

## **Overview**

Microland's client, a UK-headquartered global public services provider, delivers critical operations across healthcare, transportation, immigration, defense, and more—impacting millions worldwide across the UK & Europe, North America, Asia Pacific, and the Middle East. The client struggled with outdated systems, fragmented support, poor compliance visibility, and reduced productivity for 50,000+ users. Legacy infrastructure, manual processes, and slow ticket resolution affected security and efficiency. As the exclusive workplace technology partner, Microland managed 21,000+ devices, modernized IT with 1E DEX and Intelligeni platforms, and enabled proactive automation. This delivered gold-standard compliance, 15% productivity gains, 20% fewer tickets, and 25% better IT experience, creating a secure, resilient, future-ready workplace.

## **Client Challenges**

The client's IT and workplace environment was constrained by multiple critical issues that impacted on security, efficiency, and user satisfaction:

- Security & Compliance Risks: Legacy hardware and software exposed systems to malware and breaches, while manual compliance tracking through SCCM created audit vulnerabilities.
- **Declining Productivity:** Frequent device failures, poor system performance, and compatibility issues hindered employees from working efficiently.
- **Inefficient Support Model:** A reliance on email-based ticketing and limited automation led to long resolution times and higher ticket volumes.
- **Collaboration Limitations:** Managing over 50,000 users across global locations and time zones made it difficult to ensure seamless access to applications and support.
- Lack of Visibility & Insights: Inventory tracking and user experience measurement were fragmented, relying on site visits and disconnected reports, resulting in limited transparency and reactive decision-making.

To address these challenges, the client required an exclusive workplace technology partner capable of executing a large-scale transformation that would modernize IT operations, enable proactive support, and significantly enhance the end-user experience.



## **Microland Solution**

The client partnered with Microland to transform its workplace environment by leveraging Microland's in-house intelligeni platform along with advanced partner solutions such as 1E Digital Employee Experience (DEX). Together, these technologies stabilized IT operations, enhanced user experience, and laid the foundation for a secure, resilient, and future-ready digital workplace.

Microland implemented a comprehensive Al-driven workplace modernization program centered on automation, proactive management, and experience-driven support. The key elements included:

- **End-to-End Lifecycle Management:** Managed 21,000+ devices covering provisioning, logistics, asset tracking, and secure disposal—ensuring smooth and efficient lifecycle operations driven by Al-insights.
- **Experience-Centric IT Operations:** Deployed AI-powered 1E DEX with a dedicated on-prem instance, enabling real-time endpoint analytics, proactive troubleshooting, automated remediation, and enhanced AI-driven inventory insights.
- **Simplified Shadow Remediation:** Al-based DEX shadow remediation freed engineers to focus on deploying automation policies, improving operational efficiency, and reducing manual effort.
- **Enhanced Patch Compliance & Security:** Automation instructions were integrated into patching processes, driving higher compliance rates. This required close collaboration with the client's security team to ensure policy alignment and successful deployments.
- **Redesigned Machine Certificates:** Critical aspects of machine certificate management were redesigned to ensure compatibility and smooth functioning with the 1E agent, strengthening security and operability.
- **Automation & Self-Healing at Scale:** Rolled out 120+ Al "Check and Fix" automations and intelligeni bots, delivering ~300,000 daily automated remediations with zero user intervention, reducing tickets and improving efficiency.
- **Modernized Service Desk:** Transformed IT support with intelligeni center, Microland's Al-augmented ITSM platform, streamlining workflows, automating resolution, and providing advanced visualization for faster, data-driven decision-making.
- **Global Field Services:** Delivered consistent end-user support across the UK, Australia, Belgium, and Dubai, ensuring seamless operations worldwide.
- **Process & Governance Excellence:** Adopted SDI and ITIL best practices to align IT workflows with global standards, strengthen governance, and elevate service quality and compliance management.

## **Business Outcomes**

The transformation delivered clear, measurable outcomes that strengthened the client's IT environment and improved user experience:

• **Robust Security & Compliance:** Achieved Gold Standard CES+ audit grade, with 100% security compliance and 97% patch compliance, ensuring a secure IT ecosystem.



- **Improved Productivity & User Experience:** Realized a 15% increase in employee productivity and a 25% uplift in Al experience, as reflected in user feedback surveys.
- **Greater Operational Efficiency:** Reduced support ticket volumes by 20% through automation and self-healing, freeing IT resources for higher-value tasks.
- **Proactive IT Operations:** Established predictive, automation-driven IT management, with 300,000+ daily automated remediations executed without disrupting users.

By partnering with Microland, the client successfully transitioned from a fragmented, reactive IT environment to a secure, proactive, and Al experience-centric digital workplace. Through intelligent Al automation, real-time endpoint analytics, and best-practice frameworks, the engagement delivered significant improvements in Al-augmented security, productivity, and user satisfaction.

The client now benefits from a resilient and scalable IT foundation that not only meets today's needs but also equips them to adapt to future business demands with agility and confidence.

Microland is a leading Al-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 AlOps platform, intelligent, powered by Agentic Al, 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