



Corporate Overview

Milestone has been transforming how IT is supported since 1997. With over **20 years of Managed Services experience**, we helped some of the largest companies in the world grow exponentially by allowing them to focus on their core business. Our pioneered methodologies and immense focus on customer experience and great service quality allows us to seamlessly partner with our clients. Today, we provide cutting-edge services to companies worldwide.

Our Partnered Approach

Milestone's scalable service offerings are designed to support almost any business model through our **partnered approach**. Our initial priority is to fully understand our client's issues, culture and environment, but more importantly, our client's goals. This enables us to properly align our three core pillars that ensure a successful partnership: **People**, **Process**, and **Technology**.



People

- ✓ High standards of hiring
- ✓ Industry-leading benefits
- ✓ Deliver business value
- ✓ Customer experience
- ✓ Go above and beyond



Process

- ✓ Continuous process improvement
- ✓ Target key business objectives
- ✓ Operational excellence
- ✓ Drive cost efficiencies



Technology

- ✓ Intelligent Automation
- ✓ Exclusive partnership with a leading AI firm
- ✓ Empower and scale with our clients
- ✓ Implement, support, and optimize IT environments



"We are thrilled with our investment in Milestone. The company has attracted a very deep and talented team, and we are extremely well-positioned to capitalize on the company's growth opportunities. We look forward to working together with them to expand Milestone's suite of services and continue providing best-in-class solutions to our customers."

- Elliot Maluth, Managing Director, H.I.G. Capital

MILESTONE

Services Offerings

Customer Experience Services



End User IT Services

- Service Desk
- AV/VC

Device Management

- Asset Lifecycle Management

Infrastructure Services



Network Services

- Network Operations Center
- Network Infrastructure Services
- Cyber Security Operations

Data Center Services

- Data Center Operations
- Data Center Logistics
- Systems Administration

Application and Business Process Management



Application Services

- Enterprise Architecture & Systems Integration
- Application Development, Support and Maintenance

Business Process Services

- HR, Finance, and Legal Operations
- Sales & Marketing
- QA and Technical Specialties
- Physical Security Systems

Professional Services



Transformation Services

- BI & Analytic Services
- Program Management

AI & Automation Services

IMAC (Installs, Moves, Adds, Changes) Services

Workforce Solutions

- Contingent/Contract Staffing
- Permanent Staffing
- Managed Staff Augmentation

Our Global Footprint

