



Support Desk: F5 L1-L2 24x7

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
- Recognized by *Inc.* magazine as one of th 5000 fastest growing US companies

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Sales & Engineering offices
in various locations across the USA

Delivering High Availability & Network Security for Mission-Critical Network Applications, since 2000

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 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** (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