Digital Workplace, Cloud, & Infrastructure
Integrated Operations Center (IOC)

milestone technologies

Round the clock peace of mind across your enterprise infrastructure.

Industry-leading organizations rely on Milestone as a trusted partner to accelerate innovation, improve end-user experience and deliver business outcomes across their operations. We are known for delivering enterprise-scale solutions with a focus on service delivery and operational excellence to help ensure their critical infrastructure is supported.
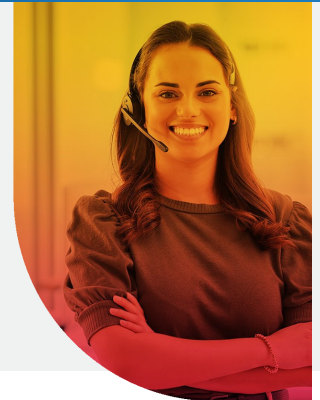
Infrastructure & Application Monitoring

Infrastructure and application performance rely on your ability to detect, respond, and resolve issues in the most efficient and fast way possible.

- Superior issue detection
- Fast incident resolution
- Consistent network visibility
- Decreased ticket volume
- Streamlined performance for reliable uptime

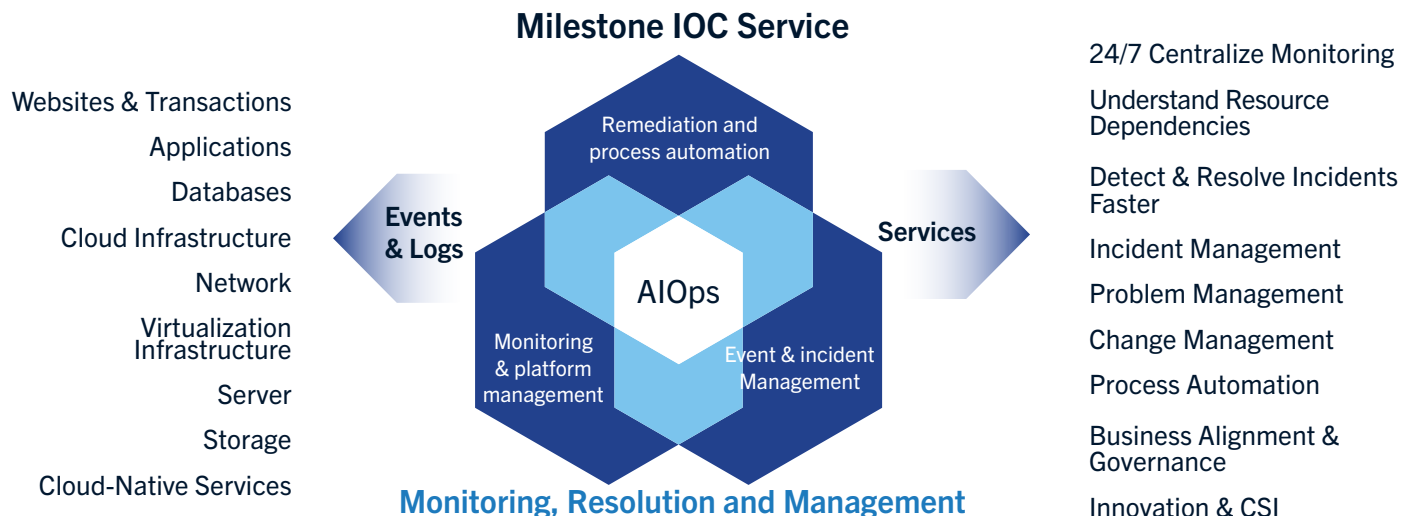### Powerful AIOps with Automation

Milestone's Artificial Intelligence for IT Operations (AIOps) automates your IT operations process to reduce mean-time-to-response and increase service uptime.

- Auto discover current resources and understand dependencies
- Correlating events & detecting anomalies
- Delivering self-healing and auto remediation solutions
- Providing workflow automation, orchestration, and integration solutions

An IOC solution designed to operate at scale

Milestone's Intelligent Automation expertise empowers our IOC solutions to provide:

- 24/7/365 proactive monitoring and troubleshooting
- A single-view dashboard of your IT environment
- Root cause analysis, identification, and resolution
- A full library of end-to-end remediation solutions
- Incident pattern recognition, alert prioritization, and emergency escalation

- Vulnerability management and threat prevention
- Data-driven Continual Service Improvement (CSI)
- Experienced support, proven operational processes, and ITIL standards

Milestone IOC Service

Websites & Transactions
Applications
Databases
Cloud Infrastructure
Network
Virtualization Infrastructure
Server
Storage
Cloud-Native Services

Events & Logs

Remediation and process automation

AIOps

Monitoring & platform management

Event & incident Management

Services

24/7 Centralize Monitoring

Understand Resource Dependencies

Detect & Resolve Incidents Faster

Incident Management

Problem Management

Change Management

Process Automation

Business Alignment & Governance

Innovation & CSI

Monitoring, Resolution and Management

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Infrastructure and Application Surveillance Diligence

Milestone's IOC Management provides the tools, expertise, processes, and flexibility to monitor and scale your infrastructure and applications.

Analytics and Actionable Insights

Milestone's IOC Management provides the tools, expertise, processes, and flexibility to monitor and scale your infrastructure and applications. Reduce cost while becoming more efficient, strategic, and agile.
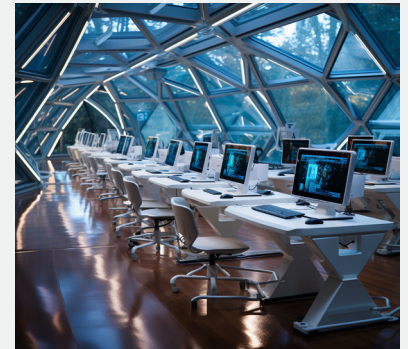

Global coverage
IOC centers in Phoenix, Hyderabad, and Manila operate using highly-skilled and experienced engineers.

Dedicated team
Each expert is assigned to a specific group of clients

Specialized monitoring tools and best-practices
Experts manage, monitor, and remediate in real-time all data sources across their clients' infrastructure.

The Milestone Difference

Milestone provides services and intelligent technology solutions our clients need, exactly when they need them. The foundation of the Milestone approach is based on the following:

Efficiency: Milestone creates solutions specifically engineered for a client's unique needs to maximize effectiveness in achieving their business goals.Using Intelligent Automation, we optimize integrated operations by addressing the root cause of issues to reduce incident volume and maximize system uptime.

Innovation: We deliver Intelligent Automation technology and provide customized solutions that optimize clients' IT operations to keep them on the cutting edge.

Support: Milestone provides intelligent monitoring and automated resolution support 24/7/365. With alert prioritization and an extensive remediation library, Milestone's IOC services drive efficiency throughout your IT infrastructure.

Expertise: With two decades of experience in IT networking and operations, Milestone's expert guidance and innovative implementation strategies deliver robust IT infrastructure monitoring and management solutions for your business.

Explore Milestone Today

Learn more about Milestone IOC Management solutions. Contact us today to have our IOC experts analyze your challenges and benchmark your experience and productivity requirements to deliver a solution that meets your business outcomes.