

CASE STUDY

Microland Achieves the Prestigious World Class 5-star Accreditation by The Service Desk Institute (SDI) for a Major Global Law Firm

AI-Driven Excellence in Workplace Services

Overview

The client, a British multinational law firm headquartered in London and a prominent member of the "Magic Circle," boasts total revenue of £2.04 billion (US$2.79 billion) in 2023. As one of the world's top ten law firms by both lawyer count and revenue, their profits per equity partner exceed £2 million.

Client Challenges

The client, a firm dependent on billable hours, encountered significant operational hurdles with its legacy in-house IT support. High costs, fragmented knowledge bases, and limited scalability led to declining productivity. The shift from a BYOD to a CYOD model intensified these issues, creating a complex landscape of devices and operating systems that demanded more sophisticated support solutions. To remain competitive, the client needed a digital transformation partner capable of leveraging AI to orchestrate workflows, continuously learn from user environments, and deliver proactive, agile workplace services.

Microland Solution

AI-Enabled Workplace Services
Microland transformed the client's IT support ecosystem by deploying a holistic, AI-driven Global IT Service Operations model—operating 24x7x365 across 18 service lines, 4 service towers, 33 offices, and 7,800+ users worldwide.

AI-Orchestrated Workflow Automation: Leveraging advanced AI platforms, Microland automated the orchestration of service desk workflows, intelligently routing tickets, prioritizing incidents, and enabling rapid resolution through pattern-based decision making. This allowed seamless collaboration between service lines and eliminated bottlenecks, ensuring consistent standards and swift issue remediation across all global offices.

Continuous Learning & Environment Adaptation: By deploying AI-powered analytics, the service desk continuously monitored and learned from user behaviors, device health, and evolving workplace requirements. The system proactively identified recurring issues and environmental shifts, dynamically adjusting support protocols, and personalizing services for each user. This continuous learning capability enhanced security, improved compliance, and optimized resource allocation.

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AI-Driven Self-Heal & Self-Service Initiatives: Through intelligent self-heal routines, powered by machine learning, common problems were identified and resolved in real time—minimizing manual intervention and downtime. Users benefited from context-aware self-service portals, where AI-driven virtual assistants provided instant help, automated troubleshooting, and guided remediation, empowering end-users to resolve issues independently and efficiently.

Shift Left Strategy Enhanced by AI: The integration of AI into the shift left strategy enabled onshore IT staff to focus on high-value local services, such as the Tech Bar, while routine issues were intercepted and resolved automatically by AI. This resulted in up to 40% optimization of IT staff utilization and a marked improvement in walk-in service quality and innovation.

Global Coverage with Intelligent Support: AI-enabled service desk operations spanned multiple regions, including the UK, Europe, the Middle East, Asia, and the Americas. Predictive analytics provided continuous insights into service performance and user needs, while automated escalation and resolution pathways ensured robust support across 33 global offices.

Exceptional First Time Fix (FTF) Rates: First-time fix rates soared from 48% to 82%, driven by the integration of AI-powered knowledge management systems. These systems synthesized internal expertise and external data, recommending solutions and updating protocols in real time. Talent acquisition and onboarding were streamlined using predictive analytics, ensuring that the best resources were matched to appropriate tasks.

Expanded Engagement Through AI Collaboration: Fragmented teams were unified by AI-driven collaboration platforms, supporting L1, L2, and L3 support for over 900 applications. Automated diagnostics and workflow orchestration increased efficiency and reduced response times across multiple platforms and operating systems.

Secondment Program Powered by Performance Analytics: The success of the Global IT Service Desk was further amplified through a unique secondment program. Here, balanced score performance metrics—augmented by AI analytics—identified top performers for a 12-month placement in Clifford Chance's London, Dubai, or Germany offices. The program is expanding through the Take Me to Anywhere initiative, leveraging AI insights to retain and motivate the top 20% of talent and consistently maintaining a Global Service Desk retention rate above 90%.

These innovations underscore Microland's commitment to delivering intelligent, scalable, and efficient service desk solutions tailored to the evolving needs of global clients. The integration of AI into every facet of workplace services was a key factor in earning the prestigious World Class 5-star rating from the Service Desk Institute (SDI)—making Microland the third company worldwide, and the first in India, to achieve this distinction.

Business Outcomes

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

- **Accelerated User Onboarding:** Achieved 100% accuracy for JML automation, reducing cycle times by 60% through intelligent workflow orchestration.
- **Cost Optimization:** Realized ~$1.4M in cost savings over five years via automated and adaptive service desk operations.

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- **Talent Productivity:** Saved 7,500 talent hours at no additional cost, harnessing AI-powered task allocation and self-healing capabilities.
- **User Experience:** Achieved an 82% user satisfaction rate and approximately a 15% boost in end-user productivity, driven by proactive endpoint analytics and AI-enhanced self-service solutions.

Microland is a leading AI-first, platform-led, technology infrastructure services company. We have enabled enterprises to build intelligent, resilient, and future-ready operations and are a trusted partner to global enterprises. We bring over 35 years of expertise in digital networks, cloud, data centers, workplaces, and cybersecurity, and combine it with our commitment to customer centricity, delivery excellence, and continuous innovation. Our operations, currently in more than 100 countries, are supported by a strong global delivery model and our AIOps platform, intelligeni, powered by Agentic AI, which is shaping the future of autonomous technology operations across enterprises.

For more information visit **www.microland.com** or email us at info@microland.com

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