

CASE STUDY

Microland Transforms IT Operations for a Leading UK Property Consultancy with AI-Powered Service Desk and Modern Device Management, Delivering 99.7% Availability and 91% Compliance

Overview

The client, a premier UK property consultancy renowned for its excellence, faced persistent challenges with outdated processes and fragmented IT services that weakened service quality, user experience, and operational efficiency. To address these issues, Microland implemented a future-ready workplace transformation powered by advanced end-user device management and an AI-enabled smart service desk. These initiatives streamlined IT operations, enhanced compliance, and strengthened system reliability. As a result, the client achieved 91% KPI compliance across nine regions and 99.7% availability through predictive monitoring and automated recovery, ensuring a more secure, resilient, and productive workplace.

Client Challenges

The client's IT environment was constrained by a range of operational and service management issues that hindered efficiency, security, and user experience. Key challenges included:

- **Surging Desktop Support Tickets:** Manual triage and absence of intelligent automation drove high ticket volumes, leading to delays and user dissatisfaction.
- **Under-Captured Walk-in Requests:** Dependence on legacy ticketing systems meant in-person support needs were not fully recorded, creating service blind spots.
- **Cumbersome Employee Onboarding:** Manual device provisioning and setup delayed new-hire productivity and impacted overall workforce agility.
- **Obsolete Knowledge Base:** Outdated and redundant support articles weakened self-service capabilities, resulting in repetitive tickets and inefficiencies.
- **Lack of Proactive, Predictive Monitoring:** Without AI-driven alerts, many issues escalated undetected until they disrupted end users.
- **Weak Access Controls:** Absence of role-based access governance increased security risks and left the organization vulnerable to compliance gaps.

Microland Solution

The client was seeking a trusted partner to transform their IT operations and modernize the workplace with a sharp focus on efficiency, security, and user experience. After evaluating multiple

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providers, they identified Microland as the best-fit partner to drive this transformation journey. Leveraging our deep expertise in digital operations, AI-driven service management, and workplace modernization, we delivered a future-ready solution that combined automation, intelligence, and proactive monitoring.

At the heart of this engagement was Microland's AI-powered Smart Service Desk, supported by advanced end-user device management and AI-enabled security enhancements. Together, these initiatives streamlined operations, reduced manual overhead, and significantly elevated end-user satisfaction. Key solution components included:

- **AI-Powered Smart Service Desk**
  - **Tiered Model & Workflow Automation:** Introduced an LLM-based virtual agent (Genie) and automated triage to classify intelligently and route tickets, reducing reliance on manual L1 support.
  - **Proactive DEX Monitoring:** Leveraged AI to continuously monitor user sessions and behaviors, triggering automated interventions before disruptions could escalate.
  - **Self-Service Automation:** Deployed intelligeni as the first responder, resolving routine requests such as password resets and onboarding tasks, reducing wait times, and empowering employees with faster resolutions.
- **End-User Device Management Transformation**
  - **Predictive Analytics via 1E:** Deployed 1E across 5,000+ endpoints, enabling AI-driven anomaly detection and proactive recommendations to prevent user-impacting issues.
  - **Windows Autopilot & Intune Automation:** Standardized device setup and patch management using AI-powered automation, ensuring compliance and reducing configuration errors.
  - **Self-Service Password Reset (SSPR):** Enabled secure, independent password management to reduce service desk volumes and strengthen the overall security posture.
- **Security & Compliance Enhancements**
  - **AI-Driven Threat Detection:** Activated Microsoft Defender for Cloud AI to provide real-time threat intelligence, automated vulnerability assessments, and accelerated incident response.
  - **RBAC with AI Profiling:** Used AI analytics to design and enforce role-based access controls, minimizing risks and closing compliance gaps.

Business Outcomes

The client was seeking a trusted partner to transform their IT operations and modernize the workplace with a sharp focus on efficiency, security, and user experience. After evaluating multiple

- **95% CSAT:** Achieved consistently high user satisfaction through fast, personalized, AI-driven support experiences.
- **99.7% Availability:** Enabled near-perfect uptime with predictive AI monitoring and automated recovery.

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- **91% KPI Compliance:** Ensured performance consistency through automated process standardization across nine regions.
- **Up to 38% Ticket Reduction:** Reduced repetitive incidents such as password resets and joiner/leaver processes through automation and self-service.
- **Operational Efficiency Gains:** AI-led orchestration eliminated manual overhead, freeing IT teams to focus on higher-value strategic initiatives.

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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