



# Full Tech Support on F5 Devices, 24x7

## Why Milestone?

- World-class network engineering talent
- Most experienced integrator of high-availability and security devices in the USA
- More than 700 clients since inception, a strong percentage of which are in the Fortune 500
- Nationwide client delivery
- Partnered with top-tier technology companies
- Recognized by *Inc.* magazine as one of the 5000 fastest growing US companies, 3 years in a row

Milestone Systems, Inc.

**866.646.9211**

[info@milestonesystems.com](mailto:info@milestonesystems.com)

[www.milestonesystems.com](http://www.milestonesystems.com)

Sales & Engineering offices  
in various locations across the USA

*Delivering High Availability & Network Security for Mission-Critical Network Applications, since 1999*

Milestone Systems Support Center provides full technical support on a 24x7 basis for F5 BIG-IP network appliances.

This support also includes **Break/Fix** service and on-going maintenance. Break/Fix service covers the trouble shooting of hardware, software and device configuration. Support is provided by an experienced and highly-rated team of technicians who listen, analyze, and talk the problem through with you, any time of day or night. The team can operate with remote access to take a “deep dive” into the hardware and software of the device, and provide answers.



This tech support team operates a **test lab** at our office that they use for duplicating customer problems and testing solutions before making final recommendations for remediation.

When the problem is escalated to **Level 3 or 4** (code adjustment, product replacement, etc), the Milestone team manages the RMA process for you from start to finish.

The Milestone Support Desk is part of the **Milestone Advantage Services** program. From the very simple to the most complex problems and solutions, Milestone Systems takes a “whole company” approach to owning and delivering solutions to our customers.

With every product Milestone sells, we offer technical support in whatever format you need, including:

- Installation and initializaiton
- Help desk (24x7 or business-hours-only)
- On-going maintenance, including break/fix, Tech-on-Tap, Gap Coverage
- Training classes for your staff
- Network assessments for speed, load balancing, bottlenecks
- Special project management and implementation