

# Customer Spotlight

## Milestone Streamlines Data Center Processes for Network Solutions Company

### Client Profile

Milestone's client is a multi-national networking solutions conglomerate headquartered in the San Francisco Bay Area with over 35,000 employees globally and operating in 115 countries around the world. The company was founded in 1984 and has experienced ongoing fluctuations to its work environment.

### Business Challenges

After acquiring a number of businesses within a short period of time, Milestone's client was faced with the challenge of managing constant movement in its work environment. Merging with other organizations introduced new internal changes and struggles for the client, from migrating data securely to optimizing space utilization. In addition, the client was presented with the challenge of evaluating its IT infrastructure and consolidating equipment that was redundant or outdated.

The number of acquisitions also meant that the client needed to seamlessly integrate new workforces and lines of business into its existing environment.

Due to undefined processes, the client struggled to execute on time-sensitive projects such as data center relocations, data migrations, hardware deployments, and WAP installations. In addition, the client also required reliable expertise to help move or scale its data center and desktop environments when sudden fluctuations would make it difficult for the facilities team to function as a standalone group. To address these concerns, the client needed to implement an effective system for managing its unpredictable work environment.

### Solution

As the client recognized its ongoing growth needs, it partnered with Milestone's team to help build new environments with strong and scalable foundations. Milestone provided support and expertise for the client's implementations projects and designed an ongoing service solution to support the client's shifting environment. This included optimizing the client's existing technology, such as servers, racks, firmware, hypervisors, and desktop equipment. Milestone also built efficiencies and processes to minimize downtime and provided the resources and people necessary to meet the client's technical requirements.

Milestone's service delivery team created a database for the client that helped manage the personnel and IT assets associated with data center implementation projects and desktop moves. This database followed a sequential project plan and enabled the client to schedule moves on a weekly basis.

#### Services Provided:

Milestone provides the following services to the client:

- Data Center Implementations
- Moves, Adds, Changes (MAC)
- Hardware Deployments
- Asset Management
- Project Management Assessments

Additionally, by offering a managed services model for a project-based service like data center implementation, Milestone provided the client with a turnkey solution for ongoing support and enabled the client to leverage resources on-demand by providing burst technical support for multiple types of service requirements.

Lastly, Milestone executed the appropriate procedures for maintaining the value and integrity of the client's hardware and data by updating warranties and managing lease documentation. This ensured that the client remained compliant with Occupational Safety and Health Administration (OSHA) regulations and secure while transitioning work environments.

## Results

Milestone's client now has a solid system for accommodating its constantly changing environment. The client's data center and desktop moves are benefitting from more efficient processes due to clearly-defined workflows established by Milestone experts. This has resulted in a streamlined, turnkey approach for handling implementation projects on demand. By following a proven methodology for executing ongoing implementations, the client has confidence with introducing changes to its internal environment and peace of mind about security of its data.

## Key Success Factors

In addition to Milestone's implementation expertise, the engagement with the client was effective due to the following key success factors:

- **Partnership:** Milestone's strong partnership with the client enabled us to align with its business goals and understand the client's company standards as a preferred vendor.
- **Experience:** Milestone's 20 years of experience in IT Relocations allowed us to support the client's implementation needs with a solid foundation of experience and expertise.
- **Reliability:** Milestone's ongoing contract with the client was made possible by standardized rates, established KPIs, and a turnkey methodology to service delivery.
- **Agility:** Milestone needed to be flexible and agile in several key areas in order to adapt to the client's changing needs and deliver on both long-term and quick-turnaround projects.
- **Knowledge:** Milestone certified technicians and project managers followed best practices for handling IT equipment, allowing them to accomplish projects faster and correctly the first time.

## About Milestone

At Milestone, we've been transforming IT since 1997, when CEO Prem Chand founded Milestone Technologies, Inc. Back then, Prem's goal was to solve a growing problem for Silicon Valley businesses: IT relocation. Two decades later, we are growing as quickly as the high-tech industry, with more than 1,700 employees serving a substantial client base—currently over 200 companies in 18 countries. Today, Milestone's goal is to shape the way technology is delivered. Every solution we provide is driven by experienced people who are determined to understand your business goals and align your network to help you achieve them, ultimately streamlining your path to success.



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