FinOps Driven Cloud Cost Optimization

US Engineering Software Leader Optimizes Multi-Cloud with Automation and FinOps



38%
cost reduction across AWS accounts

20%
improvement in auto-resolution rates

20%
reduction in MTTR

About Client

A US multinational software corporation that provides software products and services for the architecture, engineering, construction, manufacturing, media, education, and entertainment industries.

Operating thousands of workloads across AWS and Azure spanning development, testing, and production, the client faced extreme cloud sprawl and operational complexity. Managing 2,500+ AWS accounts and 650 Azure subscriptions had become unmanageable, driving cost overruns and limiting visibility, control, and automation across the cloud estate.

Key Challenges

Fragmented visibility and inconsistent governance
fueled escalating multi-cloud costs

Missed savings and reduced ROI
resulting from inconsistent action tracking and lack of accountability across teams

Delayed issue resolution
resulting from manual interventions and lack of streamlined processes

Operational inefficiencies
amplified by siloed communication channels that slowed response and disrupted workflows

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Slow decision-making across teams
caused by false positives that cluttered workflows and hindered timely, data-driven actions

Solution

Microland implemented a FinOps-led Cloud Cost Management program powered by the Cloud Cost Management Framework (CCMF) to bring financial discipline, automation, and operational intelligence across the client's multi-cloud estate.

The engagement established end-to-end visibility into cloud consumption, aligned spending with business outcomes, and introduced governance guardrails to prevent cost leakage. Through automated cost allocation, rightsizing recommendations, workload optimization, and policy-driven controls, the program shifted the organization from reactive cost tracking to proactive cost engineering.

Key Technical Solutions

intelligeni driven Cloud Cost Optimization
Enhanced spend visibility across all AWS accounts with rightsizing, RI planning, idle resource cleanup, and ML-based anomaly detection.

Automation at Scale
Deployed 50+ intelligeni bots for auto-remediation, reducing manual effort and lowering MTTR.

24/7 Unified Hybrid Cloud Operations
Managing 2,000+ AWS & Azure servers through GitOps and DevOps practices to ensure stability and faster delivery.

Unified Operations Ecosystem
Integrated channels into ServiceNow for auto-ticketing for centralized logging, automated reporting, and streamlined workflows.

Continuous Improvement & Governance
Reduced alert noise by 25% and automated 50% of service delivery to strengthen reliability and compliance.

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Business Value Delivered

The engagement focused on stabilizing a highly distributed multi-cloud estate, driving financial discipline, operational efficiency, and tighter governance across thousands of AWS and Azure workloads. By unifying FinOps, automation, and CloudOps practices, Microland established centralized visibility across environments, standardized policies, and implemented automated guardrails to reduce cost overruns and operational risk. Intelligent workload optimization, rightsizing, and reservation management improved utilization, while continuous monitoring strengthened compliance and performance.

This integrated approach transformed the cloud environment from a reactive, ticket-driven model into a predictable, efficient, and sustainable operating framework, enabling the client to scale confidently while maintaining financial and operational control.

38% **cost reduction**

Reduced from targeted AWS accounts and released substantial IT budget

20% **increase in auto-resolution rates**

Service bots that accelerate response cycles and reduce manual workloads

95% **SLA compliance achieved**

Boosting user satisfaction and strengthening operational reliability

20% **reduction in MTTR**

Faster issue resolution and minimize business disruption

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Recognized by Global Analysts

ISG Provider Lens™ 2024 Quadrant

Multi Public Cloud Services

Managed Services — Midmarket

Leader, U.S.

ISG Provider Lens™ 2024 Quadrant

Intelligent Automation Services

Artificial Intelligence for IT Operations (AIOps)

Leader, U.S.

About intelligeni

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

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