

# Shaping the Way Technology is Delivered.

Technology provides solutions to countless business problems. It allows us to work more efficiently, process massive quantities of data, and communicate more effectively across large organizations. But, as helpful as IT can be, anyone who interacts with it on a daily basis understands that issues with technology can slow down business.

Managed Service Providers (MSPs) help businesses grow by not only maintaining, but also improving and streamlining crucial IT operations. With **61% of IT leaders** aiming to invest in contracted managed services over the next two years, businesses with an MSP partnership will have a competitive edge at scaling and tackling the vast field of IT challenges. A strong IT foundation isn't just about keeping the gears turning—it's about enabling growth and maximizing the potential of your business.

## As an MSP, Milestone enables enterprises to use technology as a tool for innovation through the following services:

### Managed IT Services

#### IT Asset Lifecycle Management

- Procurement, inventory management, provisioning, and deployment
- Device reassignment via asset collection, repairs, donations, and disposals

#### IT Service Desk

- Proactive incident and change management
- Preventative analytics through problem management
- Configuration Management Database (CMDB)

#### Help Desk Services

- Procurement, inventory management, provisioning, and deployment
- Device reassignment via asset collection, repairs, donations, and disposals

#### AV/VC Services

- Event/meeting technical support
- Technology system audits, builds, and integrations
- Voice/video network and conferencing services

### Data Center Services

#### Data Center Implementation

- Full environment diagnostic
- Installation and decommissioning
- Pre-deployment validation, configuration, and system integration

#### Data Center Asset Lifecycle Management

- Inventory and space/location management
- Monitored consumption rates and lifecycle reports
- Asset distribution and retirement

#### Data Center Operations

- System, component, and firmware upgrades
- Network device and server break-fix and maintenance
- 24/7/365 onsite experts and Smart Hands support

*“...six in 10 customers describe their managed services engagement as a collaborative arrangement with their internal IT department”<sup>1</sup>*

## More Services

### Network Services

#### Network Engineering

- Tools and applications assessment
- Optimization of access points, controllers, and routers
- Security firewalls deployment

#### Network Operations Center

- 24/7/365 proactive, analytics-based monitoring
- Automated and efficient ticket resolution
- Integrated platform engineering services

### IT Office Services

#### IT Deployment Services

- Procurement and inventory management
- Pre-distribution asset configuration
- Installation services and end-user support

#### IT Relocation Services

- Staging, tracking, and packaging of equipment
- Cloud-based project dashboards
- Post-transition installation and end-user support

#### IT Decommissioning Services

- Data erasure and physical equipment removal
- Hardware lease returns and RMAs
- Environmentally friendly recycling and disposals

### Professional Services

#### ITSM Process Assessment

- Data-driven analysis of IT environment
- Visibility into people, processes, and technology
- Improved business and operational performance

#### Project Management Office

- Adaptive and collaborative methodology
- Comprehensive risk management
- Project scope, schedule, and budget management

#### System Integration

- Interconnected hardware, software, and services
- Optimized networking, data center, and security technology
- Efficient use of toolsets

#### Implementation Services

- End-to-end support for networking, data center, or ITSM projects
- Coordinated strategy for executing IT enhancements
- Reduced cost and improved functionality

### Contact Center Services

- On-shore, 24/7/365 representatives
- Customized staffing model
- Quantified data for resolution rates and productivity

## Milestone Bridges the Gap Between Technology and People

At Milestone, solving your IT challenges is our core competency. As a Managed Service Provider (MSP), Milestone uses a holistic approach to bridge the gap between technology and people, going above and beyond the typical scope of day-to-day, break-fix issues to provide proactive and comprehensive IT support. We make it our goal to not only resolve your IT problems, but study, improve, and streamline the overall functionality of your business.



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