

### About Milestone

Milestone Technologies is a premier global IT services and digital solutions provider renowned for our extensive experience with ServiceNow. We partner with organizations worldwide to transform their technology infrastructure and enhance their digital capabilities. Our deep expertise in ServiceNow allows us to deliver innovative solutions that drive customer satisfaction and empower businesses to accelerate their digital transformation journey.

By leveraging our experience with cutting-edge technologies like ServiceNow, we can provide the agility and scalability needed for companies to thrive in today's fast-paced digital environment.

### Why Choose Milestone for Your Next ServiceNow Partnership?

As a ServiceNow Elite Partner with over 10 years of experience, we are committed to delivering outstanding results for your ServiceNow initiatives. With our extensive experience, deep expertise, and a proven track record of customer satisfaction, we have everything you need to succeed.

### 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.

### AutoDrive Managed Service

Is your ServiceNow platform not reaching its full potential? Are you looking to maximize its benefits but lack the internal resources? With AutoDrive, Milestone Technologies provides end-to-end program management, implements key enhancements, and manages platform maintenance and customer service—enabling you to focus on maximizing the full potential of ServiceNow for your business.



Program Management



Incident Management



Request Management



Problem Management



CMDM Governance & Maintenance



Platformance Governance



ServiceNow Enhancements



ServiceNow Maintenance

### Crafting the Perfect Solution

Is AutoDrive the right fit for you? Consider these questions:

- Do you manage your own ServiceNow instance (i.e., it's not hosted by a vendor)?
- Can your current admin keep up with platform updates and enhancement backlogs?
- Are you satisfied with the performance of your current managed services vendor?
- Do you have in-house experts to fully leverage your platform's capabilities?

If you answered "no" to any of these, AutoDrive could be a valuable asset for your business.

# Digital Workplace, Cloud, & Infrastructure Services

## AutoDrive Managed Service



### Benefits You Will Gain:

Milestone's suite of services encapsulates comprehensive approaches, tailored solutions, and leadership in project management innovation.

- **Focus on Innovation:** Free up your time to concentrate on high-impact initiatives.
- **Extend Your Team:** Enhance your staff with a team of certified, highly skilled technicians.
- **Accelerate ROI:** Maximize your system's output by prioritizing key initiatives.
- **Reduce Costs:** Save hiring and maintaining full-time system administrators.

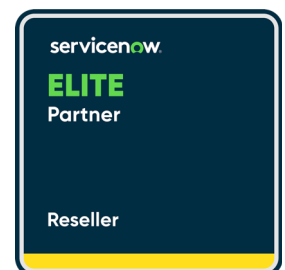
## Expertise Delivered at Light-Speed.

Discover how Milestone will drive your success.

Contact Us 

### Milestone Technologies' AutoDrive Managed Service Offers the Following Deliverables:

- Handle unlimited incident, request, and problem tickets within established SLAs
- Provide a dedicated program manager for consultation and ITIL best practices guidance
- Release monthly enhancements
- Perform annual platform upgrades
- Manage comprehensive ServiceNow Administrator services, including patching and cloning for system health
- Allocate a block of monthly hours for developing and deploying enhancements
- Generate monthly metrics reports
- Provide weekly status reports



Milestone Technologies full lifecycle of ServiceNow Services can support your business no matter where you are on your journey

Listen

Advise

Design

Implement

Run/Manage