Digital Workplace Services, Cloud & Infrastructure

Digital Employee Experience (DEX)

milestone technologies

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.

Milestone's Digital Workplace, Cloud, & Infrastructure Services

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 love working with Milestone.

Why Clients Love Us

With over 25 years in business, Milestone has built a strong reputation for being an employee-first culture that is engaged, diverse, and agile, with a focus on continuous improvement and service excellence.

Elevate employee satisfaction and productivity with personalized, intuitive digital experiences.

Transform your IT department and end-user community with DEX

With hybrid work, CIOs and IT departments must tackle new challenges, including optimizing the IT experience, reducing digital friction, and Improving end-user productivity everywhere. DEX leverages real-time, automated, and proactive digital support technology to quickly resolve issues, increase productivity, and enhance end-user experiences.

Reduce Digital Friction

Greater productivity relies on the right workplace technology and fewer digital disruptions. DEX allows you to:

- Proactively monitor employee sentiment and technology health
- Remediate in real-time any IT issues across the enterprise that impact productivity
- Conduct self-healing through automated configurations and self-service capabilitie

Enhance Your Employee Experience

Milestone's DEX provides a built-in, 1-click automation library and actionable insights through benchmarks and dashboards and delivers:

- Device provisioning and app utilization for seamless employee experiences
- Hardware optimization and performance improvements through preemptive issue prevention
- Continuous service improvement using data correlation, sentiment analysis, and real-time reporting

Leverage real-time, automated, and proactive digital support technology that quickly resolves issues, increases productivity, and enhances end-user experiences.

Milestone Digital Employee Experience (DEX) Solution

Service Desk Augmentation and Self-Service w/ ServiceNow

Provides service desks with real time incident investigation and remediation capabilities on endpoints and adds advanced automation that extends the Service Catalog and the Virtual Agent for instant resolution.

- Improve Endpoint Health & Security
- Empower End Users
- Empower IT, Proactively & in Real-Time
- Drive Stability & Performance w/ Actionable Insights

Observability	**Inventory Insights** Gain a holistic view of all assets and issues. Understand the state of the digital landscape and that you're equipped with comprehensive insights.
Automation	**Endpoint Automation** For recurring issues, automation ensures seamless service delivery and a consistent user experience.
Remediation	**Endpoint Troubleshooting** Address and rectify issues swiftly, reactively and proactively. This is the backbone of compliance, security, and availability.
Experience	**Employee Sentiment** Validate Device Experience Monitoring, Employee Engagement through Real-Time and Sentiment Analysis

Milestone's Digital Workplace, Cloud, and Infrastructure Services

Milestone's Digital Workplace, Cloud, & Infrastructure Services portfolio enhances the overall customer experience and productivity for end users through services that are automated, integrated, scalable, flexible, and resilient.

Digital Workplace, Cloud, & Infrastructure Services Portfolio

- Data Center Operations
- Digital Operations
- Digital Experience Management
- 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.