



Support Desk

Why Milestone?

- World-class network engineering talent
- Largest integrator of high-availability and security devices in the country
- More than 700 clients since inception, a strong percentage of which are in the Fortune 500
- Nationwide client delivery
- Partnered with best-of-breed technology companies

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Solutions that Ensure High Availability & Security for Mission-Critical Network Applications

Milestone Systems Support Center is a support desk service that provides full **Level 1, Level 2, and Level 3** support on a 24x7 basis for F5 BIG-IP network appliances:

- LTM - Local Traffic Manager
- GTM - Global Traffic Manager
- ASM - Application Security Manager

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 team of engineers 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** (i.e. 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.



“I am extremely impressed with Milestone’s support group, and appreciate their help on all the issues I have submitted.” – T.L., network administrator for a national insurance firm