



CASE STUDY

Enabling a global engineering and design software leader to run its large multi-cloud environment optimally, with Automation and FinOps leveraging Microland's CCMF frameworks

Overview

Microland's client, a global software leader operating thousands of workloads across AWS and Azure, faced mounting complexity in managing over 2,500 AWS accounts and 650 Azure Subscriptions. Rising costs, application-unaware recommendations, false positives, and a lack of ownership leading to huge cloud cost leakages, while lack of automated remediation reduced confidence in cloud operations. Seeking a trusted partner, the client turned to Microland, who recommended a FinOps & Automation-led approach powered by its Cloud Cost Management Framework (CCMF) and Automated Ops models. Through structured reporting, holistic optimization, automated remediation, and continuous governance, the client regained visibility, accountability, and control in cloud spend and operations, achieving a 38% cost reduction in specific cloud accounts, 20% improvement in resolution times, and improved operational efficiency through 20% increase in auto-resolutions.

Client Challenges

Microland's client, an American multinational software corporation with a global footprint, found itself at this exact inflection point. With thousands of workloads distributed across AWS and Azure, including development, testing, and production environments, the company was grappling with escalating cloud bills and operational complexity. Managing over 2,500 AWS accounts and 650 Azure Subscriptions, was proving to be an uphill battle, with leadership looking for a way to bring order, visibility, accountability and automation into its cloud estate.

The client's cloud transformation had initially delivered agility and scalability, but cracks soon began to show. Their existing toolsets generated a flood of recommendations, but these lacked application context, making them difficult for real-world action. Business and application owners quickly lost confidence, as false positives eroded trust and slowed down decision-making.

Ownership was another hurdle. Recommendations surfaced by tools were not being consistently tracked or implemented, leading to missed opportunities for savings and reduced ROI on cloud investments. At the same time, hybrid cloud run costs were surging, and AWS bills continued to spiral upward. Leaders realized they needed more than just another tool to bring their cloud ecosystem back on track.

Microland Solution

The client recognized the need for a trusted partner who could help bring discipline, transparency,

and accountability into their sprawling cloud estate. After evaluating multiple options, they identified Microland as their strategic partner to drive this transformation. Microland recommended adopting a FinOps-led Cloud Cost Management program, powered by the Cloud Cost Management Framework (CCMF), to balance agility with financial control and operational efficiency.

The program delivered transformation on several fronts:

- **AI-powered cloud optimization:** Cloud utilization across its AWS accounts were assessed, providing granular visibility into spend patterns. Right-sizing, reserved instance planning, elimination and optimization of idle resources, along with AI/ML-based spend predictions and anomaly detection, improved budgeting accuracy, enabled proactive cost governance, and helped detect unusual patterns in real time for faster corrective action.
- **Automation at scale:** Over 50 service bots were deployed to enable auto-remediation, reducing manual intervention, lowering MTTR, based on intelligeni bots model and ensuring improved business uptime
- **Round-the-clock operations:** Development and production workloads running on 2,000+ AWS and Azure servers are managed 24/7. By embedding GitOps practices, delivery cycles became faster while maintaining operational stability.
- **Integrated operations ecosystem:** The client had multiple channels, like Slack, emails, and monitoring tools through which tickets were logged, making it difficult to track and manage them efficiently. Microland worked with the client to integrate all channels with ServiceNow for auto-ticketing, automated reporting, and knowledge management, enhancing resolution rates while reducing manual effort.
- **Continuous improvement and governance:** Through alert tuning and de-duplication, false positives were reduced by 25%, ensuring actionable insights for teams. With governance woven into the framework, 50% of services were automated, driving consistent year-over-year optimization.

Business Outcomes

The engagement delivered not just savings but also renewed confidence in cloud operations. By combining financial accountability with automation and governance, Microland helped the client achieve a sustainable cloud operating model.

Key outcomes included:

- 38% average cost reduction across targeted AWS accounts, freeing significant IT budget for innovation.
- 20% improvement in auto-resolution rates, powered by service bots that accelerated issue response.
- Incident SLA compliance improved from 92% to 95%, raising user satisfaction and operational reliability.
- 20% reduction in MTTR, ensuring faster resolution of incidents and minimizing business disruption.
- Stronger governance, compliance, and operational maturity, ensuring the client's cloud estate was not only cost-optimized but also future-ready.

By aligning cloud operations with FinOps principles and leveraging Microland's Automated Ops approach, the client not only reduced costs but also unlocked new levels of agility, service uptimes, and efficiency.

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