



# Network Services

Milestone's Network Services is supported by expert network specialists and Intelligent Automation that make planning, building, and running your network more seamless than ever before.





# Network Services Overview

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As more enterprises come to rely on their network infrastructure to achieve their goals, network health—now more than ever—is a vital part of an organization's success. That's why Milestone supports your network from the ground up. Our Network Engineering Services start with a consultation about the building blocks for your ideal network and expand into creating a strong network infrastructure. While your network runs, our data-driven Network Operations Center (NOC) technicians leverage Intelligent Automation platforms with advanced pattern recognition and automated resolution capabilities to cut ticket volume while performing data analytics that identify the root cause of the incidents in your environment. From there, our technicians maintain consistent visibility into your network's health and performance from a single dashboard, which ensures that your network is always running at its best. Leveraging ITIL best practices, the combination of Milestone's extensive industry experience and Intelligent Automation minimizes business interruptions, cuts IT costs, and improves network health and efficiency. The result is scalable network operations that you can rely on while you focus on key initiatives that support business objectives.

## Network Engineering Services

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Milestone's experienced Network Engineering teams value innovation, quality, and efficiency, ensuring that we are as reliable as the networks we build. Our consultation and implementation processes help create networks that are accessible, secure, and ready for integration with Intelligent Automation. With our services and industry-leading technology, you can establish and strengthen the network infrastructure necessary for keeping your business ahead of the curve. Milestone's Network Engineering Services include:

- Proficient network architects and specialists
- Intelligent Automation platform assessment, planning, and implementation
- Installation, updates, and reconfiguring of access points, controllers, and WAN/LAN routers and switches





## Network Operations Center (NOC)

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You rely on your network to keep your business moving, which is why Milestone's Network Operations Center employs a proactive, multi-tiered service delivery team supported by Intelligent Automation to surpass the traditional, needle-in-a-haystack methodology for detecting problems. As a result, we maintain consistent visibility of your network's health to support quick incident resolution, decrease ticket volume, and streamline your network's performance—all of which ensures consistently reliable uptime. Our expertise with Intelligent Automation produces an exceptional NOC built on:

- 24/7/365 proactive, automated monitoring and troubleshooting
- Comprehensive, single-view dashboard of entire IT environment
- Root cause analysis, identification, and resolution through contextual insights
- Extensive remediation library of solutions for industry-leading tools and platforms and end-to-end automated resolutions
- Intelligent incident pattern recognition, alert prioritization, and emergency escalation
- Vulnerability management and threat prevention
- Data-driven Continual Service Improvement (CSI)
- Experienced network technicians, industry-tested operational processes, and ITIL standards





## The Milestone Difference

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At Milestone, we understand how critical your network is to your business, so we go above and beyond to ensure that you receive the best possible Network Services. We put our customers first by providing the services and intelligent technology they need exactly when they need it. As such, our approach is built on:

- Efficiency** Instead of building a one-size-fits-all network, our qualified technicians create networks that are specifically designed to help you reach your business goals. And when it comes to running your network, our technicians use Intelligent Automation to optimize your network operations by reducing incident volume, resolving the root cause of issues, and increasing system uptime.
- Support** We offer 24/7/365 intelligent monitoring and automated resolution support because we understand that technology doesn't stick to a schedule. Moreover, Milestone feels that the best way to solve network problems is to prevent them from happening. With alert prioritization and an extensive remediation library, our NOC services reduce ticket volume while increasing uptime and driving efficiency throughout your IT infrastructure.
- Innovation** Milestone's technology partnerships enable us to bring Intelligent Automation technology to optimize our clients' IT operations and keep them on the cutting-edge. We also recognize that our clients' problems don't fit predefined solutions, so Milestone's employees think outside of the box to provide innovative solutions.
- People** Milestone technicians act as partners with your business with a vested interest in your success. We go above and beyond to ensure that your network is always running at its best.
- Expertise** With two decades of experience in IT networking and operations, Milestone is positioned to provide expert guidance and to implement and operate strong network infrastructure.

### MILESTONE

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