



## Overview

The client, a premier UK property consultancy renowned for its excellence, struggled with outdated and fragmented IT infrastructure that severely compromised service quality, user experience, and operational efficiency. To address these challenges, they sought to partner with a leading IT infrastructure services provider capable of delivering transformative solutions to elevate service standards, modernize IT processes, and reduce costs. Microland's solution involved modernizing the client's workplace with advanced end-user device management solutions and implementing a smart service desk to efficiently resolve IT issues.

## Challenges

The client faced a range of significant challenges impacting its IT operations, spanning support and service delivery, technical infrastructure, and staff procedures. These issues hindered efficiency and effectiveness across various aspects of their IT environment. Key challenges included:

- **High Volume of Desktop Support Tickets:** An overwhelming number of support requests indicating inefficiencies and inadequate support structures.
- **Under-Reported Walk-In Support Requests:** Inaccurate capturing and addressing of in-person support requests.
- **Issues Setting Up Hardware for New Employees:** Difficulties in efficiently onboarding new staff with necessary hardware.
- **Obsolete Knowledge Base:** Outdated information and excessive legacy articles affecting support quality.
- **Lack of Proactive Monitoring:** Absence of proactive alerts mechanism which increased ticket volume and led to employee dissatisfaction.
- **Lack of Role-Based Access Control (RBAC):** Absence of RBAC resulting in potential security vulnerabilities and access management issues.

## Microland Solution

The client chose Microland to transform their IT operations and modernize their workplace. Our smart service desk played a key role, boosting efficiency with automated workflows, proactive monitoring, and streamlined processes. These improvements not only enhanced service delivery but also increased user satisfaction. Here are some of the standout features of our solution approach.

- **Implemented Tiered Service Desk Model:** We enabled a global centralized support model to standardize processes, optimize knowledge articles, and automate workflows that ensured the highest levels of customer satisfaction.
- **Optimized Desktop Support Operations:** We significantly improved support efficiency with a comprehensive, up-to-date knowledge base with solutions to common issues, enabling users to resolve problems independently.
- **Proactive Monitoring and Automation:** Enabled SolarWinds alerting to enhance service efficiency and effectiveness. Additionally, automated routine tasks using our Intelligeni Bots platform to reduce ticket volumes and resolve issues through self-help agents, thereby improving the end-user experience.
- **Infrastructure Modernization:** We enhanced collaboration and productivity with the following initiatives
  - Deployed modern end-user devices across multiple locations in the **Middle East and APAC offices** of the client to enhance user productivity.
  - Implemented **Windows Autopilot** to streamline device setup and management by automating provisioning, thereby ensuring a consistent, secure, and user-friendly experience.
  - **Deployed 1E across 5,000+ devices** to gain fleet-wide and granular insights into device performance with AI-driven predictive analytics to ensure peak performance and deliver an enhanced customer experience
  - **Migrated over 120 TB of data** for the client's offices in the UK and Madrid using SharePoint Migration, which facilitated the management of growing data volumes and eliminated the need for physical infrastructure investments

## Value Delivered

Below are the outcomes and value we have delivered to the client:

- **95% CSAT score** achieved through business transformation of their workplace operations delivered via managed services.
- **99.7% availability** achieved through proactive monitoring, robust end-user device management and streamlined operations.
- **91% KPI compliance** achieved through process standardization across 9 countries in the UK, Europe, the Middle East, and APAC, supported by the implementation of our Smart Service Desk.

Microland is a pioneering IT Infrastructure services and consulting company headquartered in Bengaluru, India, with a proven track record of delivering tangible business outcomes for 35 years. Today, as enterprises recognize that networks underpin the functionality and efficiency of modern digital systems and support innovation, we provide next-generation technologies such as AI, automated operations, and platform-driven solutions – which drive operational excellence, agility, and productivity for organizations worldwide. Our team of over 4,600 experts delivers services in over 100 countries across Asia, Australia, Europe, the Middle East, and North America, offering cutting-edge solutions in networks, cloud, data centers, cybersecurity, services management, applications, and automation. Recognized by leading industry analysts for our innovative strategies, Microland is committed to strong governance, environmental sustainability, and fostering an inclusive workplace where diverse talent thrives. When businesses work with Microland, they connect with the best talent, technologies, and solutions to create unparalleled value. For more information, visit [www.microland.com](http://www.microland.com)