



About Milestone

Milestone is a global IT services firm that provides automation-enabled solutions across Digital Workplace Services, Application Services, Cloud and Infrastructure Services.

The Milestone Advantage

Industry-leading organizations rely on Milestone as a trusted partner to accelerate innovation, improve end-user experience and deliver business outcomes operational agility, employee productivity, and digital transformation.

We are known for delivering enterprise-scale solutions with a focus on service delivery and operational excellence that respects your privacy, confidentiality, chain of custody, and maturity.

Milestone's customer-centric approach to service excellence drives our efforts and makes us the first choice for companies in need of a partner to help deliver transformational change.

Why Clients Love Us

With over 25 years in business, Milestone has built a strong reputation for delivering technology infrastructure, support, and AI-enabled solutions that drive digital transformation across the enterprise.

Contact an expert today to learn why the world's top global technology organizations makes us the first choice for companies in need of a partner to help deliver transformational change.

CLOUD OPERATIONS AND SUPPORT SERVICES

Achieve greater IT operational excellence, compliance, cost optimization, and performance with Milestone cloud solutions.

The Power to Modernize Your Infrastructure

Your legacy infrastructure may be outdated and inefficient, resulting in the high cost of non-optimized and underutilized on-premise resources that impede scalability. Transform your environment with Milestone's industry-leading cloud tools, best practices, and expert solutions to accelerate your modernization timelines and enhance workforce skills while optimizing cost.

Optimize the Efficiency of Your Cloud Operations

Optimized cloud solutions can enhance business agility and reduce the complexity and cost of delivering your infrastructure and application support. By simplifying your processes with fully managed support services, Milestone's cloud operations enable organizations to achieve greater efficiencies and confidently scale to meet the demands of your business.

Strategies for Your Cloud Solutions

Milestone consulting capabilities deliver industry best practices and expertise that maximize efficiencies, reduce cost, and strengthen your cloud operations.

Milestone Cloud Consulting Services include:

- Cloud assessment and recommendations
- Cloud migration and optimization solutions
- Capacity planning and cost optimization
- Security assessment and compliance



Cloud Solutions for IT Transformation and Modernization

Milestone's suite of cloud services modernize IT environments by leveraging cloud native, hybrid, and virtualized solutions through automation and AIOps capabilities, making your operations more scalable and resilient.

Milestone cloud and hybrid solutions enable:

- **Migration** of applications and infrastructure through discovery, dependency mapping, provisioning, virtualization, and validation
- **Virtualization** of networks and servers, including design and configurations
- **Business continuity** of services through disaster recovery (DR), high availability (HA) and backup solutions
- **Reduction** of risk and vulnerability management by leveraging AIOps, automated patch management, upgrade services and actionable insights
- **Management** of IT assets and audit management solutions
- **Streamlining** of operations to achieve greater efficiencies with workflow automation and integration services

Client Success Stories

One of the industry's most technologically advanced, fully autonomous container terminal facilities needed an application solution to rebuild its infrastructure components.

Client Challenge

A move from foreign to US ownership necessitated an expedited divestiture with stringent isolation, application migration, and auditing requirements for the one of the world's most technical advanced container terminal in North America.

The company also needed a rebuild of its Linux operating systems, databases (Oracle) and OBIEE Application to prevent business disruptions.

The Milestone Solution

Milestone delivered a fast, streamlined migration of all critical systems within the 12-month timeframe required by regulators. The solution included rebuilding virtualized servers, operating systems, and management of several critical applications & databases. All applications and systems were transitioned across three continents using a coordinated agile delivery methodology.

Results

Transitioned systems (applications, databases, virtualized infrastructure, storage systems) were rebuilt and stabilized successfully and regulatory requirements were met. Today, the client currently operates as the greenest terminal in the United States, featuring near-zero emissions and the ability to handle more than three million containers annually.

Client Challenge

A large agricultural technology company needed to streamline processes and scale to address Amazon Web Services (AWS) cloud security and infrastructure best practices.

Results

Milestone assessed and delivered an architected solution that enabled the client to control infrastructure and business risks and respond faster to changes in their business environment, workloads, and applications deployed on AWS.

Optimize The Efficiency of Your Cloud Infrastructure

Organizations work at their best when they have the right cloud and infrastructure operations to minimize disruption from outage events. Milestone cloud operation management and optimization services improve uptime, increase availability, and elevate the customer experience with a more reliable IT infrastructure:

- **24/7/365 cloud and hybrid environment monitoring** for infrastructure and application performance and availability
- **Reduced incident response and remediation times** enabled by AIOps for improved customer experience to minimize business downtime
- **Infrastructure optimization** and performance improvements through preemptive measures and proactive insights
- **Continuous service improvement** using data analysis, real-time dashboards, reporting, and risk management practices
- **ITIL best practices** to enhance end-user experience through effective and consistent incident, problem, change, capacity, and configuration management processes



Analytics and Actionable Insights

Milestone's managed service solutions enable actionable insights through data-driven dashboards and reports to help businesses reduce cost while becoming more efficient, strategic, and agile.



Performance Monitoring: SLAs, OLAs, XLAs, & KPIs



Continual Service Improvement



Root Cause Analysis and CI/CD



Insights, Recommendations, and Reports

Put the cloud operations expertise of Milestone to work for you. Contact us today for a free consultation.