

Client Challenge

Our client, a global social media corporation, needed to transition their existing access control program from a staff augmentation model to a managed services model with the goal of improving productivity, customer service, and cost efficiency.

The Milestone Solution

We proposed an access control solution designed and tailored to:

- Boost Engagement with Transition & Communication Plans
- Empower the Workforce Through Comprehensive Training Programs
- Strengthen Leadership Involvement with an Improved Governance Model
- Promote Service Excellence Through a New Quality Assurance (QA) Program
- Create Measurable Success via New Service Delivery Metrics
- Reward Excellence Through a Performance Recognition Program

Results

- Within one quarter, we achieved a 15% increase in productivity despite a 5% reduction in force.
- Achieved substantial cost savings of approximately 55% within one quarter of converting to Milestone’s managed services model.
- Through Lean/Six Sigma and knowledge management cross-training, we scaled up overall workload volumes *without* a corresponding increase in resources, leading to significant cost avoidance.
- Delivered outstanding, high-quality service, achieving superior operational outcomes and exceeding client performance benchmarks.



Case Study: Transforming Enterprise Access Control with Managed Services

Unlock Unprecedented Productivity and Efficiency with Milestone’s Access Control Services

Secure and efficient access control has never been more critical for businesses today. This case study highlights Milestone Technologies’ success in partnering with a leading global corporation and delivering a remarkable access control solution through our Managed Services that improved productivity, customer service, and cost efficiency.

How We Did It

Milestone’s customized tools, processes, and approach enabled controlled, viewable, and measurable progress in achieving the client’s goals. Our solution included:



- Interactive Performance Dashboard displaying Metrics, KPIs, and Service Level Indicators

Business Process Services

Enterprise Access Control



- Implementing a robust management system that enhanced leadership capabilities, influence, and accountability through tailored development initiatives.
- Quality Assurance Program that included training on measuring and monitoring quality of Service Request Tasks
- Customized Scorecard for precision evaluation that included:
 - Task auditing, performance evaluation, and compliance monitoring.
 - Multipoint qualitative and quantitative diagnostic indicators with automated score aggregation.
 - Individualized evaluation by leadership and targeted performance tracking and improvement.
- Quality Improvement Training for Excellence

Our QA and Continuous Service Improvement Program resulted in service quality reaching and stabilizing at 97-100% within 16 weeks.



Contact us

Contact us today to discover how our comprehensive solutions can revolutionize your access control operations and position your corporation at the forefront of security innovation.

[Contact Us](#) ↻

Why Milestone?

Milestone Technologies' Enterprise Access Control services provide:

- Enhanced Operational Efficiency
- Future-Focused Strategic Planning
- Improved Decision Making
- Customizable Solutions
- Global Compliance with Local Adaptation
- Seamless integration with all Milestone BPS solutions, including our Integrated Security Services (ISS) offerings, such as Converged Security Operations (GSOC, RSOC, ASOC, PSOC)