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MILESTONE

TECHNICAL AND COMMERCIAL OVERVIEW

Software Services and IT Solutions

Architecture and Design
Software Development
Systems Integration
IT Solution Implementation
IT Consulting
Training

Milestone provides services for building, integrating, and using information systems that support a company's business and industrial processes.

We start with business requirements, provide advice on IT decisions, design and develop applications, connect the systems involved, and prepare users to work with the implemented solution. Each service can be defined as a separate phase or included in a complete project.

Experience Applied to Business Processes

ERP • MRP • MES • Industrial Quotation Preparation • Workflow
Reporting and Analysis • Specialised Applications • Industrial Integration

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A Service for Every Project Phase

Architecture and design define the solution. Development delivers its functionality. Integration enables information exchange. Implementation brings the solution into the working environment. IT consulting supports the evaluation of options and investment priorities, while training prepares users for day-to-day activities.

The Problems We Address

Repeated data entry, isolated applications, rules applied differently across departments, limited visibility of work progress, or difficulties modernising an existing system. For each project, we establish what needs to change and how the result can be verified.

Who We Work With

Companies that need to digitalise processes, adapt applications to their operations, connect systems and equipment, or extend and modernise existing solutions. Milestone has significant experience in manufacturing and industrial process integration, while its services also apply beyond this sector.

Our Objectives

Consistent information, controllable operations, and a solution that can be used and extended under the company's actual working conditions. Objectives and indicators are agreed with the customer according to the starting position and project scope.

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1 Software Architecture and System Design

We turn company requirements into a functional and technical design that can be estimated, implemented, and verified. We define processes, rules, data, and component responsibilities before developing the functionality that depends on them.

Process and Requirements Analysis

We analyse activities with users and process owners. We identify applications, documents, and information exchanges, detect duplication and control points, and describe future workflows, including exceptions and approvals. For processes requiring explicit orchestration, we use BPMN 2.0 modelling.

Functional Design

- Use cases, forms, fields, reference data, and rules for data entry or calculations.
- Roles, permissions, document states, validation, locking, and conditions for progressing.
- Reports, indicators, and information needed to verify operations.
- Acceptance criteria and verification scenarios for normal workflows and exceptional situations.

Technical Architecture and Data Model

We define the separation of the user interface, business logic, and data persistence, the relationships between modules, and integration contracts. We model entities, identifiers, relationships, transactions, and the required history. Performance, availability, access, and recovery requirements are defined according to anticipated usage.

Technology is selected according to requirements and infrastructure. PriTo 3.0 experience includes Java and Jakarta EE, modular applications, API access in the enterprise configuration, and reuse of business logic across different configurations.

Deliverables and Customer Value

Deliverables may include the functional specification, process and component diagrams, data model, screen mock-ups, and implementation plan. The customer gains a clear basis for prioritisation, estimation, and change control, reducing ambiguities that could lead to rework during development.

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2 Software Development

We develop applications and functionality tailored to customer processes, based on agreed specifications and priorities. We can build a new solution, extend an existing product, or progressively modernise application components.

Applications for Business and Industrial Processes

The functional scope may cover inventory, purchasing, sales, production, quotation preparation, quality, traceability, and reporting. Experience with PriTo ERP and quotation preparation for forging supports the development of functionality that links operational documents, technical calculations, and business information.

What We Deliver

- Desktop, web, or mobile interfaces, depending on the activity and operating environment.
- Backend services, business rules, validation, calculations, and transactional operations.
- Specialised modules, forms, reference data, and workflows with defined responsibilities.
- Reports, issued documents, exports, and data analysis functions.
- Authorisation, auditing, and versioning mechanisms appropriate to application requirements.

Application Extension and Modernisation

We analyse components that can be reused and separate changes so they can be delivered and verified in stages. The coexistence of PriTo 2.0 and PriTo 3.0 on the same database provides a reference for gradual modernisation; the feasibility of a similar approach is assessed for each system.

Validation Using Practical Scenarios

We verify functionality against requirements and dependencies. Testing covers calculations, data integrity, access rights, workflows, and error handling. Acceptance scenarios allow the customer to validate results through representative activities.

Deliverables and Customer Value

Deliverables include the agreed software components, configurations, and documentation needed for operation and administration, in accordance with the contract. Source code rights, handover arrangements, and subsequent services are specified in the project proposal. The aim is to automate specific activities and reduce repetitive manual processing.

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3 Systems Integration

We connect applications and data sources involved in the same process. Integration aims to reuse information at the right time and apply shared rules so that operations can be tracked across systems.

Business Application Integration

We design and implement exchanges through APIs, services, or files, depending on the interfaces available. We define field mappings, identifiers, the source of each item of information, transfer direction, and update rules. We define acknowledgements, transfer retries, and the prevention of duplicate records.

- ERP and applications for quotation preparation, production, inventory, quality, or logistics.
- Workflow applications that use data and documents from operational systems.
- Reporting platforms and analysis tools that use controlled data definitions.
- External applications and partner services, within the available interfaces and access rights.

Industrial Equipment Integration

For industrial scenarios, integration may include collecting measurements and operating states and associating them with the operation, order, product, or serial number. Equipment interfaces are assessed, including OPC where applicable, together with data structure and communication conditions.

Examples include using execution data in MES and linking test measurements to the procedure, validation, and quality report. Interface availability and compatibility are verified during analysis.

Controlling Information Exchanges

We define authentication, authorisation, and communication protection, together with transfer logging and error reporting. We specify behaviour when a system is unavailable and how data is reconciled after communication resumes.

Deliverables and Customer Value

Deliverables may include connectors, interfaces, data mappings, configurations, and integration test scenarios. The customer reduces repeated data entry and can track the relationship between operations performed in different applications more clearly.

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4 IT Solution Implementation

We bring the solution into the customer's working environment and organise the transition to operational use. Implementation may cover Milestone products, applications developed for the customer, or components included in the agreed project.

Environment Preparation and Configuration

- Checking infrastructure requirements, access, and dependencies between components.
- Installing and configuring the applications and databases included in the project.
- Configuring the agreed parameters, roles, permissions, and functional rules.
- Connecting services and verifying communication in the customer's environment.

Data Preparation and Migration

We define the data to be transferred, transformation rules, and necessary checks. The customer participates in validating reference data and opening records. Migration includes reconciling relevant information so that results can be compared with the original records.

Pilot and Go-Live

We organise verification using representative scenarios and, where appropriate, a pilot for a process, department, or user group. We confirm the required functions, integrations, and reports before extending usage.

The go-live plan specifies the sequence of operations, responsibilities, checks, and acceptance conditions. For transitions affecting existing systems, we establish continuity measures and the conditions for returning to the previous configuration.

Start-Up Support and Handover

During the agreed period, we monitor initial use, clarify issues, and apply adjustments arising from verification. Handover includes the implemented configuration, operating and administration instructions, and responsibilities for ongoing activities. Subsequent maintenance is governed separately by the contractual terms.

Deliverables and Customer Value

The result is a solution installed, configured, and validated in the agreed environment, together with verification records and handover documents. Phased implementation helps identify issues before they affect the entire operation.

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5 IT Consulting

We provide advice on assessing information systems and making informed decisions about digitalisation, extension, or modernisation. Analysis starts with company objectives and the effects of IT changes on processes, people, and business continuity.

Assessing the Current Situation

We analyse existing applications, data flows, dependencies, and operational difficulties. We identify underused functionality, manual processing, and limitations that prevent system integration or evolution. Findings are based on available documents and information and discussions with the customer's responsible staff.

Making Informed Choices

- Evaluating options to retain, configure, extend, or replace existing applications.
- Comparing a standard solution with development tailored to specific requirements.
- Analysing compatibility with the company's infrastructure, data, and integrations.
- Identifying the costs and resources needed throughout use, including administration, support, and training.
- Prioritising initiatives according to value, dependencies, effort, and operational risks.

Planning Information System Development

We propose digitalisation and modernisation phases aligned with available resources. We state assumptions, dependencies, and checks needed before major decisions. For migration, we analyse business continuity, system coexistence, and data and user readiness.

Customer Advisory Support

We can support requirements definition, technical proposal assessment, and clarification of differences between options. Consulting can continue throughout the project by evaluating changes and their consequences for the solution and agreed objectives.

Deliverables and Customer Value

Deliverables may include a current-state assessment, comparison of options, reasoned recommendations, and a phased action plan. The customer gains a documented basis for decisions, with explicit priorities and known limitations of estimates.

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6 Training

We prepare users to perform the activities for which the solution was implemented and understand how their operations affect the complete process. Training is organised by role and uses scenarios close to the customer's actual activities.

Training Tailored to Participants

Participant Group	Training Objective
Operational users	Entering and checking data, performing operations, handling errors, and using documents.
Key users and process owners	Monitoring workflows, validating results, managing exceptions, and supporting colleagues.
Management and coordinators	Reading reports and indicators, checking progress, and understanding information sources.
Designated administrators	Parameters and permissions, administration tasks, and operating procedures within agreed responsibilities.

Training Delivery

We establish session objectives and participants' starting levels. We combine demonstrations with practical exercises, from routine operations to exceptional situations. Training can be delivered online or at the customer's premises, in accordance with the implementation plan.

For workflows involving several departments, exercises also cover handovers between roles. Participants verify not only how a form is completed, but also the conditions under which a document or process can progress.

Materials and Checking Understanding

Depending on the project, we prepare work instructions, examples, and role-based materials. Understanding is checked through agreed scenarios, and questions raised can lead to clarifications or additions to procedures.

Deliverables and Customer Value

Deliverables may include the training plan, agreed materials, and records of sessions and exercises completed. The customer aims for consistent solution use, fewer operating errors, and greater user independence in day-to-day activities.

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Relevant Experience and Solution Examples

Products and scenarios from Milestone's work provide reference points for the six services. Each new project is scoped according to the customer's processes, infrastructure, and objectives.

PriTo ERP

PriTo brings together purchasing, inventory, production, sales, and financial and accounting information. The PriTo 3.0 architecture, separation of business logic from the user interface, and API access in the enterprise configuration support system extension and integration. Gradual evolution alongside PriTo 2.0 provides an example of phased modernisation.

MRP, MES, and Production Planning

Scenarios include material requirements, production routings, work centre capacities, and execution reporting. Design and development must reflect operational data, while implementation and training must account for how operators actually start, complete, and report work.

OfeFor and Quotation Preparation for Forging

Quotation preparation links customer requests with dimensions, weights, materials, and prices by manufacturing stage. Reusing information for production release and export to PriTo illustrates the relationship between design, development, and integration.

Business Workflow

For analysing requests for quotation or preparing deliveries, the model defines tasks, responsible people, documents, and conditions for progressing. The process follows rules approved by its owner, while status and history can be checked along the way. Workflow implementation and participant training must preserve the same logic.

Quality, Testing, and Reporting

Industrial testing scenarios link the product and serial number to the procedure, measurements, validation, and report. Record locking and document versioning are addressed together with user permissions. For management analysis, PriTo BI provides a reference through centralised definitions and controlled data access.

Collaboration and Project Definition

The six services can be contracted separately or combined in a complete project. The scope of each phase, deliverables, and acceptance conditions are agreed before the corresponding activities begin.

A Shared Path from Analysis to Use

Phase	Intended Outcome
Architecture and Design	Validated requirements and a solution defined functionally and technically.
Software Development	Functionality delivered and verified against specifications.
Systems Integration	Tested information exchanges between the components involved.
Implementation	A solution configured and validated in the agreed environment.
IT Consulting	Assessed options and reasoned priorities for IT decisions.
Training	Users prepared for their activities and roles.

Responsibilities and Change Control

The customer appoints process owners and provides the necessary information and access. Milestone documents the solution and performs the contracted activities. New requirements are assessed for their effects on functionality, integrations, effort, and schedule.

Preparing the Proposal

Estimates take account of process complexity, the number of applications and integrations, data quality, infrastructure, and the number of training participants. The proposal specifies deliverables, schedule, responsibilities, commercial terms, and included support services.

Getting Started

An initial scoping discussion clarifies the business problem, existing systems, and desired outcome. On this basis, we propose the scope of the first phase and the information needed to define the project.

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