Digital Workplace Services, Cloud & Infrastructure

Employee Experience Insights

milestone technologies

Enhance employee experiences and productivity through data-driven insights

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 an expert today to learn why the world's top global technology organizations love working with Milestone.

It's Time for a Human-Centric IT Approach

Gain insight into what makes employees efficient and identify the pain points they are having with IT

The disconnect between the IT Department and your end users is growing. As a result, IT Departments face lost productivity, user frustration, and mounting support challenges across their organization.

Employee Experience Insights is part of Milestone's suite of Digital Workplace Services designed to provide IT teams with valuable insight into your organization's lost productivity that cannot be measured with standard KPI's alone.

Giving a focus to end users is the first step toward a human-centric IT approach. By aligning IT objectives to improving what matters most to users, IT teams can begin to focus on metrics that impact business, where end users are unhappy with experiences, and where they are wasting time.

Here's What Matters: Happiness and Productivity

Improved user happiness and productivity means better visibility and better outcomes for your organization

By focusing on Happiness and Productivity metrics, you get a human-centric, data-driven understanding of collaboration touchpoints to improve outcomes and experiences that save time and drive productivity throughout your organization.

Milestone combines experience analytics and employee sentiment analysis to provide a complete view of the end-user experience. As a result, you are left with insight into stability, responsiveness, performance, and sentiment with actionable feedback based on how users feel about their digital environment.

Employee Experience Insights in Action

Leverage data-driven insights that go beyond traditional KPIs

Milestone's Employee Experience Insights solution calculates "lost time" for employees and uses that data to measure a "happiness" quotient tied to the service or outcome.

Unlike traditional customer satisfaction surveys, this cutting-edge solution grants you the ability to drill down to the heart of the end user's problem more quickly by employing dynamic experience surveys. Milestone's single-point-of-contact for support then provides feedback through standardized, research-backed methods.

Here's how it works:

- Dynamic surveys provide immediate and actionable intelligence to address issues
- Insights are consolidated into a dashboard in real-time to resolve problems
- Survey results facilitate IT improvements globally

With Employee Experience Insights, your organization can:

Accurately Measure User Experience
Understand employee happiness and productivity in real-time by measuring user sentiment across all IT touchpoints.

Gain Actionable Insights
Decrease digital friction and reduce downtime by building roadmaps that use dynamic inquiries to address the root cause and improve end-user productivity.

Make Informed, Data-Driven Decisions
Gain visibility and insights into an organization by building dynamic surveys that routinely collect and share IT experience data.

Improve Business Outcomes
Drive continuous improvements, identify IT issues, and prioritize remediation based on actionable experience data and newly implemented XLAs to provide a human-centric approach.

The Experience Management Framework

MEASURE
Measure the experiences employees are currently having by leveraging dynamic surveys to quickly identify issues in their digital environment.

SHARE
Share experience data with colleagues, partners, vendors, and stakeholders in real-time to improve collaboration toward common goal.

END USER

IMPROVE
With everyone focused on the same goal and backed by data-driven insight, improved outcomes are achieved. Our customers have been able to improve productivity by 26%.

IDENTIFY
Replace "gut instincts" with data-driven experience insight and keep it running with Experience Level Agreements (XLAs).

Overcome The Watermelon Effect

Address the growing discrepancy between IT and users

The "Watermelon Effect" is a metaphor for the situation in which IT performance metrics appear to be hitting their targets (green on the outside) despite dissatisfaction and frustration with IT service among users (red on the inside).

Milestone's Employee Experience Insights solution addresses the discrepancy between IT's internal performance metrics and actual user experience, thereby ensuring IT services genuinely meet user needs.

Milestone helps your IT team overcome the "Watermelon Effect" by:

Prioritizing Experience Data in Decision Making:
Incorporate feedback and experience data from end-users into the IT decision-making process, thereby leading to more informed and user-centric decisions.

Motivating IT Teams with User-Centric Targets:
Setting targets for IT teams, vendors, and partners that are based on improving user experience, rather than merely achieving technical objectives.

Proactive Business Engagement:
Encourage proactive communication and collaboration with business stakeholders to understand and address the needs of employees, thereby enhancing their productivity and satisfaction.

Value Creation for Business Units:
Transform the IT department from being seen as a cost center to a value creator by focusing on delivering services that enhance business operations and employee experiences.

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 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.