



About Milestone

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

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 make us the first choice for companies in need of a partner to help deliver transformational change.

Right Salesforce services to run your business smoothly!

Salesforce

Ideas & solutions for maximized outcome

Seamlessly build solutions for your customer acquisition challenges with Salesforce, the world's best customer relationship management system. Obtain strategic solutions to automate, integrate, and customize your sales, marketing, and customer service processes.

Salesforce Offerings

Product Expertise



sales cloud



service cloud



community cloud



marketing cloud



pardot



analytics cloud



CPQ



commerce cloud

Service Offerings

Core Capabilities



Consulting



Customization



Implementation



Migration



Service Integrations



Managed Services



AppExchange

Salesforce

From designing your CRM roadmap and identifying automation opportunities to devising scalable implementation strategies for your business growth, gain a comprehensive understanding of your CRM needs with our end-to-end consultation services. Our expertise extends to Salesforce and Salesforce Cloud, covering development, implementation, customization, seamless integration and migration.

Client Success Stories

Case 1 - Challenge

A tire and wheel retailer in the US sought assistance with supporting, maintaining, and enhancing their Salesforce system. The customer faced major challenges in maintaining the existing Salesforce system within a multi-vendor ecosystem. Swift troubleshooting and resolution within the Service Level Agreement (SLA) were crucial for their business. They experienced quality issues stemming from inconsistent service quality and non-standardized practices among different stakeholders.

Solution Suggested

We implemented best practices and standards across their Salesforce architecture, security, development, testing, and deployment through a managed service model with defined Service Level Agreements (SLAs) and centralized the system management. This solution fostered improvement to enhance their Salesforce reliability, efficiency, and also address service concerns.

Result Obtained

The customer observed enhanced performance and increased sales as Salesforce CRM operated smoothly, resulting in fewer issues. This led to improved efficiency and effectiveness in the sales process, ultimately enhancing the sales outcomes and overall business performance.

Case 2 - Challenge

The client faced challenges with paper-based inspection system for their production and quality control. Handwritten inputs, broad inspection requirements, and manual data transfer hindered the efficiency. Time consuming report generation, lack of real-time alerts for shortages, and efficiency tracking was cumbersome.

Solution Suggested

We designed a system to convert the manual, paper-based hardcard into a digital E-Card application on iPad and Salesforce (SF). The Salesforce and iPad applications display data from a Postgres DB and AWS S3 via APIs hosted on Heroku. The E-Card application provided real-time access to inspection requirements, defect tracking, and KPI reporting for various departments within the client organization. Additionally, the system helped store information about parts, their status, and serial numbers.

Result Obtained

A 15% reduction in the time required to complete bus assembly has been achieved. There are 4730 buses available in the database since 2021, with 2520 buses assembled annually.

Salesforce Development

Get scalable and Lightning-based business solutions to transform the way you interact with your partners, employees, and customer.

- Custom Salesforce Application Development
- Force.com Expertise
- Salesforce Mobile Expertise
- Salesforce Lightning Expertise
- Salesforce Chatter
- Salesforce Analytics Cloud
- Pardot
- Salesforce Commerce Cloud
- Administration



Salesforce Implementation & Customization

Streamline your business processes with our holistic suite of Salesforce implementation and customization services.

- Customize and implement CRM to adapt to your organization's workflow
- Modify existing processes to align with your business requirements
- Improve effectiveness of CRM by tailoring workflows
- Ensure 100% code coverage

Salesforce Integration

Integrate Salesforce into your business to get a 360-degree view of your finances, marketing, sales, administration, and customer data on a single platform.

- Integrate with third-party applications
- Get a 360-degree customer view of your business
- Ensure real-time integrations with Salesforce and web applications through
- secure web services and Salesforce APIs
- Create Salesforce-integrated mobile solutions



Salesforce Migration

Migrate your data to Salesforce from legacy systems to ensure the safe transfer of your customer data.

- Easy and quick migration from CRMs, ERPs, Excel & databases
- Data migration via ETLs like DbAmp
- SQL Server SSIS to Salesforce Service API calls for data push
- Increase speed to market with faster release time

AppExchange Consulting

Stay ahead of the competition with powerful standalone apps with unique mobileready tools and Lightning components that can push your business to the next level.

- Design, development, and packaging of apps on Force.com platform
- Expertise in all aspects of architecting and designing AppExchange solutions
- Clearing security review processes
- License, release, and patch of AppExchange apps

Managed Service

We offer comprehensive Managed Services in Salesforce, designed to optimize and streamline clients' Salesforce implementations. Our team of certified experts provides ongoing support, maintenance, and enhancements tailored to each client's unique business needs. From proactive monitoring and troubleshooting to custom development and integration, we ensure that Salesforce continues to evolve with your business, driving productivity and growth.