

AI-Driven Excellence in Workplace Services

AI-driven 24x7 global IT operations for a magic circle law firm achieves SDI 5-star recognition

82%

user satisfaction
rate

7,500+

talent hours
saved

\$1.4Mn

in cost
savings

60%

reduced cycle
times

About Client

The client, a British multinational law firm headquartered in London and a prominent member of the "Magic Circle". It is one of the world's top ten law firms by both lawyer count and revenue.

Key Challenges

The client, a firm dependent on billable hours, encountered significant operational hurdles with its legacy in-house IT support.



Fragmented knowledge bases

High costs, fragmented knowledge bases, and limited scalability led to declining productivity.



BYOD to a CYOD model

Complex landscape of devices and operating systems that demanded more sophisticated solutions.



Lack of AI-driven orchestration

For workflow management, continuously learn from user environments.

Solution

Microland transformed the client's IT support ecosystem through a 24x7 AI-driven global IT service operations model supporting 7,800+ users across 33 offices and 18 service lines worldwide. 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.



AI-Orchestrated Workflow Automation

Automated ticket routing, prioritization, and resolution using intelligent workflow orchestration eliminating bottlenecks and ensuring consistent global service standards.



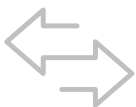
Continuous Learning & Adaptation

Deployed AI-powered analytics to monitor user behaviour and device health, proactively identifying issues and dynamically optimizing support protocols.



Self-Heal & Self-Service

Implemented machine learning-driven self-heal capabilities and AI virtual assistants to resolve common issues in real time, reducing downtime and empowering users.



Shift-Left Model

Automated L0 issues, empowered L1 teams with right tools and KB articles enabling L2 and L3 teams to focus on high-value services and optimizing onsite staff IT staff utilization by up to 40%.



Global Intelligent Support

Enabled predictive analytics, automated escalations, and integrated L1–L3 support across 900+ applications, significantly improving responsiveness and collaboration.



Performance-Led Talent Optimization

Created account score card and agent performance index to identify and enhance workforce performance, retention (90%+), and global secondment programs for top talent.

Business Value Delivered

Microland’s AI-driven approach delivered substantial business benefits to the client, underscoring our commitment to enhancing operational efficiency and collaboration.

82%

user satisfaction rate

Boost in end-user productivity, driven by proactive endpoint analytics and AI-enhanced self-service

7,500+

talent hours saved

By harnessing intelligent task allocation and self-healing capabilities

\$1.4Mn

in cost savings

Saved over five years via automated and adaptive service desk operations

60%

reduced cycle times

Accelerated user onboarding through intelligent workflow orchestration

Analyst Badges

ISG Provider Lens™

2025 Quadrant

Future of Work Services

AI-augmented Workforce Services

Leader, U.K.

ISG Provider Lens™

2025 Quadrant

Future of Work Services

Managed End-user Technology Services – Large Accounts

Leader, U.K.

ISG Star of Excellence

Future of Workplace

CX Star Performer | 2025

SDI

Service Desk Institute

THIS CERTIFICATE CONFIRMS

MICROLAND®

In support of Clifford Chance has achieved SDI Certification

SDI

Service Desk Institute

Certified

world class service desk

★★★★★

JUNE 2025 – JUNE 2026

Paul Rodrigues

Paul Rodrigues, Chairman

Service Desk Institute



About intelli**geni**

intelli**geni** is Microland's proprietary AI-First platform, conceived and engineered in-house to deliver truly autonomous IT operations. Built on a dynamic Knowledge Graph and powered by Agentic AI, intelli**geni** transforms enterprise infrastructure into a self-healing, adaptive ecosystem—ensuring always-on performance, faster incident resolution, and continuous compliance. Available in NetOps, CloudOps, Workplace, and CyberOps variants, the platform integrates seamlessly with existing environments, enabling organizations to align IT with business goals, boost productivity, and accelerate innovation. With intelli**geni**, Microland leads the industry's shift from automated to truly autonomous operations, future-proofing digital enterprises worldwide.

About Microland

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, intelli**geni**, powered by Agentic AI, which is shaping the future of autonomous technology operations across enterprises.

www.microland.com

