MILESTONE

Cloud & Infrastructure Services

DATA CENTER OPERATIONS & SUPPLY CHAIN SERVICES

Global data center operations solutions that support continuous data center growth.

About Milestone

Milestone is a global IT services firm that provides automation-enabled solutions across Digital Workplace Services, Application Services, Cloud and Infrastructure Services.

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 makes us the first choice for companies in need of a partner to help deliver transformational change.

Keep Your Data Center Running at Peak Performance

Milestone offers a flexible range of customizable management and support services designed to improve operational uptime and stability while modernizing your Data Center (DC) operations to serve your business needs better.

Data Center Operation Services

Milestone delivers comprehensive data center infrastructure deployment, management, and support services, including smart hands that drive daily operations and continuous service improvements for data center infrastructure components. Our modern solutions help you achieve greater efficiencies for data center operations while optimizing expenditures.

Onsite & Technical Services

Our global "Smart Hands" teams ensure service stability, compliance, and uptime to meet the physical and logical requirements of maintaining and supporting your data center infrastructure.

- Hardware Install, Rack & Stack, and Moves
- Asset Audit including Structural Integrity of Infrastructure
- Server Maintenance and Troubleshooting
- Third-party Vendor Management
- Flexible 24/7 Support

Supply Chain Services

Providing a superior way to leverage and track hardware, Milestone's Supply Chain competencies offer an end-to-end lifecycle plan to allow forecasting and visibility into the inventory health and logistics of the program to optimize your Supply Chain operations.

- Warehouse Management & Operations
- Inventory Cycles Count
- Asset Lifecycle Management
- Shipping, Receiving, and Distribution
- Decommissioning and Retirement
- RMA Reconciliation

Milestone manages Data Center Operations globally for over 9 million servers and infrastructure devices across multiple continents.

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A Milestone Success Story
An American ride-sharing and food-delivery service company with over 118 million active monthly users in 2021 needed a service improvement solution for their North America operations.

Customer Challenge
The client needed a more effective and efficient data center operations solution to support its 180,000 servers and 70,000 annual ticket intakes and turned to Milestone to deliver the goods.

The Milestone Solution
Milestone engaged client and incumbent workforce to discover needs, challenges, gaps, and leadership requirements, then engineered a comprehensive solution that transformed processes to meet industry best practices and ensured streamlined delivery of services and operational needs.

Results
Milestone delivered a data center infrastructure solution that streamlined the delivery of services, quickly improved operational efficiency, and enhanced the customer experience.

Data Center Network Services
Optimize uptime and reliability of your infrastructure with Milestone's Data Center Network solution. Experts provide end-to-end deployment, configurations, management, and support of your network infrastructure.

- Rack/Cabinet/Patch Panel Deployment and Support
- Structured Cabling Management and Support
- L1/L2/L3 Network Support Services including Wi-Fi infrastructure
- Network & Server - Staging, Configuration Management, and Troubleshooting Support
- Auditing and Compliance – Patching, Cable Connectivity, Labeling, Power Matrix

Data Center Infrastructure Management Services
Track & monitor various key aspects of your data center performance utilizing DCIM tools. Milestone's solution continuously monitors and manages your Data Center infrastructure components to enable optimization down to the rack level.

- Power and Cooling Monitoring and Analytics
- Environment Monitoring and Analytics
- Capacity Planning including Space Management
- Infrastructure Discovery and Dependency Mapping
- ITIL Best practices including Change Management and Governance

Best Practices & Service Delivery Approach
How do you improve your steady state to scale and enhance the efficiency and performance of your data center operations? Milestone has end-to-end data center solutions that employ a proven core service delivery model consisting of:

1. Resource Capacity Management
2. Service Scalability & Stability
3. Service Performance Monitoring and Compliance to SLAs/KPIs/OLAs/XLAs
4. Service Agility & Efficiency
5. Service Strategy & Innovations
6. Service Collaboration & Governance
7. Service Reporting and Insights for Continual Service Improvements
8. Data Center Security Auditing & Compliance

Explore Milestone Today
Discover how Milestone can support and accelerate your digital transformation with project-based services and expertise for optimizing efficiency, increasing productivity, enhancing security, minimizing cost, and maximizing ROI.