Customer Spotlight

Transportation Network Company Scales End-User Support with Milestone Services

Client Profile

Milestone's client is a privately held transportation network company headquartered in the San Francisco Bay Area with 5,000-10,000 employees globally. The enterprise operates in 400+ cities around the world. The company was founded in 2009 and has experienced rapid growth.

Business Challenges

After its inception in 2009, the client began to grow at a rapid pace. Scalability was a top priority for the client, but as they grew, IT requests for end-user support surged beyond the capacity to handle them internally. To mitigate the increasing demand for IT support, Milestone provided Staff Augmentation resources to supplement the clients' existing IT Service Desk. As the demand for internal IT continued to rise, Milestone populated the client's environment with more Staff Augmentation resources to accommodate their needs.

Services Provided:
Milestone provides the following services to the client:
- Staff Augmentation
- IT Managed Services
  - Service Desk

While Staff Augmentation was a viable solution for much of the client's boots-on-the-ground work, the sheer number of Staff Augmentation resources became overwhelming. The Service Owner required more support to manage the increasing number of resources, and the client needed additional capabilities and expertise to scale rapidly.

Solution

Milestone and the client both recognized that Staff Augmentation was no longer a sustainable option—especially for the IT Service Desk. To solve the problem, Milestone recommended that the client transition to a Managed Services model to achieve economies of scale, more comprehensive management, and more robust reporting.

Milestone worked with the client to design a global service delivery model that met its needs, which included a re-evaluation of Milestone's relationship with the client to strengthen the partnership. Milestone successfully implemented a Managed Services solution for the client's Service Desk and manages all of the client's global Tier 1 Service Desk technicians. As the first line of support for the client's internal IT functions, Milestone's Tier 1 technicians address end-user needs by understanding and analyzing front-end incidents. Milestone's Service Quality Management team monitors the service engagement on an ongoing basis to ensure continual service improvement. Support beyond the Tier 1 level is maintained by the client.

Results

Since Milestone entered a Managed Services engagement with the client, the client has been able to expand globally. Worldwide, Milestone's team of 100 plus Tier 1 technicians has allowed the client to operate under a reduced internal staffing model, which accelerates growth and scalability while saving money. In addition to providing robust personnel support, Milestone's Service Desk leverages analytics capabilities to enable data-driven improvements to internal IT service delivery. The resulting decrease in time-to-resolution has allowed the client to maintain its focus on core competencies and business objectives.

Key Success Factors

In addition to Milestone's expertise in the Managed Services arena, the engagement with the client was effective due to the following key success factors:

- **Experience**: Milestone's experience in the IT industry allowed them not only to recognize when the client was ready to progress naturally from Staff Augmentation to Managed Services, but also to implement a solid, long-term solution.
- **Adapt**: To complete the initial transition from Staff Augmentation to Managed Services, Milestone needed to be flexible and agile in several key areas. These qualities ultimately allowed Milestone to shine in the client's eyes.
- **Trust**: As Milestone began to provide Managed Services to the client, the client learned that they could trust the MSP to make decisions that served their best interests in alignment with its business goals.

About Milestone

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. 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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