

Hybrid Cloud Transformation

Modernizing cloud operations for
UK's second-largest gas distributor

25%

reduction in
operating costs

95%

reduction in
provisioning time

45,000+

vulnerabilities
mitigated

About Client

UK-based gas distribution company that supplies natural and green gas to 6 million households and businesses across Scotland and England, managing over 44,000 kilometers of gas pipelines.

The client operated a complex hybrid cloud estate of 1,000+ servers spanning diverse OS and database platforms, legacy SCADA systems, and tightly integrated IT-OT workloads supporting critical national infrastructure with strict security and regulatory mandates. Their cloud operations were distributed across hyperscaler's managed services and multiple MSPs, creating fragmentation and several critical challenges.

Key Challenges



GD₂ Compliance Pressure

Required to reduce operating costs and rapidly close security vulnerabilities to avoid severe regulatory penalties



Escalating Costs and Rigid Contracts

The operating model led to unsustainable spending, including a £10M annual overrun, with inflexible contracts that restricted adaptability and created compliance gaps



Vendor-Controlled Automation Constraints

The client needed to standardize service delivery across front-and back-office systems, address rising regulatory pressure for cost savings, and overcome limitations in AWS Managed Services that restricted support for evolving requirements



Security and Compliance Risks

Delayed patching of middleware, database, and application runtime vulnerabilities left the environment exposed to significant risk



Lack of Continuous Improvement

Absence of year-on-year commitments for service performance or cost optimization weakened reliability and hindered long-term value

Solution

Microland executed a high-stakes cloud transformation, transitioning the client from a fragmented, hyperscaler-led setup to a secure, compliant, fully managed hybrid cloud. Despite a strict 25-day offboarding window, no automation handover, and a dual-vendor transition, Microland delivered a seamless migration using a rapid assessment of access, tooling, and operational dependencies, enabling a risk-free, phase-wise transition without downtime.

Leveraging **intelli**geni CloudOps powered by AutomatedOps, GitOps, and SRE - Microland modernized the entire environment with bot-driven patching, IaC-based configuration, and 60+ automated CI/CD pipelines, removing manual effort and establishing a resilient, scalable hybrid cloud backbone.

Microland assumed full ownership of the hybrid estate spanning VMs, CI/CD, storage, IT-OT integrations, and SCADA - delivering 24x7 platform management, end-to-end vulnerability and patch governance, capacity and release management, real-time SCADA oversight, and rapid developer support through a unified cloud service model.

Key Technical Solutions

AWS Reverse Migration



Microland migrated IaaS workloads to the client Active Directory domain, encompassing 19 subscriptions and 350+ workloads across IaaS, RDS, and PaaS. This also included a defined service wrap for tools management, accessibility including backup and recovery as per client business protocols



Automated Vulnerability Management

Implemented **intelli**geni bot-driven patching to accelerate remediation cycles and enhance security across critical systems



Zero-Error Patching Automation

Deployed fully automated patching for standalone and ASG workloads, achieving 100% accuracy with near-zero downtime



Regulatory Compliance Enablement

Standardized the environment to meet stringent national infrastructure compliance requirements, eliminating security gaps and audit risks



Scaled DevOps Modernization

Upgraded semi-automated pipelines to full CI/CD; built Jenkins pipelines for database refresh and Oracle patching. Designed CI/CD pipelines for end-to-end automated infrastructure provisioning (EC2, S3, RDS), middleware and application deployment, and automated app-DB configuration



Accelerated Release Velocity

Improved application deployment cycles from 3 weeks to 1 day, significantly enhancing agility and time-to-market



Cloud-Agnostic Automation

Replaced proprietary tooling with Terraform and cloud-agnostic automation to eliminate vendor lock-in and improve portability



Centralized Domain Governance

Unified applications, users, and servers under the SGN domain to strengthen governance and operational control



Cost Optimization Automation

Implemented tag-based Lambda automation to shut down non-production systems after hours, reducing unnecessary cloud spend

Business Value Delivered

Microland delivered its services from ISO27001-accredited digital hubs, modernizing the client's complex hybrid cloud environment that underpins critical national infrastructure while meeting stringent GD2 and regulatory requirements. By transforming operations, eliminating technical debt, accelerating releases, and strengthening security, Microland enabled the client to realize significant business, operational, and compliance gains.

25% reduction in operating costs

Achieved through automation, optimization, and operational streamlining

45,000+ vulnerabilities mitigated

Rapid closure of security gaps across OS, middleware, and applications within 6 months of go live

100% availability

All critical business services supported for 18 months

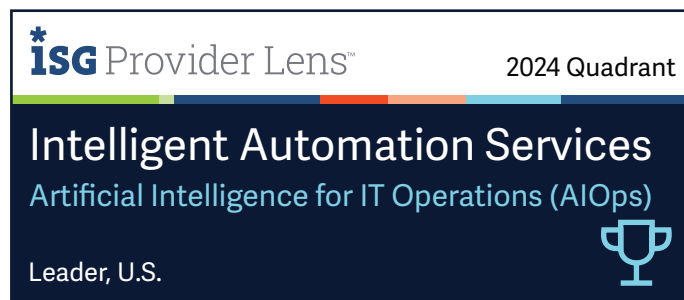
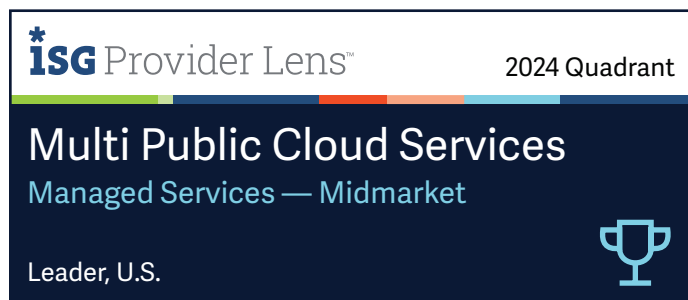
100% compliance to patching

Faster, consistent, and automated patch cycles

95% reduction in provisioning time

Fully automated CI/CD and IaC-driven workflows

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