

A large commercial airplane engine is the central focus, shown from a low angle on a runway. The engine's fan blades are prominent, and the aircraft's wing is visible above it. The background features a soft sunset sky with orange and blue hues. A red banner with the text 'CASE STUDY' is overlaid on the image.

CASE STUDY

Microland Helps a World-Leading Aviation Company Rebuild Its Global IT During Divestiture – Committing 99.9% Service Availability, 20% Faster Provisioning, and \$10M in Savings

Overview

Microland's client, a world-leading American provider of aircraft engines for both commercial and government sectors, operates across 19 countries and 82 locations. During a major divestiture, the client needed to rebuild its IT environment to ensure seamless business continuity across global operations. Microland stepped in as a strategic partner, implementing a hybrid cloud operating model with end-to-end infrastructure management. This modernization delivered 99.9% service availability, a 25% reduction in MTTR, 20% faster self-service provisioning, and \$10M in licensing and operating cost savings over the contract term - establishing a scalable, resilient, and future-ready IT foundation.

Client Challenges

The divestiture created a highly complex transformation program, requiring the organization to rebuild its IT environment while ensuring business continuity across global operations. The scale, diversity of technology, and aggressive timelines introduced multiple roadblocks that significantly impacted progress. Key challenges include

- **Stringent TSA Exit Timeline:** The separation from the parent company required rapid new builds within a fixed timeline, with limited knowledge retention from existing teams.
- **Globally Distributed and Complex Operations:** The environment spanned 19 countries and 82 locations, requiring integration with OT networks and coordination across diverse geographies hosting infrastructure that supports warehouses, manufacturing, R&D, and engineering facilities, creating significant complexity.
- **Diverse and Legacy Technology Landscape:** The IT ecosystem included HCI, HPC, legacy systems (RISC), AWS Storage Gateways, a variety of hardware OEMs, multitudes of operating system flavors, and modern private /hybrid cloud environments.
- **Limited Automation and High Manual Effort:** Reliance on outdated and minimal automation increased manual workloads, resulting in inefficiencies, slower execution, and higher operational risk.
- **Regulatory and Compliance demands:** The organization had to meet strict aerospace compliance standards such as CMMC, export control, and ITAR, creating added complexity in managing IT operations and workforce requirements.

Microland Solution

The client was seeking a strategic partner capable of modernizing and managing its complex global infrastructure while ensuring seamless continuity during the divestiture. Microland build a fit-to-purpose delivery model to meet their TSA exit and compliance needs through comprehensive hybrid cloud management, automation, and transformation services. This ensured scalable, resilient, and enterprise-aligned hybrid cloud operations meeting evolving business goals. Microland addressed these challenges through the following initiatives:

- **Business-aligned operating model:** Microland established a dedicated CMMC-certified facility within the US, operated by export-control compliant resources (citizens/green card holders), and supported by an offshore delivery center to ensure compliance, security, and operational efficiency.
- **End-to-End Infrastructure Management:** Delivered architecture support and project management to streamline and modernize IT infrastructure. Established a hybrid cloud operating model supported by a cross-skilled team and ITIL-based service management for standardized, efficient service delivery.
- **Automation and Observability with intelli^{geni}:** Deployed intelli^{geni} observe for deep observability and AIOps, intelli^{geni} bots for automated remediation, provisioning, and patching, and intelli^{geni} insights for performance visibility, control, and decision-making.
- **Toolset Transformation and Standardization:** Reimagined and consolidated IT toolsets to simplify operations, drive standardization, and align with business objectives. Leveraged intelli^{geni} insights for proactive governance and resource optimization.
- **AI and Automation-Driven Initiatives:** Implemented advanced solutions, including IaC (Infrastructure-as-Code) with Gen AI-powered auto-provisioning via a chat interface, enabling faster provisioning and significantly improved user experience.

Committed Outcomes

Through Microland's modernization and automation-led approach, the client is set to realize measurable improvements across availability, efficiency, and cost optimization:

- 99.9% service availability enabled through automation-driven operations.
- 25% reduction in MTTR leveraging intelli^{geni} observe and intelli^{geni} bots.
- 20% faster self-service provisioning through intelli^{geni}-based automation.
- \$10 million in savings by reducing automation licensing and operating costs over the contract term

By partnering with Microland, the client successfully navigated a highly complex divestiture and transformation program, modernizing its operations and global hybrid infrastructure while ensuring business continuity. Microland's platform-first approach—powered by automation, observability, and AI-driven solutions - not only streamlined operations but also delivered significant cost savings, improved resilience, and enhanced end-user experience. This engagement established a strong foundation for future-ready IT operations, enabling scalability and alignment with the client's long-term business goals.

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
