MILESTONE

Cloud and Infrastructure Services

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

INTEGRATED OPERATIONS CENTER (IOC)

Round-the-clock peace of mind across your enterprise infrastructure.

Infrastructure & Application Monitoring

Infrastructure and application performance rely on your ability to detect, respond, and resolve issues in the most efficient and fast way possible.

- Superior issue detection
- Fast incident resolution
- Consistent network visibility
- Decreased ticket volume
- Streamlined performance for reliable uptime

Powerful AIOps with Automation

Milestone's Artificial Intelligence for IT Operations (AIOps) automates your IT operations process to reduce mean-time-to-response and increase service uptime by:

- Auto-discover current resources and understand dependencies
- Correlating events & detecting anomalies
- Delivering Self-healing and auto-remediation solutions
- Providing workflow automation, orchestration, and integrations solutions

An IOC solution designed to operate at scale

Milestone's Intelligent Automation expertise empowers our IOC solutions to provide:

- 24/7/365 proactive monitoring and troubleshooting
- A single-view dashboard of your IT environment
- Root cause analysis, identification, and resolution
- A full library of end-to-end remediation solutions
- Incident pattern recognition, alert prioritization, and emergency escalation
- Vulnerability management and threat preventio
- Data-driven Continual Service Improvement (CSI)
- Experienced support, proven operational processes, and ITIL standards

Milestone IOC Service

Websites & Transactions

Applications

Databases

Cloud Infrastructure

Network

Virtualization Infrastructure

Server

Storage

Cloud-Native Services

EVENTS & LOGS

REMEDIATION AND PROCESS AUTOMATION

AIOps

MONITORING & PLATFORM MANAGEMENT

EVENT & INCIDENT MANAGEMENT

SERVICES

24/7 Centralize Monitoring

Understand Resource Dependencies

Detect & Resolve Incidents Faster

Incident Management

Problem Management

Change Management

Process Automation

Business Alignment & Governance

Innovation & CSI

Monitoring, Resolution, and Management

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Milestone Success Story

A global Software as a Service (SaaS) company specializing in construction management software needed a more efficient and effective solution to monitor and manage more than 3,000 configuration items. Milestone delivered an IOC solution with a foundation built for success.

Customer Challenge

Due to the unprecedented global expansion and requirement to scale, the customer requested Milestone's help to provide 24/7/365 IOC service to monitor and manage more than 3,000 (on-prem and cloud) configuration items. The client had limited ability to support the growing number of incoming alerts/incidents and ticket backlogs to maintain uptime of devices and applications at acceptable levels for enhanced customer experience.

The Milestone Solution

Using Milestone's mature ITIL and governance best practices, the IOC service was transformed to offer enhanced 24/7/365 IOC operational service to remotely monitor and manage all in-scope infrastructure and application components leveraging Milestone's offshore delivery center.

Results

Milestone successfully implemented and deployed a 24/7/365 IOC service ensuring secure and scalable delivery model to meet the client's global monitoring and incident management needs.

Milestone's flexible service model, augmented by an industry-leading technology stack enabled the client to meet and exceed the growing business requirements for their global IT infrastructure monitoring and management needs and minimize mean-time-to-resolve (MTTR) issues.

Infrastructure and Application Surveillance Diligence

Milestone's IOC Management provides the tools, expertise, processes, and flexibility to monitor and scale your infrastructure and applications.

Global coverage

IOC centers in Phoenix, Hyderabad, and Manila operate using highly-skilled and experienced engineers.

Dedicated team

Each expert is assigned to a specific group of clients.

Specialized monitoring tools and best-practices

Experts manage, monitor, and remediate in real-time all data sources across their clients' infrastructure.

The Milestone Difference

Milestone provides services and intelligent technology solutions our clients need, exactly when they need them. The foundation of the Milestone approach is based on the following:

Efficiency: Milestone creates solutions specifically engineered for a client's unique needs to maximize effectiveness in achieving their business goals. Using Intelligent Automation, we optimize integrated operations by addressing the root cause of issues to reduce incident volume and maximize system uptime.

Innovation: We deliver Intelligent Automation technology and provide customized solutions that optimize clients' IT operations to keep them on the cutting edge.

Support: Milestone provides intelligent monitoring and automated resolution support 24/7/365. With alert prioritization and an extensive remediation library, Milestone's IOC services drive efficiency throughout your IT infrastructure.

Expertise: With two decades of experience in IT networking and operations, Milestone's expert guidance and innovative implementation strategies deliver robust IT infrastructure monitoring and management solutions for your business.

Explore Milestone Today

Learn more about Milestone IOC Management solutions. Contact us today to have our IOC experts analyze your challenges and benchmark your experience and productivity requirements to deliver a solution that meets your business outcomes.