



# Everything You Need to Know About Managed Services

**MILESTONE**  
Strategic IT • Enabling Success

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# Executive Summary

Managed Services are increasing in popularity due to the plethora of benefits inherent to outsourcing and automation. The number of challenges that IT leaders face—both day-to-day and overall—are complicating business and burdening IT departments with more pressure to solve complex problems quickly and efficiently. Managed Service Providers (MSPs) are emerging as a cost-effective and efficient option for support, but Chief Information Officers (CIOs) and IT leaders need to be careful when considering an MSP to adopt. Companies should come to expect their MSP to hold true to a determined level of service, and they should seek an MSP who acts as a partner rather than a vendor to address IT challenges and ensure smooth operations. Ultimately, an MSP must be as invested in the client’s business as the client.

## IT Challenges

Information technology has become so intertwined with modern business that the two are practically interdependent. As a result, enterprises’ dependence on technology has increased exponentially, and CIOs and IT leaders across all sectors are taking on unprecedented amounts of responsibility when it comes to both managing IT and driving corporate initiatives.

As the tie between technology and success grows increasingly significant, IT leaders face challenges that are vast in both number and scope. These challenges include:



### Relying on IT to deliver business functions

As smart machines rise in popularity, companies rely on technology to perform common business functions and drive business initiatives. For example, a recent Gartner study revealed that three of the world’s fastest-growing private companies already depend heavily on machines, and “each had fewer than 150 employees generating \$85 to \$160 million in annual revenue.”<sup>1</sup>



### Staying competitive

Trying to succeed in today’s business environment with an inadequate IT infrastructure is like trying to win a marathon without proper training—you just cannot be competitive. IT leaders must strategize to maintain their edge in an expanding market.



### Evolving IT

Technology continues to evolve at a rapid rate, and the Internet of Things (IoT) keeps expanding. Gartner’s IoT forecast estimates that “by 2020, more than 35 billion things will be connected to the Internet.”<sup>1</sup> Those 35 billion “things” will all run advanced applications that require support, and they will all create data that needs to be stored.



### Meeting customer demands

Today, customers are more aware of technology than ever before. They track the changes in technology closely, and the consequence for enterprises is constantly shifting customer demands. CIOs must consider customer demands to be a moving target—a target that businesses must hit.

<sup>1</sup> Plummer, Daryl C., Van L. Baker, Tom Austin, Charles Smulders, Jim Tully, Ray Valdes, Adam Sarner, Kristin R. Moyer, Frances Karamouzis, Whit Andrews, Jay Heiser, Sylvain Fabre, Angela McIntyre, Don Scheibenreif, Karen A. Hobert, Jenny Sussin, Richard Marshall, Rob Smith, Martin Kihn, Magnus Revang, Adrian Leow, Jason Wong, Terry Hicks, Diana Morello, David Furlonger, Kenneth F. Brant, and Helen Poitevin. “Top Strategic Predictions for 2016 and Beyond: The Future Is a Digital Thing.” Gartner, 2015. <https://www.gartner.com/doc/3142020?ref=unauthreader&srcid=1-3132930041>



### **Overcoming outdated technology**

When established companies have had IT systems in place for an extended period of time, it can be difficult and time-consuming to migrate to newer, more efficient systems. MSPs make it easier for established companies to adopt new technology by reducing training time and costs. Newer companies without legacy technologies are also in a position to take advantage of MSPs, which give them access to powerful IT infrastructures as well as a competitive advantage.



### **Leveraging new technology**

Often, IT leaders worry that the opportunity to reduce costs by employing more efficient technologies is outweighed by the cost of procurement, training, and implementation. As a result, companies are held hostage by existing, outdated technology deployed throughout their enterprise.



### **Aligning business objectives to IT**

With the sheer amount of technology connected in the workplace, internal IT staffs often exhaust all of their resources on basic, day-to-day tasks. IT leaders are forced to choose between innovation and the management of basic IT functions, which leads to a costly disconnect between the IT department and the rest of the company.



### **Maintaining a healthy IT infrastructure**

Enterprises dedicate substantial time and resources to maintaining the health of their IT infrastructures. Often, the amount of time spent caring for the company's infrastructure surpasses the amount of time allotted for customer-centric projects. The health of the IT infrastructure is business critical, which creates a struggle to balance network maintenance and other project goals.



### **Remaining scalable**

Scalability is one of the largest factors affecting growing organizations. Many companies are unprepared for the rapid growth that often accompanies technological advancement, and occasionally enterprises implement systems that cannot function eloquently when burdened with more demand. Unscalable technology creates road blocks for companies looking to grow, and businesses must solve scalability problems at the IT level.

## What Are the Options?

It is evident that IT leaders are up against a daunting array of challenges. Finding solutions to these problems is critical to the success of the business. Depending on the needs of the company, there are a handful of options.

### Leverage the Existing IT Team

The most immediate solution for IT challenges is for a company to leverage its existing IT staff. Unfortunately, many—if not most—of today's most common IT challenges stem from the fact that IT teams are already spread too thin. Some IT teams do have the capacity to handle increasingly complex situations, but leveraging current staff is only a temporary solution that fails to take into consideration the issue of scalability.



While there are some clear pros to leveraging an existing IT team—for instance, the fact that the team is already well-versed in the company's IT ecosystem—this is ultimately a short-term solution that addresses surface-level problems rather than systemic issues.

### Use a Break-Fix Philosophy

Many IT leaders turn to a break-fix philosophy to handle their organization's IT problems. However, the inherent problem with the break-fix philosophy is that it only saves time and money if nothing breaks in the first place. When a problem does occur, the effects across the organization can be crippling and disruptive to business continuity.

Break-fix will always be a part of IT, but challenges can occur when break-fix is the only solution in place within an enterprise. The underlying fault in adopting a purely break-fix philosophy is that IT support becomes reactionary—like a visit to the emergency room. Just as preventative checkups can prevent costly health emergencies, a proactive rather than reactive approach to IT can prevent expensive outages and service interruptions.

### Hire Experts & Expand the Internal IT Team

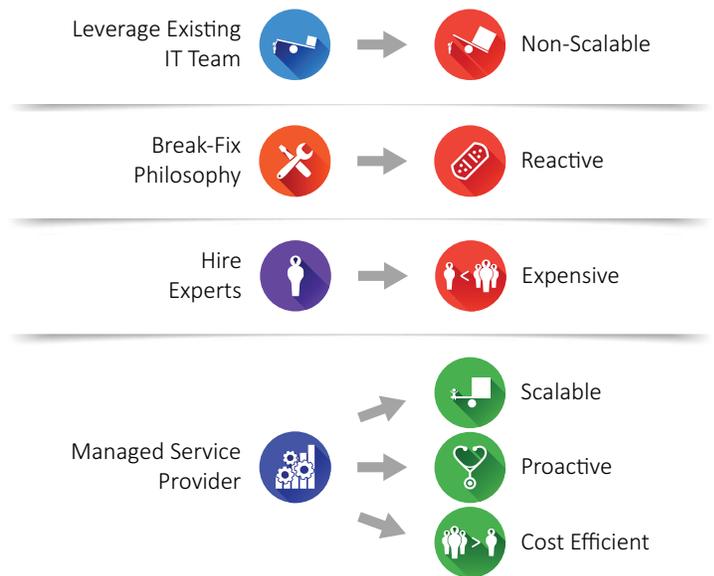
IT management can attempt to address broad IT challenges by adding to the internal IT team and hiring experts to address more complex issues from within the workplace. On the surface, expanding a company's in-house IT staff may seem like a reasonable solution; in many cases, the lure of a full-time expert on staff draws businesses away from other IT options, such as outsourcing.

In-house IT does indeed have benefits, but depending on the scope of a company's IT needs, expansion can be unnecessary, particularly when it comes to hiring specialists. Hiring, training, salary, and other associated costs dedicated to one expert could be better spent on access to an entire team of experts available through an MSP.

## Work with a Managed Service Provider

More and more CIOs are choosing to seek help from a Managed Service Provider to alleviate the challenges associated with modern IT through outsourcing. MSPs combine the best of each of the above options, from software expertise to instant access to experts, to create a full suite of IT services.

MSPs combat IT challenges proactively rather than reactively, resulting in lower, predictable costs associated with fewer break-fix procedures. Additionally, MSPs complement existing IT staff, allowing organizations to drive business initiatives while the service provider's IT team handles day-to-day activities and other routine procedures.



## What is Managed Services?

Managed Services encompasses the management of common IT functions rendered by a third-party entity known as a Managed Service Provider, or MSP. Managed Services differ from traditional IT service offerings in a number of ways, but the most notable distinction of Managed Services is that they are proactive rather than reactive. Additionally, Managed Services are typically based upon a reliable, customized Service Level Agreement (SLA) and a consistent monthly fee that, in most cases, is far less expensive than hiring, training, and retaining an internal IT staff.

## Types of Services

While Managed Service Providers vary slightly in the kinds of services they offer, some commonplace functions of an MSP can include:

- Service Desk, which often includes a Help Desk component (either remote or onsite)
- Stand-alone Help Desk
- Procurement & Asset Management
- Network Engineering
- Remote Monitoring and Management
- Data Center Management
- Data Center Operations
- Network Operations Center (NOC) services
- Contact Center

## Collaborating, Not Commandeering

Many IT leaders are hesitant to establish a relationship with an MSP. As recently as 2014, CompTIA discovered that a mere 3-in-10 organizations outsourced part of their IT operations to MSPs.<sup>2</sup> The adoption rate for MSPs has increased within the last year, but a number of companies are still reluctant to outsource their IT. The

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

primary reason for lingering doubts regarding MSPs is the misconception that companies who outsource IT relinquish a dangerous amount of control to a third-party organization.<sup>2</sup>

Despite this misconception, CompTIA research indicates that “six in 10 customers describe their managed services engagement as a collaborative arrangement with their internal IT department.”<sup>3</sup>

IT leaders can change their views on MSPs by changing the lens through which they view the services that MSPs offer. For example, imagine that a CIO is a homeowner and that an enterprise is a home. Every homeowner wants to make improvements to the home; however, every home requires basic maintenance. If the homeowner funnels all available resources into improvement, critical maintenance goes undone. Likewise, if the homeowner uses too much time and energy focusing on maintenance, the home grows outdated and loses value. The conundrum is that maintenance needs to be handled before improvements can be made.

Luckily, homeowners do not need to exhaust all of their resources on maintenance. They can hire teams of experienced people—such as gardeners, house cleaners, plumbers, and electricians—to handle the required, day-to-day maintenance while they focus on adding value to the home. IT leaders are granted a similar opportunity through MSPs; while the MSP handles required maintenance and tedious day-to-day tasks, the internal IT team is given the time, energy, and resources to focus on driving initiatives that improve and add value to the company.

## Who’s Using Managed Services?

Within the last year, the number of corporations using Managed Services has increased. As of June 2015, “more than two-thirds of the companies surveyed for CompTIA’s Fourth Annual Trends in Managed Services Study say they have used the services of an outside IT firm within the past 12 months”.<sup>3</sup> Nearly all of those service engagements came in the form of ongoing management for at least one IT function.

Of the companies surveyed by CompTIA, 60% are looking for the kinds of IT service improvements consistent with MSPs’ core offerings.<sup>3</sup> This corroborates data uncovered by a recent American Digital Corporation study, which concluded that, over the next two years, 61% of IT leaders will invest in outsourced managed services.<sup>4</sup>

<sup>2</sup> Olavsrud, Thor. “Why Businesses Are Turning to Managed Services.” CIO.com, 2015. <http://www.cio.com/article/2930498/it-strategy/why-businesses-are-turning-to-managed-it-services.html>

<sup>3</sup> Ostrowski, Steven. “Customer Awareness and Adoption of Managed Services Trending Upward, New CompTIA Research Reveals.” CompTIA, 2015. <https://www.comptia.org/about-us/newsroom/press-releases/2015/06/01/customer-awareness-and-adoption-of-managed-services-trending-upward-new-comptia-research-reveals>

<sup>4</sup> Arlotta, CJ. “Report: 61% of IT Leaders Plan to Invest in Managed Services Outsourcing.” MSPmentor, 2014. <http://mspmentor.net/research-and-markets/053014/report-61-it-leaders-plan-invest-managed-services-outsourcing>

# Advantages of Managed Services

Businesses are migrating toward Managed Services due to the many advantages inherent in outsourcing their IT operations. Aside from reducing cost, which has already become boilerplate for reputable MSPs, IT outsourcing offers businesses an extensive list of pros when it comes to overcoming the challenges of today's IT landscape. These advantages include:

## Proactive Strategy

The proactive nature of Managed Services provides IT leaders with peace of mind knowing that a number of potential IT issues will be addressed before they become serious enough to disrupt business.

## Predictable Costs

According to CompTIA, 46% of companies using MSPs have cut annual IT costs by at least 25%. Of companies with 100 or more employees, 33% considered ROI and cost savings a significant factor in their decision to work with an MSP.<sup>2</sup>

## Service Quality

Due to improvements in efficiency and reliability, 56% of large companies chose to work with an MSP.<sup>[2]</sup> Proactive service alleviates quality issues involved with reactionary IT, and Service Level Agreements (SLAs) hold MSPs to a defined level of quality service.

## Automation

MSPs automate tedious, time-consuming, and repetitive tasks to streamline IT while reducing the time and money spent on maintenance. Automated tasks typically include aspects of daily system support and administration, such as monitoring, management, notification, reporting, and interoperability.

## Current Technology

An MSP increases an organization's access to new technologies because access to applications and tools is included in most MSP agreements. MSPs also reduce the cost and implementation time associated with adopting new IT because MSP teams come pre-trained at no additional cost to the customer.

## Simplicity

MSPs understand the way that a company's multiple systems interact with one another, which helps to manage complexity.

## Flexibility

Given the ever-changing nature of the IT landscape, companies must be ready to adapt quickly. MSPs make adaptation easier because they keep tabs on industry trends and reduce the collateral damage of change within an enterprise.

## Scalability

Every business wants to expand and drive key processes that fuel growth. MSPs can help ensure that the IT systems in place will continue to serve the company as it grows.

## On-Call Experts

Rather than onboarding individual experts to solve complex IT issues, IT leaders can access a diverse team of experts employed by an MSP. Under an MSP, expert consultations are included in the predictable pricing model.

## Best Practices

Successful MSPs work within established best practices to deliver IT quickly and correctly. These guiding principles also contribute to the overall scalability of the company, whether they are born from the MSP's own experience or delineated by an outside organization, such as the Information Technology Infrastructure Library (ITIL).

## Experience

A strong MSP has substantive experience working within the IT industry with companies of various sizes. MSPs with extensive résumés have worked with a variety of IT functions across multiple sectors; thus, problems that seem new and complex to IT leaders may be commonplace for MSP teams. Because MSPs gain exposure to core IT work, they have the experience to utilize the entire IT environment to increase the rate at which businesses grow.

## Renewed Focus

MSPs handle daily tasks and other routine IT functions, allowing CIOs, IT leaders and internal IT teams to focus on strategic initiatives. This eliminates what is normally a difficult choice—whether to allocate resources to maintenance, or to strategic and procedural innovation.

## OPEX Reduction

Working with an MSP reduces OPEX through reduced training time as well as predictable maintenance and repair costs. Because training and break-fix are included in an MSP's pricing model, costs associated with training wages and network disruptions are much lower than usual.

## On-Call Experts

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## Security

Within the last year, 38% of companies chose to work with an MSP to gain enhanced security and compliance, and 6 out of 10 companies with advanced security were using an MSP. The stigma that MSPs are less secure has been overturned, and security is becoming an important<sup>2</sup> factor for IT leaders when choosing to work with an MSP.

# Criteria for Selecting a Managed Services Provider

As the demand for Managed Services rises, IT leaders will face a change in the kinds of choices they are required to make; instead of deciding whether or not to outsource IT management, they will need to choose which MSP they are going to partner with. To maximize the benefits that they can receive from an MSP, businesses must place potential service providers under intense scrutiny prior to making a selection.

While IT leaders can—and should—develop specific benchmarks to measure the ways in which MSPs can meet their business-specific needs, all businesses should consider the following standardized criteria when evaluating MSPs.

## Skills and Experience

As a general rule, the skillset of an MSP should exceed that of a “typical” IT department, meaning that the MSP must offer skills that surpass basic system management and maintenance. Strong MSPs go beyond understanding how applications work; instead, they focus on how applications work together, allowing businesses to maximize potential and drive growth. In addition, successful MSPs approach IT holistically, meaning that they focus not only on software, but also on hardware and the human beings that make everything function.

Additionally, IT leaders should look for an MSP who can answer specific questions about the IT environment at their company. All MSPs should be able to answer basic questions about topics like multi-vendor networks, cross-platform integration, and cloud technology, but the differentiator is the way that MSPs answer these questions. IT leaders should be cautious of MSPs who provide generalized answers, opting instead to work with MSPs who answer questions within the context of their potential customers’ environment. Ideally, potential MSPs will ask follow-up questions to gain an even deeper understanding of their potential customers’ situation.

Experience is also critical when selecting an MSP. It can be easy to mistake a large staff and multiple certifications with actual, real-world experience, so businesses should seek MSPs who have worked with a variety of delivery models and differing Managed Services.



# Managed and Responsive Service Level Agreement

Reputable MSPs take responsibility for their performance through Service Level Agreements, or SLAs. SLAs clearly define the services rendered by an MSP, and they establish agreed-upon standards for quality, scope, responsibilities, and delivery time.

While SLAs sometimes contain information similar to a Statement of Work (SOW), SLAs are more specific in that they concentrate heavily on particular aspects of the service, including operational scope, quality of service (QoS), and a responsibility matrix. SLAs define concrete performance indicators, such as:

- Abandonment Rate: Percentage of incidents abandoned while waiting to be addressed
- Average Speed to Acknowledge (ASA): Average time (usually in minutes) it takes for an incident to be acknowledged by the technicians/engineers
- Time Service Factor (TSF): Percentage of incidents addressed within a definite timeframe
- First-Approach Resolution (FAR): Percentage of incoming tickets that can be resolved without going to a need-more-information (NMI) state or without having the requestor contact the technician / engineer to finish resolving the case
- Turn-Around Time (TAT): Time taken to complete a certain task
- Mean Time To Recover (MTTR): Time taken to recover after an outage of service

In addition to determining what will be measured, SLAs also identify who assumes responsibility for: various data rates, throughput, reporting faults, or similar measurable details. By outlining key performance indicators (KPIs) and other measurements of service, SLAs hold MSPs accountable for their services. If services are not delivered up to par with the SLA, then the MSP faces predetermined ramifications, such as a reduction in fees. Quarterly business reviews (QBRs) and other more frequent service reviews facilitate transparency and allow both parties involved to ensure that the SLA remains accurate for the duration of the engagement.

## Onsite and Remote IT Services

An MSP should be able to provide support through a combination of onsite and remote engineering. Employing onsite and remote engineering is a key factor in MSP selection because a balanced approach is typically the least invasive and most efficient method of service delivery. Some problems are easily solved remotely, while other issues are best addressed in person. MSPs should have the experience and expertise to understand which problems should be tackled remotely vs onsite. Ultimately, this combined approach to engineering allows MSPs to provide their services quickly and under a predictable cost structure.



## Proactive Approach

Managed Services are built on the foundation of proactivity, and quality MSPs focus heavily on preventing IT problems rather than fixing problems after they occur. While break-fix procedures will always be necessary in certain instances, MSPs employ a variety of automation tools, advanced analytics, and alert mechanisms to prevent incidents.

IT leaders should ask potential MSPs about their methodology prior to selecting a partner, and they should consider MSPs who offer higher levels of automation and demonstrate a record of incident prevention.

## Alignment with Industry Best Practices and ITIL standards

Businesses should seek MSPs who follow industry best practices, such as Information Technology Infrastructure Library (ITIL) standards. ITIL outlines ways in which service providers can align their services to the needs of the businesses that they serve, increasing productivity and ensuring a higher, more acceptable standard of service. ITIL encompasses strategy, design, transition, operation, and continual service improvement.

IT management may also wish to inquire about the kinds of in-house best practices that an MSP has established, particularly when it comes to helping the company transition to an MSP.

## The Milestone Difference

Milestone Technologies, Inc. has developed a Managed Services approach designed to maximize our clients' business potential with minimal interruption and a clearly-defined SLA. In addition to following ITIL standards, Milestone has established additional best practices to ensure seamless transitions for companies looking to make the switch to an MSP.

## Key Differentiators

Milestone is set apart from other MSPs in the industry in a number of ways, but the following characteristics are key differentiators:

### Expertise in Large Enterprises

Milestone has been a key player in the IT industry for nearly two decades; throughout that time, we have worked under a variety of delivery models for several industry-leading, large enterprises. The eclectic nature of our experience has allowed us to gather expertise in each of the industry's most widely-used applications, assets, and objects. Milestone's 18 years of service delivery give IT leaders the peace of mind that our employees possess the skills required to provide stellar strategy and support for any and every IT challenge.

## Onshore Service

Milestone believes that IT outsourcing does not need to be done overseas. Onshore technicians for remote monitoring and maintenance make it easier to receive the support when they need it. The best way for your MSP to gain an understanding of your company and your business goals is to live and work within the very market that your company intends to serve; onshore service provides a heightened sense of partnership and availability when it comes to selecting an MSP.

## Accessibility

Milestone engineers work 24/7/365 to ensure that CIOs and their internal IT teams never have to wait for support. Milestone believes that MSPs should be available, because networks do not only experience problems between 9:00 am and 5:00 pm. Milestone places engineers on and/or offsite around the clock depending on the needs defined in their SLAs, and we give IT leaders our assurance that when they call, there is always somebody to pick up on the other end of the line.

## Process Engineering and Clear Best Practices

Milestone builds processes and workflows, and we define our best practices clearly at the beginning of each service engagement. Our clients always understand not only what we are doing at their company, but why we are doing it. All of Milestone's best practices align with ITIL standards. Every action we take is supported by 18 years of experience, and our proven track record shows that our methods work.

## Holistic Thinking

Unlike other service providers who look only at one component of IT, Milestone views IT holistically. We define a platform not only as software, but as software, hardware, and the people who make the entire system run. By viewing IT holistically, Milestone can help solve issues related to efficiency and complexity in a more effective way than the competition.

## Innovative Delivery

Ultimately, Managed Services come down to not only meeting the clients' needs, but also exceeding their expectations. If a client's problem does not fit into one of Milestone's pre-determined solutions, our engineers use the situation as an opportunity to solve something new. By thinking outside the box and taking initiative, Milestone delivers services with a keen eye for innovation.

## People

The people who power Milestone are passionate experts with an eye for improvement. Each of our employees are hired because they love technology and they have actionable ideas for improving IT. Our employees possess experience, talent, and expertise, and they are eager to apply them to challenging projects.

## Milestone's Services Align to Your Business Objectives

Every company is unique, which means that Managed Services take a slightly different form with each client. ITIL standardization and best practices ensure quality service, but strong MSPs must recognize how and when to apply those best practices within specific service engagements to meet the customer's needs. Milestone recognizes that it is difficult for IT leaders to produce business-specific results when they are asked to work within rigid, pre-determined services, so Milestone promises a balance of consistency and flexibility in each of the following services.

### Managed IT Services

Milestone's Managed IT Services are built on the foundation of your business goals. Everything we do supports not only your technology, but also your business as a whole. Whether you need a safe space for your employees to ask questions or a streamlined system for maintaining your resources, Milestone offers scalable IT Managed Services that keep your business moving; these services include:



- **IT Asset Lifecycle Management (ALM):** This service is designed to envelop businesses' logistical challenges, including procurement, asset management, imaging, deployment, and reverse logistics. Additionally, Milestone facilitates user orientations, supports ITSM requests, documents SLAs and SOPs, and conducts dashboard reports to measure operations.
- **Help Desk Services:** Milestone provides dedicated help desks for our clients to handle tactical, day-to-day IT issues. Proactive, personalized services include 24/7/365, desk-side, walk-up, and virtual support for software, applications, devices, hardware, Mac, and PC. Help desks may exist independently of the IT Service Desk, but they are typically included as a component.
- **IT Service Desk:** Milestone's IT Service Desk is a single point of contact solution, meaning that end-users receive 24/7/365 live support the first time they call. With optional proactive monitoring, the IT Service Desk cuts lag time between issues and resolutions using automated ticketing and talented technicians.
- **IT Service Management:** Milestone's IT Service Management (ITSM) services are designed to assess data, implement solutions, integrate applications, and enhance the overall user experience of ServiceNow. By tailoring your ServiceNow tools specifically to your business needs, our ITSM solution makes your workflows as smooth as possible.
- **AV / VC Services:** The primary goals of Milestone's AV/VC Services are to connect your company and enhance your communications through integration, support, management, and maintenance. Because we consider people part of your platform, AV/VC support is critical to the overall health of your IT.
- **Installs, Moves, Adds, Changes (IMAC):** After auditing your critical equipment, Milestone's IMAC team coordinates a project plan and executes. Using miScan™, our proprietary asset management solution, Milestone disconnects and reconnects all of your equipment seamlessly. We provide a Relocating Operating Center and a post-move help desk for constant support during the transition.
- **Application Support:** Milestone supports all of the applications that your business relies on. From customizing open source applications to troubleshooting, upgrades, and end-user support, Milestone's technicians ensure optimal business continuity.

## Platform Engineering Services

Milestone's Platform Engineering Services (PES) provide enterprises with a defined IT operations strategy through our unique application toolsets and focus on data analytics. The Milestone team works closely with you to plan, build, and run a customized solution that aligns not only to ITIL standards, but also to the ever-changing demands of your business. Milestone's Platform Engineering Services include:

- A state-of-the-art Hybrid Network Operations Center (Hybrid NOC) with 24/7/365 monitoring and incident management
- A robust Technology PMO that drives IT projects
- Network Engineering services
- A defined IT operations strategy
- Unique application toolsets

## Data Center Services and Operations

Milestone's Data Center services and operations consider the complete lifecycle of your data center. We begin by assessing and analyzing a company's needs to design the ideal data center required to meet their needs, and our consulting services include cloud, traditional, and in-house solutions. As soon as we determine the best solution for your business, our experienced engineers build your data center to your exact specifications. Once the data center is in place, Milestone provides end-to-end, on-site support to monitor network integrity and perform proactive maintenance. These procedures reduce downtime and maximize productivity.

## Contact Center Services

Milestone understands how important customer perception is to your company. That's why the backbone of Milestone's Contact Center Services is to resolve your customers' concerns quickly, correctly, and with the utmost respect for their relationship with your business. We incorporate our knowledgeable contact center agents into your corporate culture to make every call a pleasant and productive experience. Milestone's Contact Center Services drive the highest levels of customer satisfaction 24/7/365.

## Professional Services

Milestone's Professional Services focus on infrastructure assessment, strategic development, and technology integration. Milestone's engineers increase productivity by ensuring that our clients have the tools they need to achieve the goals they outline. We believe that efficiency begins by connecting all of your tools to create one cohesive ecosystem, which is why Milestone focuses heavily on network engineering and optimization.

# Find Out What a Managed Service Provider Can Do For You

Working with an MSP is an excellent way to ensure that your company's IT operates smoothly and efficiently. The proactive, holistic nature of MSPs allows us to perform day-to-day tasks and emphasize continual service improvements that ultimately make it easier for your employees to do their jobs. When your internal IT team is freed from the burden of common IT challenges, they have the time to focus on innovative efforts to improve your core business. MSPs possess the experience and expertise required to solve the entire spectrum of IT challenges, which makes an MSP a valuable partner at any company.

When you are ready to find out what an MSP can do for your company, contact a Milestone Technologies representative for more information. We work closely with IT leaders to develop services that will help them get the most out of their IT.

## About Milestone Technologies

At Milestone, our mission is to revolutionize the way IT is deployed and supported worldwide. We've been transforming IT since 1997, when President and CEO Prem Chand founded Milestone Technologies, Inc. in Fremont, CA. Back then, Prem's goal was to solve a growing problem for Silicon Valley businesses: IT Relocation. At the time, Prem only had one employee. Together, they established IT best practices that have since been adapted as industry-standard procedures.

Nearly two decades later, Milestone has grown to more than 1,700 employees serving a substantial client base—currently over 200 companies in 18 countries. We are growing as quickly as the high tech industry, with a consistent 25% growth rate over the last 9 years. Our new branch offices in Chico (CA), Austin (TX), and Dublin (Ireland) make it easier than ever for Milestone to provide a growing suite of top-notch IT Services to clients around the globe.

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. Milestone exists to simplify IT, save resources, foster growth, and facilitate innovation—all of which streamline your path to success.



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