



Cognitive Automation

Delivering on the Promise of AI to Amplify Your Business

We are a group of cognitive architects, solutions engineers, computational linguists, user experience designers, infrastructure engineers, data scientists and data engineers that are passionate about solving complex business problems, reducing errors, improving efficiency and improving ROI.

We work with our clients to develop AI strategies that focus on outcomes and ROI. We work with you to determine which business functions you should automate to optimize revenue growth, cost saving and performance improvements. We develop implementation roadmaps, system architectures, and can recommend AI platforms and tools that best fit your company.

We combine our knowledge in the "Art of the Possible" with your domain expertise to synthesize new ways of getting the job done, including building Virtual Agents and Intelligent Assistants to complement or augment your human workforce.

We leverage our AI capabilities in our own managed services, including Automated IT Service Desk and Near Zero Touch IT Asset Management, that we have deployed to a wide range of clients.

Our Implementations Feature the Latest Cognitive Automation Tools & Platforms

We use the latest AI, Machine Learning (ML), Natural Language Processing and Robotic Process Automation (RPA) tools from vendors like Ayehu, Edgeverse, Expressive, Haptik and IPSoft to build cognitive automation systems.

Our Virtual Agents and Intelligent Assistants can support any end-user environment including sales, service desks, call centers, HR and healthcare. Our services always integrate with existing systems to fulfill end to end business processes.



Why Choose Our Cognitive Automation Team?

- We have comprehensive capabilities that span from strategy development, through the implementation of technology and use cases, and all the way through delivering a full set of managed services for the best possible ROI.
- We are a knowledgeable, experienced, platform-independent partner, unlike technology vendors interested in selling their own products or consultants focused on platform-specific practices.
- We constantly evaluate, work, and partner with multiple leading AI, ML, NPL and RPA platform providers across the AI spectrum, allowing us to objectively recommend the best combination of tools and platforms to meet our clients' needs.
- Our in-depth understanding of managed services will be an asset in implementing processes and tools that drive efficiency and reduce costs. Automating a bad process does not achieve the best results. An AI journey is an opportunity to drastically redesign and improve how things work!



How to Get Started

Our Cognitive Automation experts are available to learn about your situation, understand your needs, and show you how Milestone can help you meet your goals. Call us at (877) 651-2454, email us at cmssales@milestone.tech or request a consultation on our website.

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