Applications & Digital Engineering Services
Salesforce ProM

About Milestone

Milestone Technologies is a leading global IT services and digital solutions provider that collaborates with organizations worldwide to revolutionize their 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.

The Milestone Advantage

Industry-leading organizations rely on Milestone as a trusted partner to accelerate innovation, improve end-user 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.

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 make us their first choice!

Salesforce Proactive Monitoring is a toolset and service designed to help organizations monitor, analyze, and optimize the performance and health of their Salesforce environments. It focuses on identifying potential issues before they impact end users, ensuring seamless operations and improved user experience.

Growing client concerns today

- Lack of insight into Salesforce environment health parameters
- Team priorities getting adjusted due to unexpected incidents
- Need for proactive monitoring and defect mitigation to prevent operational disruptions

Salient Features of Salesforce ProM

Proactive Monitoring	Diagnostics and Reporting	Customizable Alerts
Intelligent Recommendations	Anomaly Detection	Administrative Insights
Integration Monitoring	Platform Assessment	

Value Proposition

For a largest wheel retailer in the U.S., administrative efforts required 8 hours each day of continuous monitoring and reporting across Dev, QA, Staging, and Production environments. By leveraging Salesforce PrOM, this process was streamlined to under an hour, enhanced by automated reporting to stakeholders. As a result, operational efficiency improved by 87%

Enhanced Productivity:

- Automating repetitive tasks allows admins to focus on high-impact activities.
- Provides a clear view of org health, user activity, and potential bottlenecks, enabling quicker resolution times.

Defect Mitigation:

- Proactive identification of issues minimizes downtime and operational inefficiencies.
- Helps clients achieve uninterrupted business operations and better ROI on their Salesforce investments.

Beyond pure cost, ProM delivers strategic advantages:

- **Strategic Focus:** By automating low-value tasks, admins can focus on high-impact strategic initiatives, improving overall business value.
- **Scaling Capacity:** A single admin, aided by ProM, can manage more orgs or handle more complex environments, reducing headcount requirements.
- **Risk Reduction:** Proactively identifying risks reduces the potential for costly downtime or disruptions.

ProM Use Cases

- Existing teams can utilize ProM to enhance their internal efficiency
- Customers seeking to adopt a proactive monitoring approach can leverage ProM with an administrator to effectively manage all aspects of the Salesforce platform.