



# Corporate Overview

MILESTONE



## Innovations starts with intelligence.

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While evolving technology presents exciting opportunities for business, it also brings to life new challenges that extend beyond the core competencies of many organizations. At Milestone Technologies, your IT challenges are our core competency. As a Managed Service Provider (MSP), Milestone uses a holistic approach to bridge the gap between technology and people, going above and beyond the typical scope of day-to-day, break-fix issues to provide proactive and comprehensive IT support. We make it our goal to not only resolve your IT problems, but study, improve, and streamline the overall workflow and functionality of your business.



## Managed IT Services

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As an MSP, Milestone takes a proactive approach to managing your technology infrastructure by identifying and correcting issues before they become problems. We support not only your technology, but also your business as a whole. Our scalable services reduce costs, increase efficiency, and allow enterprises to use technology as a tool for innovation; these services include:



**IT Asset Lifecycle Management** – From procurement to deployment to reassignment, we handle all aspects of asset management. With Milestone, you can rest assured knowing that your business will never stop due to logistical concerns.



**IT Service Desk** – The IT service desk is a personalized, cross-organizational approach—complete with weekly health checks, ticket trend analysis, project support, and optional proactive monitoring—strategically designed to improve IT and business processes across your organization.



**Help Desk Services** – Our employees are on hand 24/7/365 to offer desk-side, walk-up, and virtual lounge support for all of your computing needs. Milestone's Help Desks practice a Single Point of Contact philosophy, meaning that end-users' issues are fixed quickly and correctly—the first time they call.



**AV / VC Services** – Milestone's AV/VC support services streamline your communications, making your company more cohesive. Our advanced service collaboration methods improve enterprise communications, cut travel costs, increase productivity, and enhance decision-making across your company.

## Contact Center

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Milestone provides 24/7/365 support from experienced, onshore agents. Our Contact Centers are designed to resolve concerns rapidly and drive customer satisfaction.





## Data Center Services

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Milestone's Data Center Services deliver proactive, personalized solutions to help your organization grow and maintain its data centers. Our experts and technicians provide the reliable support and technical experience you need to maximize the productivity and uptime of your critical data center infrastructure. Our Data Center Services include:

**Implementation Services** – From rack and stack to staging, Milestone's Data Center Implementation Services can be engaged on a project basis to support immediate demands for data center growth or relocations.

**Asset Lifecycle Management** – Milestone's Data Center Asset Lifecycle Management (ALM) Services provide end-to-end coverage for smooth, reliable asset management support, from procurement to retirement.

**Data Center Operations** – Milestone's managed services approach to Data Center Operations decreases costly disruptions to your business and ensures that your information is available exactly when you need it.



## Network Services

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Milestone's Network Services simplify IT by planning, building, and running the technology that your company depends on. Our teams work closely with you to create and execute a defined IT operations strategy, while our application toolsets and data analytics increase operational efficiency and cut IT costs. Our Network Services include:

**Network Engineering Services** – Milestone's Network Engineering teams build reliable networks so that you can access, share, and store the information they need to achieve their objectives.

**Network Operations Center (NOC)** – Milestone's 24/7/365 NOC monitoring system detects patterns in Big Data, reduces network downtime, and enables speedy and efficient ticket resolution.



## The Milestone Difference

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Milestone sets itself apart from other MSPs by putting customers first. Rather than limiting our clients to fit into a boxed solution, we partner with them to provide the services they need exactly when they need them. We view technology holistically, meaning that we serve every single component of IT—including the people who make it work. As such, our approach is built on:

**Proactivity** The best way to solve IT problems is to prevent them from happening. Proactive monitoring leads to reduced tickets and increased uptime.

**Expertise** Over our 18 years of industry experience, we've worked with a variety of delivery models and partnered with many of the industry's biggest players.

**Accessibility** We offer 24/7/365 support because we understand that technology doesn't stick to a nine-to-five schedule. All of our support is provided onshore.

**Process Engineering** We engineer processes in addition to technology to ensure that people interact efficiently with infrastructure.

**Clear Best Practices** Milestone aligns with ITIL standards to ensure quality and create transparency.

**Innovation** Sometimes clients' problems do not fit into a predefined solution, and that's why Milestone employees think outside the box to provide innovative solutions.

**People** Milestone hires individuals who are passionate about technology and innovation, and our people go above and beyond to ensure that your IT is the best it can be.



## About Milestone

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At Milestone, we've been transforming IT since 1997, when President and CEO Prem Chand founded Milestone Technologies, Inc. Back then, Prem's goal was to solve a growing problem for Silicon Valley businesses: IT Relocation. Nearly two decades later, we are growing as quickly as the high tech industry, with more than 1,700 employees serving a substantial client base—currently over 200 companies in 18 countries. Today, Milestone's goal is to shape the way technology is delivered. Every solution we provide is driven by experienced people who are determined to understand your business goals and align your network to help you achieve them, ultimately streamlining your path to success.

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