

# Revolutionizing Technical Surveillance Protection

## A Milestone Success Story



## Corporate espionage and data leaks cost U.S. companies an estimated \$210-630 billion annually.

Milestone Technologies partnered with a leading social media company to transform their Technical Surveillance Countermeasures (TSCM) program from a costly, reactive model into an optimized, proactive security framework that reduced costs, increased coverage, and delivered measurable results.



### The Challenge

The client faced a TSCM program that had become overly complex and resource-heavy, struggling to address evolving risks while justifying growing operational costs.

#### Key Issues

- Reactive posture with limited prioritization of high-risk activities
- Rising costs due to inefficient resource allocation
- Fragmented coordination between TSCM, executive protection, and intelligence teams
- Increasing pressure to deliver ROI

### The Solution

Milestone designed a comprehensive transformation strategy centered on five core pillars to realign resources, streamline operations, and deliver results:

#### Data-Driven Risk Assessment

- Identified that 89% of activities receiving TSCM support carried minimal risk.
- Refocused efforts on high-risk areas, prioritizing executive activities and facilities.
- Introduced actionable threat analysis to guide strategic resource allocation.

#### Resource Optimization

- Transitioned from a fragmented vendor model to a lean team of specialists.
- Reduced headcount by 62.5% while expanding operational coverage.
- Broadened team capabilities to include risk assessments and executive training.

#### Knowledge Transfer & Training

- Trained executive protection teams to handle routine TSCM tasks.
- Delivered workshops and privacy awareness programs for executives.
- Enabled specialists to focus on high-stakes, complex assessments.

#### Operational Excellence

- Established standardized workflows and rapid-response inspection protocols.
- Guided investments in advanced TSCM equipment based on risk insights.
- Built a flexible, scalable model to adapt to evolving threats.

#### Performance Management

- Implemented KPIs and analytics dashboards for continuous optimization.
- Highlighted critical success factors through dynamic reporting.

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## The Result

Milestone's TSCM transformation delivered measurable improvements, including:

### Financial Impact

- 30% reduction in total cost of ownership (TCO) within 12 months.
- Achieved 89% operational savings through optimized workforce restructuring.

### Risk Management

- Enhanced protection for sensitive information and critical assets.
- Improved threat detection and response capabilities.



### Efficiency Gains

- 100% increase in TSCM coverage with a smaller, specialized team.
- Streamlined operations and improved resource allocation.

### Team Integration

- Seamless alignment between TSCM, executive protection, and intelligence teams.
- Optimized workflows for faster decision-making and improved cross-functional coordination.

## Why Partner with Milestone

Milestone enables organizations to optimize resources, reduce risks, and achieve measurable security outcomes with tailored solutions and deep technical expertise.

## Our Value Proposition

- **Future-Ready Risk Management:** Risk-based methodologies prioritize high-impact areas.
- **Operational Efficiency:** Scalable, cost-optimized solutions tailored to your needs.
- **Customizable Frameworks:** Agile training and operational models for unique challenges.
- **Data-Driven Insights:** Analytics and KPIs inform strategic decisions.
- **Empowered Teams:** Training programs equip teams to tackle tomorrow's challenges.