

About Milestone

Milestone Technologies is a leading global IT services and digital solutions provider that collaborates with organizations worldwide to revolutionize their technology infrastructure and digital capabilities.

With a strong commitment to innovation and customer satisfaction, we empower businesses to accelerate their digital transformation journey and unlock new opportunities for growth and success.

By leveraging our extensive expertise in cutting-edge technologies, we provide companies with the agility and scalability needed to stay ahead in today's rapidly evolving digital landscape.

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 one of our experts today to learn why the world's top global technology organizations love working with Milestone.

Explore Milestone Today

Discover how Milestone can support and accelerate your digital transformation with project based services and expertise that optimize efficiency, increase productivity, enhance security, minimize cost, and maximize ROI.

Contact Us

Improve Employee Experience, Productivity, and Resolve Issues Faster

Introduction

The key to maintaining a high standard of service for end-users and retaining high-quality personnel within your organization is providing a high-quality service desk solution. Milestone's Modern Service Desk utilizes automation to deliver greater efficiency, reliability, scalability, and speed so you can increase productivity, resolve issues faster, and improve the happiness and experience for end-users.



Modern Service Desk Overview

Milestone delivers enterprise-class IT service desk capabilities for companies of all sizes. Unlike vendors with a one-dimensional service delivery model, we offer flexible service options including onsite, remote, shared, onshore, offshore, and hybrid to meet your specific requirements.

Accelerate your entire business:

- Our solution is >30% more efficient than a standard service desk
- IT and business outcomes are achieved using automated ticket creation, categorization, and routing and resolution; enhanced by proactive escalation to our live technicians
- Experience insights using XLA's increase end user happiness through continuous service improvement.

Why Milestone Modern Service Desk



Overcome Operational Challenges



Manage Cost and Deliver More Value



Empower Digital Transformation

Service Desk Automation

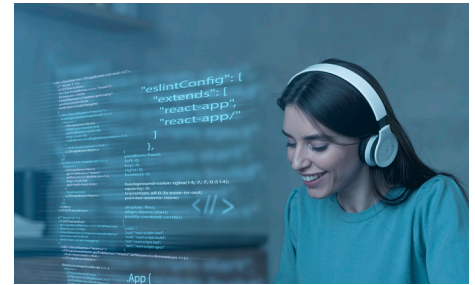
Milestone's Service Desk increases your capacity and capability to handle hybrid workplace challenges and issues. Using best-practice functionality, intelligent virtual assistants, and workflow automation, get a better end user experience and faster ticket resolution.



ITSM-based services made available to provide your end-users' choice of communication channels



Virtual Agents & IT process automation improves consistency, accuracy, and service quality



Actionable, real-time experience insights drive continuous service improvement (CSI)

Features



24x7x365 Single Point of Contact (SPOC)



Onsite / Remote / Cognitive Delivery Solutions



Omni-Channel and Multi-lingual Support



Self-Service, Self-Healing and Proactive Resolution

The Milestone Advantage

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

We are known for delivering enterprisescale 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.

