

Opportunity

One of Europe's Top 5 Law Firms faced challenges from an inefficient in-house IT support team, limited documentation, and unstructured knowledge transfer processes, hindering productivity and scalability. As the firm transitioned from a Bring Your Own Device (BYOD) to a Choose Your Own Device (CYOD) model, they required robust support across multiple operating systems. With a diverse technology landscape, the firm sought a partner to consolidate support operations, enhance security, and reduce costs while meeting the global, time-sensitive demands of a billable hours-focused law firm.

Imagine IT Differently

Microland implemented a comprehensive 24x7x365 Global IT Service Desk solution, covering 18 service lines, 33 offices, and over 7,800 users. Key strategic improvements included:

- Automated 65% of manual ticketing, deployed health check automations, and improved knowledge base management
- Optimized onshore IT staff utilization by 40%, enabling a focus on high-value activities and critical walk-in services
- Established the 'Take Me Anywhere' initiative, offering top performers a 12-month placement in key offices, contributing to a 90% service desk retention rate

The client acknowledged Microland's flexibility in tailoring the solution to meet their requirements.

Future Made Possible

The strategic partnership yielded numerous benefits:

- Achieved 100% accuracy in onboarding, reducing cycle times by 60%
- Boosted first-time fix rates from 48% to 82% through knowledge management improvements, streamlined onboarding, and continuous talent engagement
- Saved ~\$1.4M over five years through streamlined operations
- Saved 7,500 talent hours without additional costs
- Supported cloud migration and achieved EcoVadis Gold rating for top-tier performance in Environmental, Social, and Governance standards

According to ISG, this case study is an example of service desk transformation.

Enhancing IT Support and Operational Efficiency for Law Firm

**One of the Top 5 Law
Firms of Europe**

MICROLAND