Success Story

MICROLAND
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Transforming Network Operations at Enterprise Scale

Delivering Proactive, Automated Network Services with intelligeni NetOps for America's Leading Pharmaceutical Company



19K
Devices Managed Globally

81%
Reduction in MTTR

90%+
Compliance Achievement

65%
Service Request Automation

About Client

The client is a leading global pharmaceutical company headquartered in the United States, with operations in over 100 countries. Established in the late 19th century, the organization has a long-standing legacy of innovation in drug development, including pioneering work in insulin production and treatments for mental health, diabetes, and cancer. It ranks among the most valuable firms in its industry and maintains a robust commitment to public health, ethical standards, and global collaboration.

Key Challenges

In the highly regulated world of pharmaceuticals, agility and compliance are often at odds. The organization's sprawling infrastructure of 19,000+ network devices spanning Cisco, Juniper, and Palo Alto technologies was managed with minimal automation, resulting in critical delays, lack of visibility, and mounting operational inefficiencies. With pharmaceutical manufacturing, research operations, and supply chain systems are highly dependent on network availability. Even short periods of downtime can disrupt production lines, delay critical drug deliveries, and result in significant revenue and operational impact.

- DDI-related service requests consistently took more than 48 hours to fulfill due to zero automation
- Managing 9,000+ incidents and 2,000+ requests and changes monthly with no centralized visibility or automation platform
- No automated backups or real-time compliance checks, leading to frequent configuration errors

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- Device hardening was not being tracked at all, creating significant security and compliance gaps
- Bulk updates that took two weeks to complete, introducing operational risk and reducing agility
- Manual, slow, and error-prone processes across the entire network operations lifecycle

Solution

Microland deployed its purpose-built intelligeni platform to deliver measurable automation outcomes within the first year. Microland designed an operations transformation roadmap aligned with four key objectives:

Scalable Automation Framework
Establishing a foundation for future expansion across IT operations and technology towers.

Proactive Operations
Transitioning from reactive to proactive operations through intelligent automation.

Governance & Compliance
Enforcing consistent compliance through automation.

Enhanced End-User Experience
Delivering faster self-service capabilities.

The transformation roadmap was executed in three phases:



Rapid Heal

- Stabilize network operations with zero business impact.
- Establish performance baselines for SLAs and XLAs.
- Streamline engagement, escalation, and governance processes.
- Achieve 100% compliance in hygiene areas such as CMDB accuracy, knowledge management, documentation, and First-Time-Right (FTR) in change management.

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Robust Health

- Launch network operations transformation via the intelligeni NetOps platform, leveraging AIOps and automation to enhance employee experience and productivity.
- Introduce bot-based incident auto-remediation to autonomously resolve at least 20% of incidents within the first 12 months.
- Enable self-service for change and service requests using NetDevOps-based automated change management, targeting 35% automation.
- Identify opportunities for technology and tool optimization.
- Improve user experience through performance benchmarking with UX dashboards in intelligeni Insights.



Stay Healthy

- Align the client's enterprise network with future-ready operations using AI, NetDevOps, and next-gen networking use cases like 5G and multi-cloud networking.
- Deploy full-scale intelligeni NetOps capabilities in observability and AIOps, integrating automated change management.
- Initiate cost and performance monitoring through technology and tool optimization.
- Develop a Network Technology Transformation roadmap including Private 5G, Multi-Cloud Networking, and Peplink.
- Establish an innovation lab to drive continuous service improvement, targeting at least one business-use-case-driven PoC annually.

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Business Value Delivered

The engagement delivered a transformational shift from manual, reactive network operations to an intelligent, automated framework. By combining proactive monitoring, accelerated service delivery, and continuous compliance, the organization strengthened its operational agility while ensuring regulatory adherence. This strategic transformation enhanced end-user satisfaction with faster self-service capabilities as well as enabled teams to focus on innovation rather than ticket processing, with compliance built in as a core feature rather than a bottleneck.

81% **reduction in MTTR**

MTTR was reduced from 160 hours to under 30 hours, with over 25% of incidents autonomously resolved by intelligeni bots with an average resolution time of 8.5 minutes

51% **reduction in incidents**

Realized through observability and proactive issue resolution, exceeding the 40% target

99% **faster DDI request resolution**

The average time to resolve DDI requests dropped from 3 days to just 49 seconds, dramatically improving service delivery speed

90%+ **device compliance**

With intelligeni's automated hardening checks and backup processes, compliance improved to over 90% across network devices

60%+ **change automation**

Change automation surpassed 60%, replacing complex manual processes with CI/CD-style pipelines for consistent, compliant updates

65% **service request automation**

Service request automation surged from 0% to over 65%, far exceeding planned goals and reducing manual workload

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Recognized by Global Analysts

Gartner

Leader in Magic Quadrant for Managed Network Services, 2024 (5 years in a row)

AVASANT

Leader in Avasant Radarview - Network Managed Services, 2023-2024

ISG

Leader in Provider Lens Study - Networks - Software Defined Solutions and Services, 2024

ISG

Leader in Provider Lens Study - AIOps quadrant of Intelligent Automation Services, 2024

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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