



CASE STUDY

Microland Achieves the Prestigious World Class 5-star Accreditation by The Service Desk Institute (SDI) for one of the largest law firms in the world

Overview

The client is a British multinational law firm headquartered in London, England, and a member of the "Magic Circle", a group of London-based multinational law firms. With a total revenue of £2.04 billion (US\$2.79 billion) in 2023, it ranks as one of the world's top ten most prominent law firms, measured by number of lawyers and revenue with profits per equity partner exceeding £2 million.

Challenges

The client, dependent on billable hours for revenue, faced critical challenges with its ineffective and costly in-house IT support team. Their insufficiently documented knowledge bases and standard operating procedures severely impeded knowledge transfer and scalability, exacerbating their struggle to maintain high employee productivity. The firm's transition from a BYOD to a CYOD model—offering end users choices between Windows and Apple products—further complicated their IT needs, necessitating support across various operating systems. The client sought a digital transformation and technology partner capable of consolidating and streamlining their support operations to reduce costs, decrease reliance on internal staff, enhance security, and effectively manage their extensive technology portfolio.

Microland Solution

Microland revolutionized the client's IT support with a comprehensive 24x7x365 Global IT Service Operations spanning 18 service lines, 4 service towers, 33 offices and 7800+ users across the UK, Europe, ANZ, APAC, and Middle East.

Our global service desk has played a pivotal role in the client's ability to adapt to evolving work practices in recent years. Our team has been instrumental in providing high-quality services, enhancing IT operations, and empowering the client to deliver exceptional support to their global partners and customers. Our global service desk has significantly improved their operational efficiency by focusing on automation, adhering to ITIL best practices, and standardizing global processes to ensure a uniform user experience across all Clifford Chance global offices. Key aspects of our solution include:

- **Shift Left Strategy:** Optimized onshore IT staff utilization by up to 40%, enabling them to shift their focus from less-skilled tasks to high-value activities aligned with Clifford Chance's IT strategy. This shift allowed for the enhancement of critical local walk-in services, such as the Tech Bar, which boosted both innovation and service quality.
- **24/7 Coverage:** Expanded service desk support to multiple regions, including the UK, Europe, the Middle East, Asia, the Americas, and cities like Prague, Amsterdam, Singapore, and Sydney, 33 Clifford Chance offices across the globe ensuring continuous global support and a unified service experience.
- **Enhanced Automation Initiatives:** Deployed Bridge-Ops automation, resulting in a 65% reduction in manual ticket creation, and introduced automation solutions such as IDAM and UCS health check automation. These initiatives significantly streamlined operations, improved overall efficiency, and minimized manual intervention, thereby enhancing the effectiveness and reliability of our IT services.
- **Exceptional First Time Fix (FTF):** First-time fix rates increased significantly from 48% to 82% due to the implementation of a robust and integrated knowledge management system, complemented by strategic improvements in talent acquisition (talent tapping), streamlined onboarding and certification processes, regular employee engagement initiatives, and quarterly role-plays. These enhancements collectively elevated our service delivery.
- **Engagement Expansion:** Merged fragmented service delivery teams and expanded support to 18 distinct service lines, now managing L1, L2, and L3 support for over 900 applications across various platforms and operating systems in the Clifford Chance environment.
- **Secondment Program:** The success of our Global IT Service Desk is driven by our unique secondment program; an intra-company transfer initiative supported by balanced score performance metrics. Top performers are rewarded with a 12-month placement in Clifford Chance's London, Dubai, or Germany offices. Due to its proven benefits, Clifford Chance is expanding the program to additional offices through the Take Me to Anywhere initiative. This program not only motivates our staff but also helps us manage and retain the top 20% of talent, while maintaining a Global Service Desk retention rate exceeding 90%.

These strategic enhancements demonstrate Microland's commitment to delivering robust, efficient, and scalable service desk solutions tailored to the client's global needs. Our service desk operations have earned the prestigious World Class 5-star rating from the Service Desk Institute (SDI), recognizing our relentless efforts in providing superior services to the client's employees and their global stakeholders. Microland is proud to be the third company worldwide and the first in India to achieve this distinguished accolade.

Business Outcomes:

Microland's solution has delivered substantial business benefits to the client, underscoring our commitment to enhancing operational efficiency and collaboration. The key outcomes achieved include:

- **Accelerated User Onboarding Times:** Achieved 100% accuracy with JML automation, enhancing agility and reducing provisioning and deprovisioning cycle times by 60%.
- **Cost Optimization:** Realized ~\$1.4M in cost savings over five years through streamlined service desk operations
- **Do More with Same:** Saved 7500 talent hours at no additional cost to the client through this program.
- **Enhanced User Experience:** 82% user satisfaction rate and an approximate 15% increase in end-user productivity, driven by a heightened focus on proactive endpoint analytics.

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit www.microland.com