

Hybrid Cloud-Led IT Transformation

Rebuilding Enterprise IT Infrastructure during Divestiture for a Leading U.S. Global Aviation Company

\$10M

operating cost savings

25%

reduction in MTTR

20%

faster self-service provisioning

99.9%

service availability

About Client

The world's leading provider of aircraft engines for commercial and government sectors, operating across 19 countries and 82 locations.

A corporate divestiture forced this global organization to rapidly rebuild its entire IT infrastructure while maintaining operations across locations. The transformation program faced compressed timelines, limited knowledge transfer, and a sprawling technology estate spanning warehouses, manufacturing facilities, R&D centers, and engineering sites.

Key Challenges



Stringent TSA exit requirements

Tight separation deadlines demanded rapid infrastructure builds with minimal institutional knowledge from departing parent company teams



Massive multi-geography footprint

82 locations across 19 countries requiring OT network integration and synchronized coordination across manufacturing, R&D, warehouse, and engineering environments



Heterogeneous technology stack

Complex estate mixing HCI and HPC clusters, legacy RISC architectures, AWS Storage Gateways, disparate hardware OEMs, multiple OS variants, and hybrid private/public cloud platforms requiring parallel migration strategies

**Automation deficit**

Outdated tooling and minimal automation frameworks forced high-touch manual processes, extending deployment cycles and amplifying configuration drift risks

**Layered compliance constraints**

Aerospace regulations (CMMC, ITAR, export control) imposed strict access controls, data sovereignty requirements, and workforce clearance mandates across the technical architecture

Solution

Microland deployed a purpose-built hybrid cloud operating model to execute the TSA exit while modernizing the global infrastructure. The approach combined compliance-driven workforce architecture, end-to-end infrastructure management, and automation-first operations to ensure seamless continuity and scalable cloud operations.

Key Technical Solutions

**Compliance-aligned delivery model**

Established CMMC-certified US facility staffed by export-control compliant personnel (citizens/green card holders), supported by an offshore delivery center for operational scale

**Hybrid cloud architecture and operations**

Deployed cross-skilled teams with an ITIL-based service management framework to standardize delivery across heterogeneous infrastructure and cloud platforms

**AIOps-driven observability platform**

Implemented **intelli**geni observe for real-time monitoring and anomaly detection, **intelli**geni bots for automated remediation and patching workflows, and **intelli**geni insights for performance analytics and capacity planning

**Toolset rationalization**

Consolidated fragmented IT management tools into a unified platform for governance, resource optimization, and operational standardization

**Infrastructure-as-Code acceleration**

Built Gen AI-powered auto-provisioning engine with conversational interface, enabling rapid infrastructure deployment and self-service capabilities

Business Value Delivered

Microland delivered a large-scale infrastructure transformation across 82 global locations, modernizing a heterogeneous IT estate while ensuring uninterrupted operations during the divestiture. The program included hybrid cloud deployment, compliance-aligned workforce restructuring, tool consolidation, and automation platform implementation. This foundation drove measurable gains in efficiency, automation, and resilience.

\$10M

in savings

Reduced automation licensing and operating costs over the contract term

99.9%

service availability

Enabled through automation-driven operations

25%

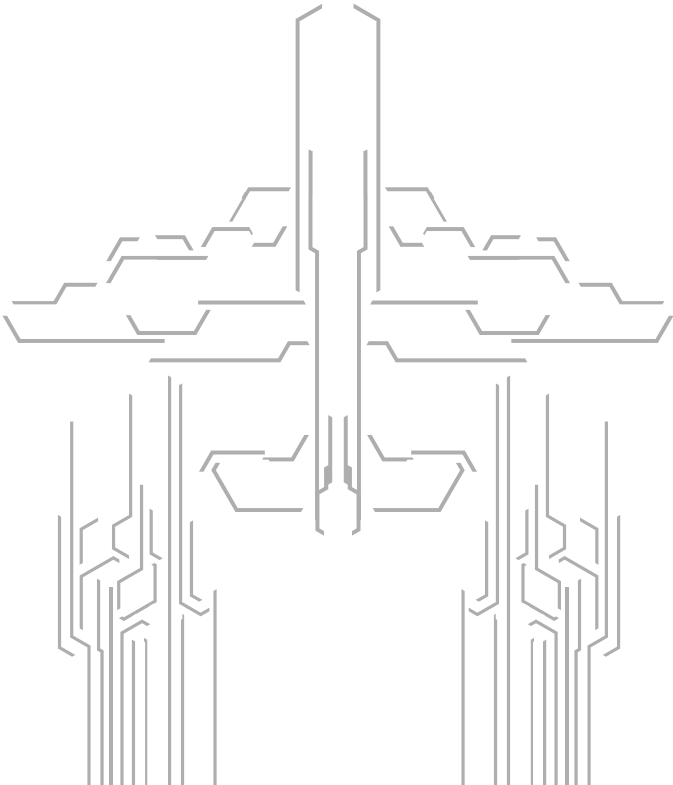
reduction in MTTR

By leveraging intelli**geni** observe and intelli**geni** bots

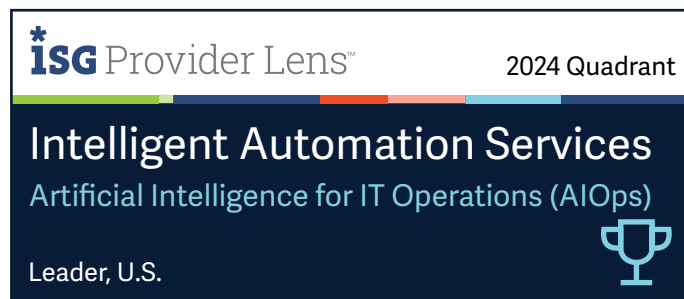
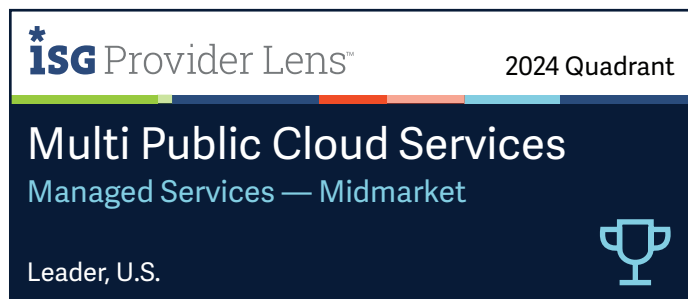
20%

faster self-service provisioning

Delivered through intelli**geni** based automation



Recognized by Global Analysts



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

