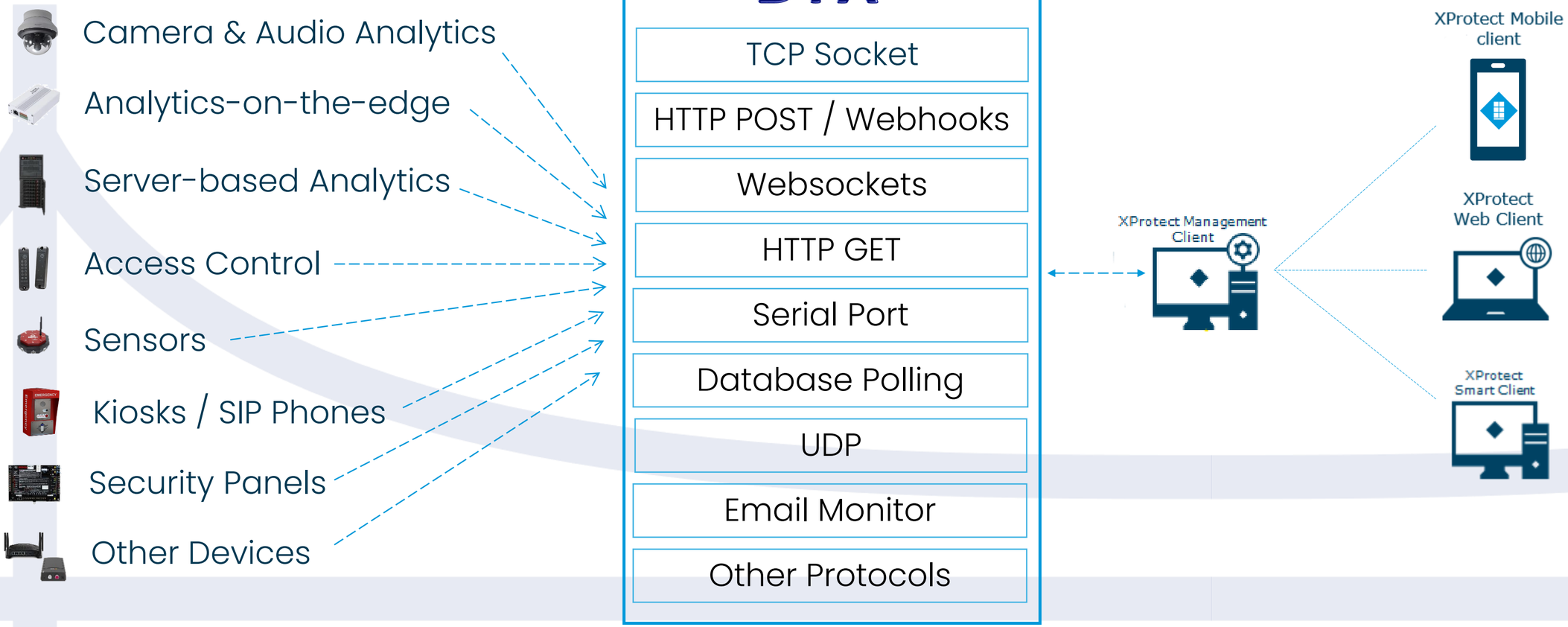
BTX – Unify the end-user experience by integrating



A versatile XProtect translator to bring the latest technology to security network

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BTX Integrations

- IP CAMERAS
- VIDEO ANALYTICS
- ACCESS CONTROL
- SENSORS & GATEWAYS
- AUDIO ANALYTICS
- SNMP TRAPS
- PERIMETER & ASSEST PROTECTION
- INTERCOMS & ALARM SYSTEMS
- NOTIFICATION NETWORKS

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What is HUM (Health Utility Monitor)?

- Diagnostic and notification software that monitors your security network
- 24/7/365 monitoring of servers, cameras, sensors, switches, and peripherals
- Real-time email alerts when metric “breaches” occur / Dashboard.
- “HUM finds little problems before they become big ones.“
- Critical element of a proactive security posture … System uptime is KEY!

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HUM – Automate system monitoring, maximize uptime

Install on all XProtect VMS "management" and "recording" servers.

Configure sub-systems and devices to monitor. Once configured, runs in background and is self-maintaining.

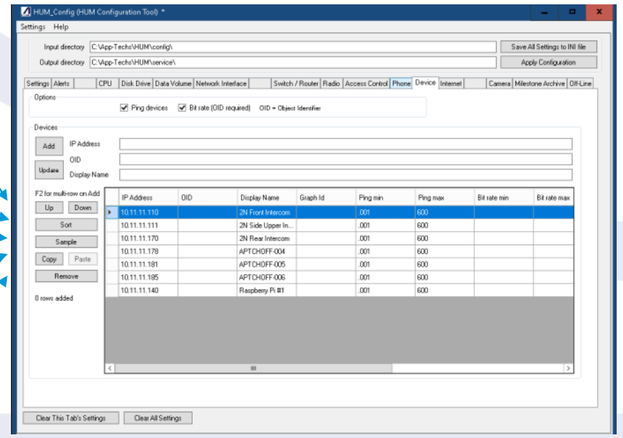
Send breaches and other useful system information for AUTOMATED and/or active monitoring.

Option #1: App-Techs monitors system telemetry and fully manages servers and optionally notifies end-user IT staff, if preferred.

XProtect Management Server

XProtect Recording Servers

XProtect Devices



Cloud to App-Techs Data Center

Telemetry data stored on-Prem

Option #2: End-user monitors HUM data independently, Proactively respond to breaches as they occur.

APP-TECHS FEATURED DEMONSTRATION

Introductory Challenge #1: School and Building Security

“How can I know when an unauthorized person has tried to access to my building?”

Opportunity: With BTX, XProtect has robust video analytics integration capabilities.

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DEMO
Integrations with BTX

Featuring:

VAIDIO BY IRONYUN

HALO SMART SENSOR

AXIS COMMUNICATIONS

inovonics

Code Blue

Hanwha

Asterisk

freePBX

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Challenge #2: System Uptime

“My IT staff have many responsibilities. Our previous VMS was plagued by cameras being offline and slow video playback. We didn’t have time to troubleshoot all the little issues. We’ll pay more for reliability.”

Opportunity: HUM will automatically monitor your XProtect servers and devices to maintain uptime and performance.

With a purchase of service hours, App-Techs technicians will address any issues, usually before you’re even aware of them.

DEMO

HUM (Health Utility Monitor)

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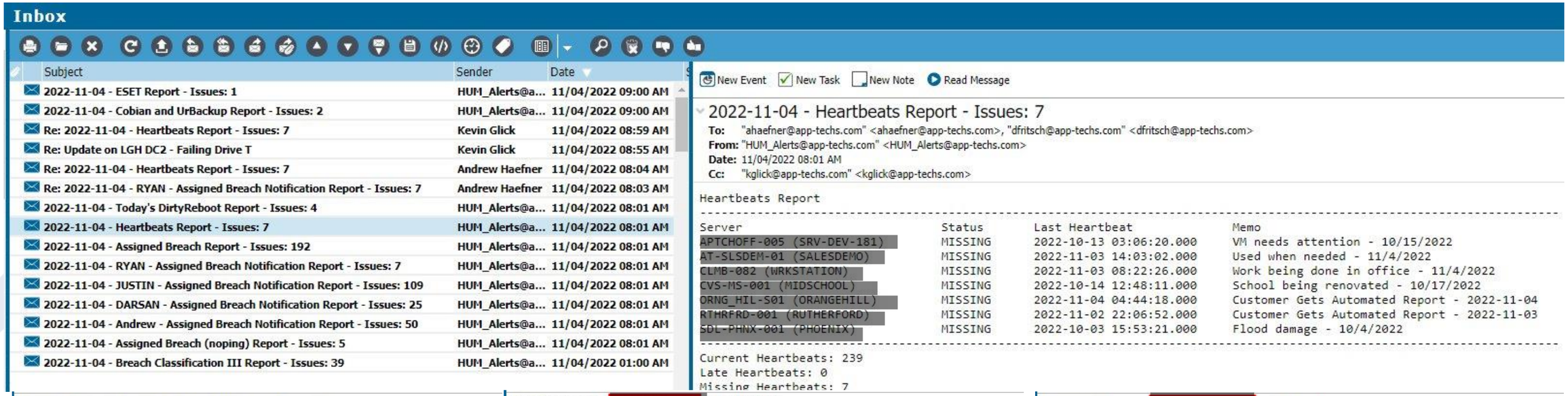
HUM Alerts

Receive notifications and emails when important HUM “breaches” occur



2022-11-04 - Today's DirtyReboot Report - Issues: 4

To:
From:
Date: 11/04/2022 08:01 AM
Cc:

```
Today's DirtyReboot Report
--------------------------------------------------------------------------------
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (Windows - Dirty Reboot 2022-11-03T07)
Customer: (LNC_CMNTY_SF) Site: (LCSC-SRV-10) Breach: (Windows - Dirty Reboot 2022-11-03T10)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (Windows - Dirty Reboot 2022-11-03T00)
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (Windows - Dirty Reboot 2022-11-03T15)

History for LCSC-SRV-10:

History for LGH-PRB-001:
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_0) Date: (2022-11-03T00)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_1) Date: (2022-11-02T20)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_2) Date: (2022-11-02T13)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_3) Date: (2022-10-28T06)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_4) Date: (2022-10-25T12)
Customer: (LNC_GNRL_HLT) Site: (LGH-PRB-001) Breach: (DirtyReboot_5) Date: (2022-10-16T04)

History for LPW-049:
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_0) Date: (2022-08-08T08)
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_1) Date: (2022-06-26T05)
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_2) Date: (2022-06-25T21)
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_3) Date: (2022-06-25T16)
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_4) Date: (2022-06-25T15)
Customer: (CTY_LNC_PB_W) Site: (LPW-049) Breach: (DirtyReboot_5) Date: (2022-06-24T07)

History for SNTFE-001:
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (DirtyReboot_0) Date: (2022-10-30T03)
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (DirtyReboot_1) Date: (2022-10-27T00)
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (DirtyReboot_2) Date: (2022-10-22T22)
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (DirtyReboot_3) Date: (2022-10-21T14)
Customer: (SNTA_FE_CLLG) Site: (SNTFE-001) Breach: (DirtyReboot_4) Date: (2022-10-21T12)
```

Problem Report - [redacted] School District

To:
From: "Kevin Glick" <KGlick@app-techs.com>
Date: 11/02/2022 11:39 AM
Cc:

Good Morning.

App-Techs' HUM (Health Utility Monitor) indicates that a threshold breach or problem has occurred.

Breach Target	Description	Customer	Site	Server ID
ManagementClient	Dump dump-20220809	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
ManagementClient	Dump dump-20220919	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
ManagementClient	Dump dump-20220920	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
ManagementClient	Dump dump-20221003	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
ManagementClient	Dump dump-20221101	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
MilestoneCrash	2022-11-01T11	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001
The Windows Security Service service terminated unexpectedly	2022-11-01T16	CNSTG_VLLY_S	HIGHSCHOOL	CVS-HS-001

It looks you have had some issues with the Management Client.

Feel free to contact App-Techs technical support for assistance.

support@app-techs.com
717-735-0848 option 2

Thank you.

Kevin Glick

App-Techs Corporation

505 Willow Lane

Heartbeat Issue - [redacted] High School

To:
From: "Kevin Glick" <KGlick@app-techs.com>
Date: 10/31/2022 08:23 AM
Cc:

10/31/2022 6:57:14 AM LNC_CTHLC_HS MAIN LCHS-003

10/31/2022 7:06:12 AM LNC_CTHLC_HS COBALT LCHS-S03

10/31/2022 7:14:03 AM LNC_CTHLC_HS VM-HOST LCHS-042

Good Morning Todd and Rob.

We have lost the heartbeat signal from each of the three servers we monitor at [redacted].

We are unable to reach them via Splashtop.

It may be a networking issue and perhaps you are already aware of it but wanted to bring it to you attention if you were not.

Let us know if you need any assistance.

Thanks,

Kevin Glick

App-Techs Corporation

505 Willow Lane

Lancaster, PA 17601

HUM Alerts (con't)

Correspondence with technicians and end-users includes Supporting Data

Looking at HUM:

The system is busy enough that it is not always recording data. Seems to spend a significant amount of time at 100% CPU utilization.

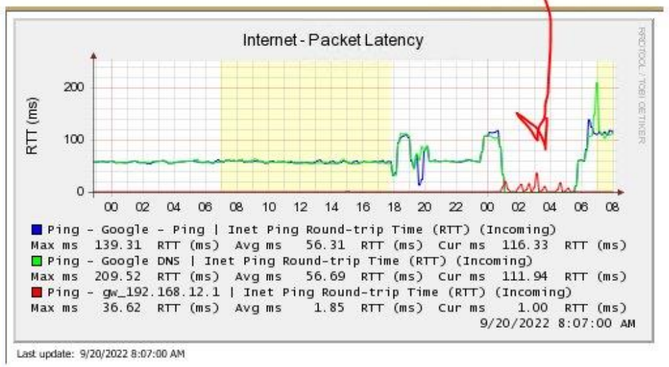
Problem Report - [redacted] - FYI

To:
From: "Kevin Glick" <KGlick@app-techs.com>
Date: 09/20/2022 08:22 AM
Cc:

Salisbury-TV01.aeex.com | Not Connected Count | AEX_GRP | SCO1 | AEX-MGMT-001

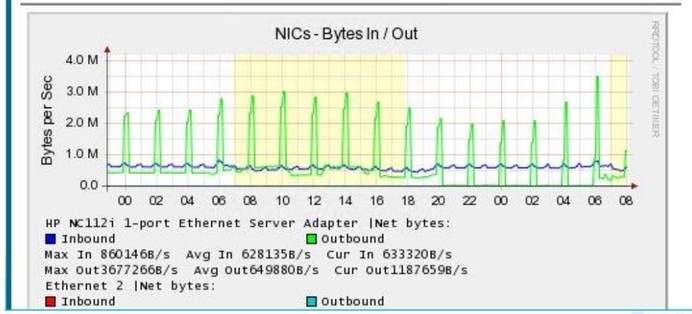
The above problem is the Management Server saying it could not connect to the Salisbury server.

Looks like Salisbury had some network connectivity issues earlier today:



The above is showing that Salisbury was having Internet connectivity issues from about 1:00 to perhaps 6:00 AM this morning.

However, during the same time, connectivity to the cameras was unaffected:



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BTX Pricing

Simple, Straightforward, Scalable

BTX®

BTX SOFTWARE LICENSE
$2,000 (1-time)

ONE-TIME BASE LICENSE COST, NON-RECURRING.

NO PER-DEVICE PRICING
One instance of BTX can monitor an unlimited amount of Milestone cameras, readers, switches,

NO SUBSCRIPTION-BASED PRICING

LICENSES ARE PURCHASED PER MAC ADDRESS
Multiple BTX instances running on different servers requires separate licensing

SOFTWARE UPGRADE PROTECTION (SUP)
$400 (per yr)

KEEP YOUR BTX SOFTWARE CURRENT
Access BTX features and upgrades

OPTIONAL, RECOMMENDED
Ensures compatibility with the latest releases of Milestone XProtect and Microsoft Windows

INCLUDES GENERAL SOFTWARE TECHNICAL SUPPORT
SUP customers receive free support to maintain software.

BTX INTEGRATION UTILITIES
INCLUDED

BTX PURCHASES INCLUDE SOFTWARE UTILITIES:

Bridge-to-Inovonics App

Code Blue HTTP Listener

Hanwha Road AI Listener

HTTP GET Listener

Bosch Listener

Oosto Facial Recognition Listener

AMAG, Flir, Mango, Metrasens, Irisity, Vaidio, … and many more

BTX LABOR SETUP, CONFIG, TRAINING
~$165 hr

4 HRS – BASE
App-Techs provides support to install, setup, configure, and test BTX integrations

Training is completed with the goal of client self-sufficiency

Ongoing technical support is available to configure new devices, alarms, and device associations

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HUM Pricing

Simple, Straightforward, Scalable

HUM SOFTWARE LICENSE
$300 (1-time)

PRICING IS PER PHYSICAL SERVER
Add to any management server, recording server, event server, SQL database server, workstation, mobile server, etc.

SCALING DISCOUNTS AVAILABLE BASED ON SERVER COUNT

NO PER-DEVICE PRICING
One instance of HUM can monitor an unlimited amount of Milestone cameras, readers, switches,

CLOUD-HOSTED TELEMETRY DATA STORAGE & WEB ACCESS INCLUDED WITH BASE LICENSE

SOFTWARE UPGRADE PROTECTION (SUP)
$48 (per year)

KEEP YOUR HUM SOFTWARE CURRENT
HUM is regularly updated with new features and improvements.

OPTIONAL, RECOMMENDED
Ensures compatibility with the latest releases of Milestone XProtect and Microsoft Windows

INCLUDES GENERAL SOFTWARE TECHNICAL SUPPORT
SUP customers receive free support to maintain software.

HUM MONITORING CONTRACTS
~$165 hr

APP-TECHS ACTIVELY MONITORS HUM ALERTS FOR YOU
App-Techs provides continuous monitoring of your HUM telemetry and will act to address the “breaches” directly

Let App-Techs interpret the data and make recommendations & fixes when necessary.

PURCHASE MAINTENANCE BLOCK HOURS
Consistent, predictable billing guarantees daily monitoring and continuous system optimization.

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Questions?

- www.app-techs.com

- 717-735-0848

- sales@app-techs.com

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Thank you!