



MILESTONE
CONSULTING GROUP

952-400-7850 | www.milestoneconsultinggroup.com

MANAGING YOUR PPM PLATFORM

PPM Support and Managed Services Offerings Tailored to Suit Each Organization's Unique Needs



The management and administration of a PPM platform can be demanding to your organization. **Milestone's Support Services** include expertise and staffing that can be leveraged to support your entire platform, or on an as-needed basis to ensure your organization is getting the maximum value from PPM.

Our core team is committed to advise, support, and facilitate the professional services and resources needed to:

- ◆ Provide technical support and administration for all PPM platforms.
- ◆ Advise your PMO with best practices and years of experience to ensure your defined processes operate smoothly and with efficiency.
- ◆ Support ongoing organizational change management including coaching and mentoring, education and culture building activities.
- ◆ Provide planning and consulting services for your organization's evolutionary adoption of PPM functionality.

Above all, Milestone is committed to providing clients with the highest level of proactive, quality service tailored to their unique needs – and we back this up with service level agreements aligned to specific business strategies and requirements.

Visibility and control

With Milestone's customer service center, the users are in control. Utilizing the searchable knowledge base, end users can walk through symptoms and possible solutions, resulting in quick and easy resolution. With contact channels that include phone, email or self-service, users can report issues – and we ensure that the right people with the right skills are available to support your employees at the right time.

Our approach is to integrate incident and problem management processes, and serve as a central point of contact to manage incidents from start to finish.

Contact Milestone Consulting Group to find out more.

Phone: 952-400-7850

Email: support@milestoneconsultinggroup.com



Microsoft Partner
Gold Project and Portfolio Management



Milestone Consulting Group, Inc.
7809 Southtown Center #349
Bloomington, MN 55431
tel 952-400-7850

web www.milestoneconsultinggroup.com