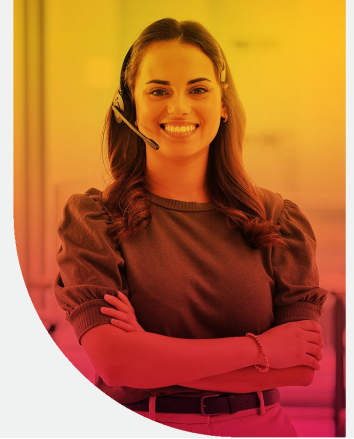


## About Onsite Support Services

### Enhance User Experience with “Personalized” Support

Milestone Onsite Support Services transform your role-based onsite services options. Increase productivity and enhance face-to-face user experiences with our experienced and certified technicians for walkup or concierge service, deskside support and configuration, field support, and includes digital vending machines or self-service digital lockers.

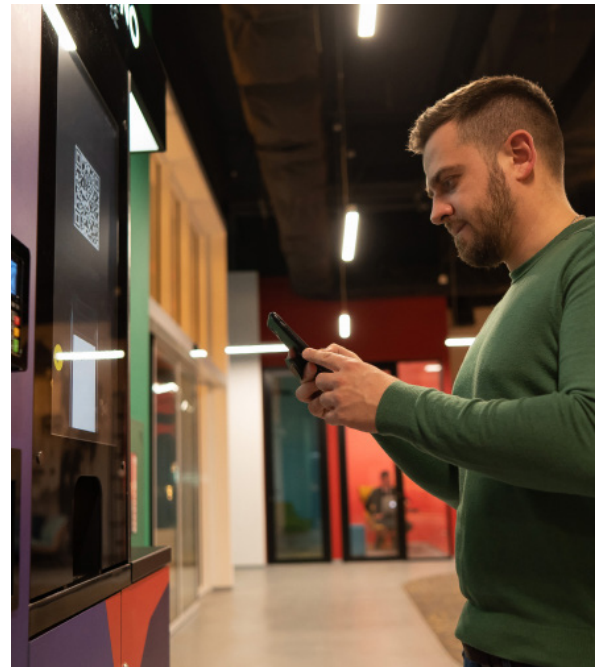


## A Better Experience at the Office

Many organizations will set out to improve their onsite support models and proactively enhance their self-service offerings as end users return to the office. This might include walkup or concierge service experiences, incorporating proactive, automated check-in or digital vending machines for self-service devices and accessories.

The benefits of Milestone Onsite Support Services include:

- Creating a frictionless experience for provisioning, remediation, enablement, maintenance, and more
- Giving users a convenient face-to-face IT interaction option
- Providing self-service options that allow users to connect with IT support as they desire
- Delivering premium individual experiences through end-user urgency, connection, confidence, and accountability to achieve higher First Level Resolution (FLR) and increased Customer Experience (CX) scores



## SmartCenter: A Fully Contactless IT Service Desk Solution

- Integrated video chat enables IT staff to provide live face-to-face service without being in the same room
- If issues cannot be resolved quickly via virtual assistance, the end user deposits their device into a secure locker for repair while selecting a loaner device at the same time
- Creates a seamless support experience whether you work from HQ or a field office
- Increases productivity for both IT and the business with streamlined workflows while managing costs and increasing efficiency



### Client Success Story

A ride-hailing organizations with locations in 120 countries around the world needed a more effective IT support solution.

### Client Challenge

Deliver the expected end-user outcomes within service level agreements while managing budget constraints.

### The Milestone Solution

Milestone provided onsite support as an extension of the Remote service desk, in the form of in-person 'walkup' service desks.

### Results

Milestone technicians provided customer focus, flexibility in service models, and unique support scope to achieve >97% customer satisfaction rating (CSAT). While integrated support processes and functions ensured 99% of all new hire hardware is delivered and supported within the expected service level agreements (SLAs).

### 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.

### Milestone Onsite Support Services Capabilities

#### Flexibility in Design

By combining our experience delivering Onsite Support Services, our highly skilled customer-focused experts provide the technical assistance you need when and where you need it to simplify IT support and delivery experience.



#### Walkup or Concierge Service

Schedule appointments, digital check-in/out for automated queuing, personalized face-to-face service, remote video kiosk services for in-person but remote concierge support (additional scope and capabilities available).



#### Deskside & Desktop Support

Boost user output with certified technicians focused on customer experience who can provide technology-agnostic configuration including the customization of hardware, mobile devices, and more.



#### Field Support

Go from the big picture to a detailed view through scheduled visits, hourly, weekly or monthly with tenured technicians. Request on-demand resources for projects or backfill.



#### Digital Self-Service

Empower users with Digital Vending Machines and Lockers. Frictionless support for on-demand service requests increases productivity and decreases the demand on IT.

## Why Milestone for Digital Support Services?

Backed by our employee-first culture with over 20 years of Digital Support Services experience, our experts deliver human-centric IT solutions with transparency and trust for flexibility and scalability to deliver outstanding business outcomes.

**Explore Milestone Today!**

Schedule a call with us today.

Contact Us 