

Intelligent Cloud Operations

Transforming Large-Scale IT Operations
for a U.K. Public Services Major with the
intelli**geni** CloudOps Platform

**50%**

reduction in operational
support expenditure

**95%**

of workloads migrated
to Microsoft Azure

**ZERO**

migration
disruptions

About Client

A British multinational providing defense, health, space, justice, migration, customer services, and transportation solutions across Europe, the Middle East, APAC, and North America.

The client operates mission-critical environment supporting payroll, pensions, emergency, and essential services for 40,000 government employees across 90+ applications and 100+ interfaces. As business demand increased, the need for a resilient, scalable, and future-ready platform became urgent.

Key Challenges



Limited agility, scalability, and performance

rooted in aging 20-year-old datacenters



High operational risk and slowed change execution

created by a complex multi-tier environment (Prod, Test, Dev, DR)



Unacceptable downtime

created by the critical dependency on legacy systems powering government payroll and pension services



Rising demand for speed, reliability, and seamless user experience

outpacing the capability of the legacy estate



Redundant services

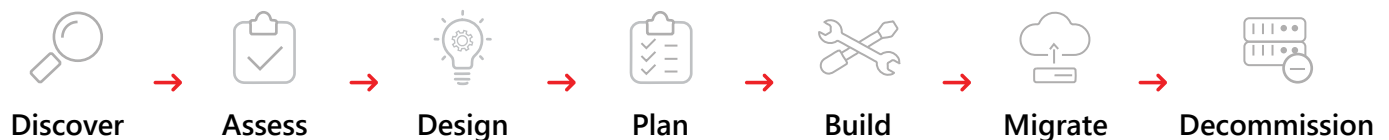
driving a strategic need to modernize by rationalizing applications and transitioning to Azure

**Maintain seamless, uninterrupted operations**

to ensure thousands of government employees could continue functioning during the transition

Solution

Microland executed an end-to-end cloud transformation program, coordinating seamlessly across client teams, hyperscalers, and OEM partners to achieve a zero-disruption migration to Azure following its structured methodology.



Comprehensive Assessment and Readiness

Assessed more than 90 applications using a CAF-aligned framework to define a detailed migration roadmap

Established a Cloud Center of Excellence (CCoE) to standardize architectures, governance, and cloud operating practices

Seamless Migration to Azure

Designed and deployed a well-architected Azure landing zone and migrated critical workloads with controlled downtime

Executed major re-platforming (AIX→RHEL, Oracle→MS SQL, Citrix→AVD) and modernized network architecture for improved cloud resilience

FinOps and Cost Optimization

Implemented budgets, tagging standards, and cost controls from Day 1, optimizing storage, Dev/Test usage, and DR strategies

Leveraged FinOps for real-time cost visibility, accurate forecasting, and proactive spend optimization

CloudOps and Managed Services

Transitioned operations to a modern operating model powered by **intelli**geni CloudOps, leveraging AutomatedOps, GitOps, and SRE principles

Business Value Delivered

Microland executed a full-scale digital transformation program encompassing Azure readiness assessment, secure migration, proactive cost optimization, and adoption of an AI-enabled CloudOps operating model. This holistic engagement ensured uninterrupted service delivery for critical government functions while enhancing the client's cloud reliability, efficiency, and governance—providing a strong basis for the success metrics that follow.

95%**of workloads
migrated to Azure**

Migration of mission-critical VMs, databases, SAP, Citrix, and Dev/Test systems with zero service disruption

ZERO**migration
disruptions**

Attained through Microland's factory-based migration model, controlled cutover windows, and dependency-aware execution

50%**reduction in
operational
support costs**

Led by automation, SRE-led CloudOps, and streamlined infrastructure management

30%**reduction in
post-migration
Azure spend**

Delivered by Microland's AI-assisted FinOps for real-time cost visibility, forecasting, and waste elimination

30%**reduction in
server footprint**

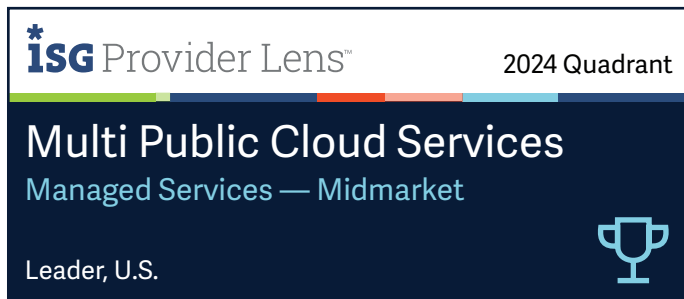
Consolidation of workload and infrastructure optimization

30%**improvement in
backup efficiency**

Delivered through SRE-aligned automation and continuous reliability enhancements



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

