

IT Service Management

Innovate. Integrate. Elevate.

Many businesses employ ServiceNow® as an IT Service Management (ITSM) platform, but few apply its full potential to connect people and processes across an enterprise. Milestone Technologies, Inc. is a Managed Services Provider (MSP) that uses a holistic approach to bridge the gap between technology and people, not only resolving your IT problems, but studying and improving the overall workflow and process within your IT environment. We leverage the capabilities of ServiceNow to deliver identified business requirements through **assessment, implementation, integration, and enhancement**. By using the connectivity and analytics available through ServiceNow, Milestone builds smart, scalable service management aligned to our customers' IT service delivery vision.



Service Overview

Becoming a ServiceNow Technology Partner has allowed Milestone to deliver broader service efficiency through business-aligned workflows, integration with third-party platforms, and better insight into operational data. Our ITSM services include:

- Assessment**
 - Consultation from experienced ServiceNow experts
 - Evaluation of currently used service types to identify business gaps
 - Recommended solutions based on data analysis
- Enhancement**
 - Extension of current ServiceNow features to enhance functionality based on changes within work environments
 - Continual improvements and support based on individual business needs

- Implementation**
 - Implementations on ServiceNow that support and align with business processes and managed service requirements
 - Proactive analytics and monitoring solutions deployed in conjunction with legacy ticketing systems
 - Forward-looking approaches focused on value-add features versus big bang programs

- Integration**
 - Incorporation of ServiceNow into existing application systems for data collection and analytics
 - Sensible integrations focused on elimination of repeatable and manual tasks through automation
 - Unification of multiple applications to increase visibility of workflows and improve overall business processes (i.e. HR on-boarding)

Monitoring Service Performance

Problem: A Milestone client used multiple vendors to build out their global WAN infrastructure, but had limited visibility into SLA compliance, change management effectiveness, and overall quality of the services delivered by this collection of network vendors.

Solution: Milestone integrated two primary systems, an enterprise NMS and a CRM application, with ServiceNow. By integrating the two applications with ServiceNow, Milestone turned alert noise into actionable tasks and eliminated the manual entry of critical Change Management information. Milestone collaborated with the client to design and implement a scalable solution that could track outage durations for WAN circuits and devices, providing clarity for assessing vendors' service performance.

Result: The client is able to hold vendors accountable for their SLAs. Other long-term benefits include reduced ongoing expenses, greater visibility for root cause analysis, and a reduction in RCA time.

Increasing Visibility Through Integration

Problem: Milestone's client leveraged a customized legacy ITSM platform to manage critical workflows in their data center. Years of ad hoc changes led to ineffective reporting and poor visibility of service performance, resulting in the customer's inability to understand the operational health of their global data center environment.

Solution: Milestone was engaged to implement a solution that was capable of providing actionable operational data, while integrating with existing legacy workflows. Milestone's ServiceNow-based solution replaced the legacy systems for all data center engineers through an automated data transfer. ServiceNow provided a platform that enabled analytic reporting. Using ServiceNow data to identify and address root causes, Milestone worked with the client to develop a proactive analysis strategy that increased the visibility of task resolution efficiency and operational hotspots.

Result: Using a data-driven platform aligned to their business requirements, the client is able to make strategic decisions to improve service quality and increase overall visibility into their data center operations. The client can now focus on service improvement, prototyping of new services, and continual improvement programs.



The Milestone Difference

At Milestone, We understand that IT and business need to function cohesively, which is why we use ITSM to transform the way our clients work. Milestone exists to simplify IT, save resources, foster growth, and facilitate innovation. Our approach is built on:

Proactivity Our ITSM services monitor and improve workflows across your organization to proactively prevent systematic problems.

Expertise Over our 18 years of experience, we've worked with various delivery models and partnered with the industry's biggest players to enhance the performance of their technology.

Process Engineering We understand the importance of a smooth workflow, which is why we leverage ITSM to transform our clients' processes and infrastructures.

Clear Best Practices Milestone's ITSM services align with ITIL standards to ensure quality and transparency in all of our solutions.

Innovation Milestone employees think outside the box to provide customized and innovative ITSM solutions.

People Milestone hires experienced engineers who are passionate about technology and use ServiceNow to create a customized and integrated strategy for your business.

