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## Overview

The client is the largest financial institution in Saudi Arabia and one of the region's largest powerhouses, delivering best-in-class digital solutions, driving homeownership through growth in residential finance, and fostering MSME development and lending. With an extensive network of branches spread across the kingdom's expansive and challenging terrain, the client faced significant hurdles in maintaining device health and providing sufficient branch assistance. Microland streamlined the client's infrastructure operations with a comprehensive workplace service offering, improving business agility.

## Challenges

As the largest bank in the region, the client managed an extensive network of over 750 branches and 3,000 ATMs, serving a substantial user base of 18,000 people. Some of these branches were located in remote, inaccessible locations making it challenging to provide efficient support. Additionally, the client had availed the services of 10 different IT vendors for user support, device support, and branch support. Managing multiple vendor SLAs and aligning them with their own SLAs became a challenge, leading to SLA breaches across multiple lines of business. This adversely affected customer and employee experiences, resulting in a rise in misdiagnosed and unresolved issues, especially at branches in far-flung locations.

The client did not utilize its existing tooling system and failed to measure the digital experience of users across multiple endpoints . This issue was further amplified by the following factors.

- Pressure to reduce ticket resolution times (MTTR) and automate troubleshooting
- Non-availability of self-help or self-healing tools for swift issue resolution
- High governance costs and downtime

Additionally, the client encountered challenges when it came to effectively overseeing their assets and providing sufficient assistance in the event of device malfunctions, software glitches, and disruptions in network connectivity. These problems directly impacted employees' ability to work effectively and support end users.

## Solution

Microland implemented modular service components of its Device as a Service offering to harmonize the client's processes and services. We set up hyper-personalized desk-side support to cater to the most remote locations of the bank. We established spare parts warehousing and logistics facilities throughout the kingdom to support the bank's extensive asset estate, which included over 50,000 physical devices such as desktops, laptops, laser printers, edge routers, and more. This enabled the bank to streamline its inventory management process efficiently.

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Another integral component of our Device as a Service offering was the implementation of break-fix centers. Microland set up two such centers to provide comprehensive support for 17 different types of devices across 14 storage locations ensuring sufficient stock to meet hardware break-fix SLAs & MTTR. The support provided by these centers extended to diagnosing complex technical issues, restoring affected desktops, printers, and mobile devices, and applying patch updates and configurations to address software issues. These centers, coupled with efficient utilization of out-of-warranty devices, helped the bank achieve significant cost savings.

Microland enhanced the overall experience of both end users and employees of the client by implementing Nexthink Infinity, a leading Digital Experience Management Analytics tool which reduced the ticket volume to approx. 5000 tickets per month with automated resolution of repetitive tasks. Leveraging the platform's endpoint monitoring feature, Microland provided the following solutions to further elevate the overall experience.

**DEX Improvement:**

We reconfigured valid parameter settings for accurate readings, resulting in an enhanced device performance score that improved from 7.16 to 8.14 and operationalized the process as part of a continual improvement process.

**System Slowness:**

We identified systems experiencing performance issues and upgraded memory or, in some cases, replaced systems to improve system boot time and performance, thus enhancing user productivity.

**Campaign:**

We automated the rollout of the password expiry campaign using NexThink's campaign module. This campaign impacted over 3000 users across 6000+ devices, prompting them to proactively change their passwords.

Complementing this technology-driven approach, Microland established well-defined knowledge management processes and a knowledge base for desk-side operations in accordance with ITIL standards. We also deployed trained engineers to provide the highest level of customer service, including persona-based VIP deskside support options.

## Value Delivered

Microland's Device as a Service offering helped the client achieve a 25% increase in business services availability and a 25% reduction in the total cost of operations through a decrease in governance costs, license optimization, and the standardization of support services. By implementing the NexThink platform across all endpoints, we significantly enhanced the end-user experience with advanced endpoint management and analytics solutions. Furthermore, our tiered approach to support user requests ensured an impressive 99% SLA adherence rate.

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 –whichdrive 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 or email us at info@microland.com

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