MICR☉LAND®

Making digital happen

Winning Workplaces

Microland's Digital Workplace Services
- Predictability, Reliability, Security and now, Flexibility at Scale

2 Years in 2 Months

While the **"Future of Work"** narrative has dominated workplace transformation conversations, the COVID pandemic has fast-tracked the evolutionary changes in the workplace to an abrupt transformation. The pace of change has effectively institutionalized what could have been the end-state in 2 years from now.

As the physical work environment changes from a fixed location to a variety of workspaces, a new wave of increasingly smart capabilities will take over workplace interactions. Immersive technologies especially Augmented and Virtual Reality are ready to be mainstreamed in spaces of collaboration, training and conference room services. The tech has reached such an advanced level that today, natural gestures can drive complex processes.

As the new-normal in the COVID era redefines "Home as the new Office" the demand for secure, reliable and flexible digital workplace is more significant than ever.

🔴🔴 When I think of high-performing infrastructure that is silently running – I think of Microland. 🔴🔴

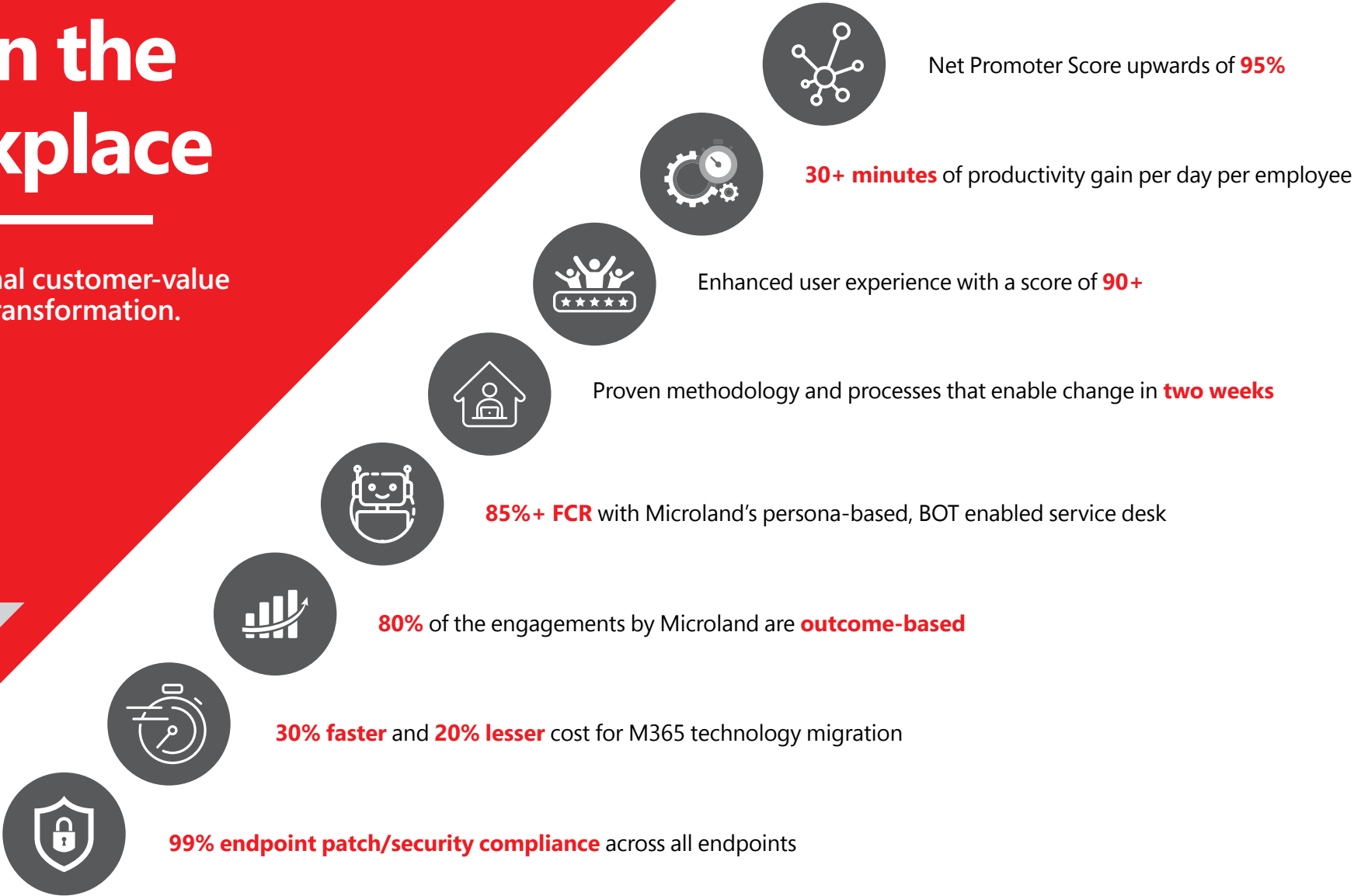**Peter Bendor-Samuel,**
CEO of Everest Group

As COVID-19 continues to disrupt and redefine the way people interact personally, socially and professionally, the need to stay connected though distributed has become more critical than ever. Workplaces will never be the same again, as safety takes primacy over everything else. The workplace in the COVID and post COVID era will have remote working as the new norm, with organizations actively leveraging tools and technologies that support remote work.

Microland's Workplace offerings and methodology enables organizations to recalibrate their workplace architecture. Our extensive experience in cloud-first / mobile-first solutions, proactive & self-healing Endpoint Management and SDI certified Service Desk will ensure that our Clients are ready to deal with the "new normal" in a business-as-usual mode with enhanced productivity & user experience.

ROI in the Workplace

Harvest optimal customer-value through the transformation.

Net Promoter Score upwards of **95%**

30+ minutes of productivity gain per day per employee

Enhanced user experience with a score of **90+**

Proven methodology and processes that enable change in **two weeks**

85%+ FCR with Microland's persona-based, BOT enabled service desk

80% of the engagements by Microland are **outcome-based**

30% faster and **20% lesser** cost for M365 technology migration

99% endpoint patch/security compliance across all endpoints

30+ years of expertise with **500,000+** devices under management

Managing the COVID response at scale

Microland has been in the forefront of helping its customers to transition to new normal at scale.

For a Leading Consulting Firm

Microland was involved in commissioning the VDI infrastructure for Tax and Assurance teams of a leading consulting firm so that they can work from home. Designed and developed by Microland, this infrastructure supports 15,000+ users across US and Europe. Microland handled a 1,100% increase in volume of queries as 200,000 users started using Microsoft Teams into a 2 week window.

For a Leading Fortune 50 Company

For a diversified global corporation, Microland upgraded their network infrastructure to accommodate 250,000 new users accessing the network from their homes. This also resulted in 200% increase in ticket volume that was managed by the team working extended hours.

For a Multinational Automobile Manufacturer

Microland rolled out Microsoft Teams and enabled its 10,000+ business users adapt to the change and collaborate securely while working from home.

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Verbatim

Mitigating COVID challenges

Paul Greenwood,
Chief Information Officer, Clifford Chance

"Microland's dedication in supporting our business during the COVID transition was outstanding. They went far beyond normal service levels to support us and this is a product of our strong, and ongoing relationship. In particular we would like to thank the SDI accredited Global IT Service Centre for handling the huge surge in call volumes so capably – this was a key factor in ensuring our colleagues adapted to their new working arrangements as quickly as possible."

Erika Walk,
Senior Director, Digital Business Services,
Waste Management

"Remote or Onsite, Microland delivers "white glove" service – every time. Working tirelessly for our cause, Microland has been a trusted partner during these challenging times."

Key Partners

Microland has aligned with leading industry players to bring best-of-breed solutions that can be deployed rapidly.

Microsoft

Microland is a Microsoft Gold certified partner for all the domains of modern workplace environment such as Messaging, Enterprise Mobility, Windows and devices, Security Solutions etc. Microland is also one of the few trusted partners of Microsoft to run the Microsoft fast track center for M365 workload migrations for their worldwide customers including ITAR customers. We migrate 50,000+ mailboxes per month from our MS fast track centers.

vmware®

Microland is a VMware Enterprise Tier Solution Provider with competency in End Point management, DC virtualization, SD-WAN and Cloud services. The partnership delivers a range of VMware centric capabilities so that clients benefit from faster implementation and ongoing management. Microland has also established a Global Delivery Centre of Excellence (CoE) for VMware that accelerates business outcomes and delivers services to customers globally.

CiTRIX

Microland is a Citrix Cloud service partner and professional services partner. Microland provides DaaS services leveraging Citrix Cloud workspace solution.

CoreView

As a managed service partner, Microland deploys Coreview solutions to drive M365 workloads adoption and usage, optimize efficiencies, improve security and compliance, to help our customers gain the full value from their Microsoft O365 and cloud investment.
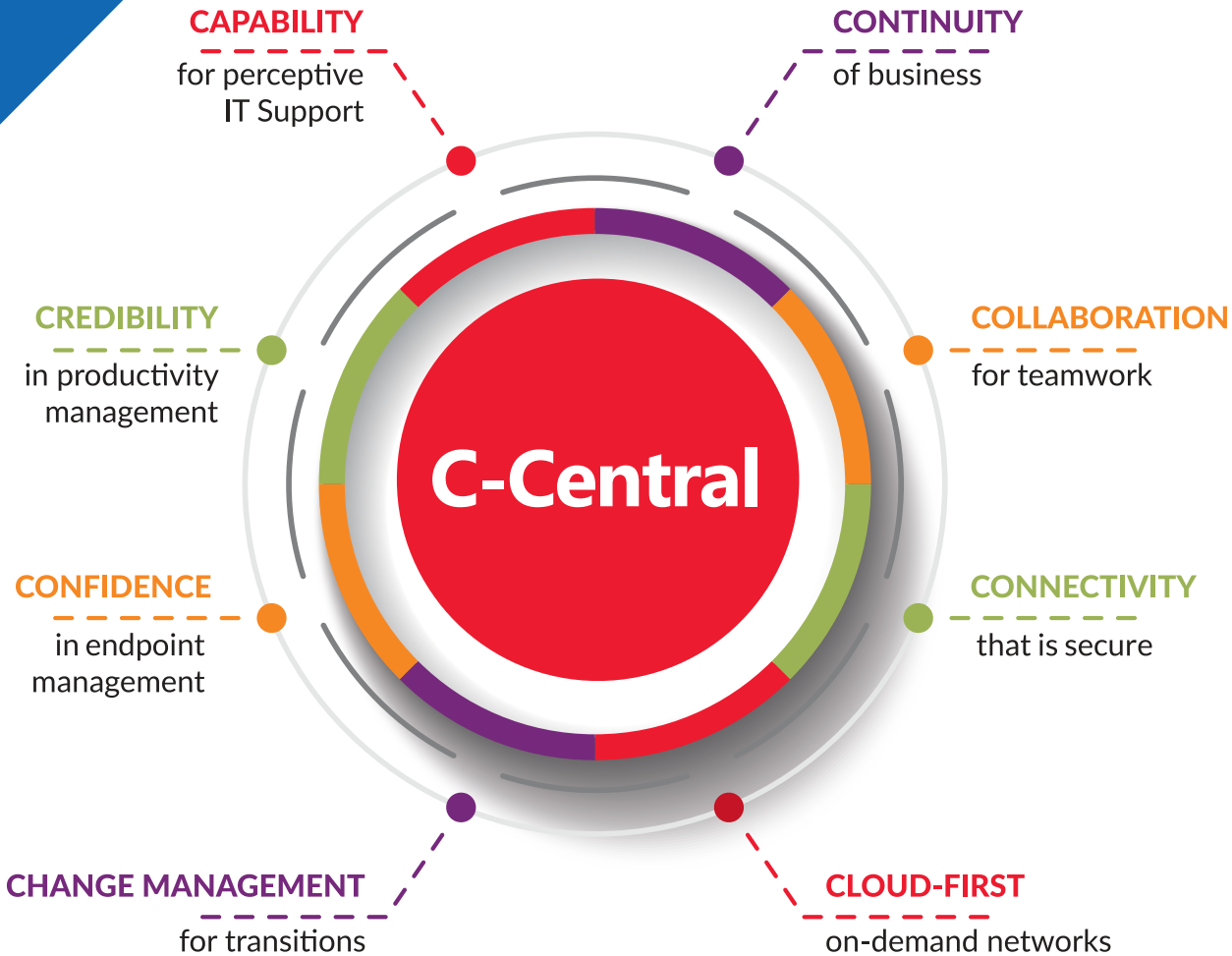
Lakeside®

As a managed services partner of Lakeside we work together closely on planning, design, and operations of Lakeside's Systrack solutions. The solutions enable end point management from a single console to monitor, manage and improve user experience and productivity.

NUTANIX

Microland is a premier Nutanix consulting partner. This certification enables Microland to deliver distinguished professional services to Nutanix customers utilizing Nutanix services advanced delivery toolkits to design and build on-premise VDI environments.

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C-ing the transformation through

C-Central is Microland's Digital Workplace Transformation Framework that addresses every piece of the puzzle. Harnessing best-in-class tech and talent to deliver transformation.

CAPABILITY
for perceptive IT Support

CONTINUITY
of business

CREDIBILITY
in productivity management

COLLABORATION
for teamwork

C-Central

CONFIDENCE
in endpoint management

CONNECTIVITY
that is secure

CHANGE MANAGEMENT
for transitions

CLOUD-FIRST
on-demand networks

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C-Central

CONTINUITY of business
Beyond the traditional focus on physical connectivity from and to an office premises, the new normal demands extended and alternative workspaces.

COLLABORATION for teamwork
As distributed teams come together enabled by collaboration tech, users will look for sophisticated collaboration experiences using AR and VR.

CONNECTIVITY in endpoint management
As BYOD policies become common, management of a diverse array of endpoint devices in scale, becomes the new order.

CLOUD-FIRST on-demand networks
Away from the traditional static data consumption and infrastructure, a new Cloud-First strategy will dominate with VDI / Desktop-as-a-service models.

CHANGE MANAGEMENT for transitions
The ability to help users to seamlessly adopt and adapt the new working model with complex technologies will define success.

CONFIDENCE that is secure
"Super-secure" connectivity is high on the agenda as data and connectivity becomes anytime, anywhere with pre-emptive protection becoming paramount.

CREDIBILITY in productivity management
Providing visibility to business functions on productivity of remote workers is a new measurement parameter that needs to be intelligently addressed.
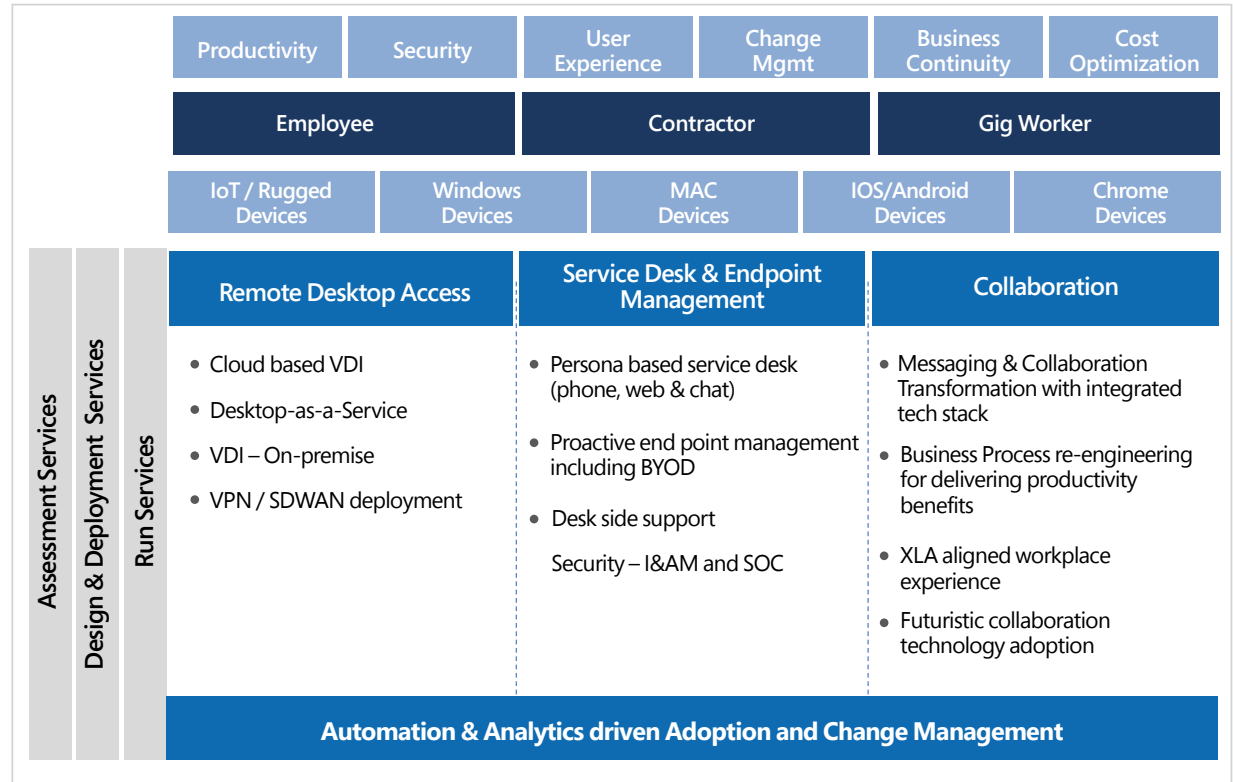
CAPABILITY for perceptive IT Support
Predictive analytics and automation will see wider adoption into IT service management to ensure business-uninterrupted.

Achieving the reliable, secure, predictable high-performance workplace

Microland makes digital happen for enterprise workplace environments by offering a high-performance workplace experience that is completely predictable, reliable, stable and secure. With our turnkey solutions we continuously improve user experience and productivity by proactive and non-intrusive workplace management. By guaranteeing the highest levels of user experience and productivity as an outcome, Microland enables client employees to perform at their best every minute of every day.

Productivity	Security	User Experience	Change Mgmt	Business Continuity	Cost Optimization
Employee		Contractor		Gig Worker	
IoT / Rugged Devices	Windows Devices	MAC Devices	IOS/Android Devices		Chrome Devices

Assessment Services	Design & Deployment Services	Run Services	Remote Desktop Access	Service Desk & Endpoint Management	Collaboration
			• Cloud based VDI • Desktop-as-a-Service • VDI – On-premise • VPN / SDWAN deployment	• Persona based service desk (phone, web & chat) • Proactive end point management including BYOD • Desk side support Security – I&AM and SOC	• Messaging & Collaboration Transformation with integrated tech stack • Business Process re-engineering for delivering productivity benefits • XLA aligned workplace experience • Futuristic collaboration technology adoption

Automation & Analytics driven Adoption and Change Management

Microsoft · amazon web services · CiTRIX · NUTANIX · vmware® · Lakeside® · CoreView

Remote Access

Over the years Microland has deployed a range of remote access solutions— from simplistic Screen sharing / Remote Desktop service to VPN and now VDI deployments.

The Microland Solution set is a combination of multi-tech capabilities and vendor agnostic solutioning, focused on realizing maximum customer value in the predictable, reliable and secure high-performance workplace.

Design, deploy and enhance VPN infrastructure

Range of VDI solution deployment options delivering a rich user experience, mobility and flexibility

Desktop-as-a-service options leveraging leading vendors solutions like VMware, Citrix and Microsoft

Expertise to deploy solution set across multiple public cloud platforms including Azure, AWS and Google Cloud

Microland's proprietary XPRESS CLOUD solution is a quick Cloud upscale solution comprising

- **R-Assess:** A Microland Remote Worker Readiness Assessment framework
- **EMDaaS:** A Microland solution framework to design, build and operationalize VDI environment and enable Desktop-as-a-Service
- **Cloud-XPRESS:** A Microland solution framework to assess, build and migrate / extend the existing VDI environment to Cloud
- **MPASS:** An audit framework to analyze and optimize the existing VDI environment
- **ManageD:** A Microland remote worker technology environment management framework to monitor and manage end-to-end environments

SDI Certified Service Desk

Microland's Service Desk is aligned with Service Desk Institute processes and has been audited and certified across 138 parameters. This high process maturity enabled Microland to take on additional volumes to the tune of 1,000 % without any additional headcount.

CERTIFIED

Microland's comprehensive service desk solution brings capabilities across channels of engagement – email, calls and chat to bear to deliver superlative customer experience. Microland's service desk supports more than 100,000 business users. The digital engagement portfolio ensures that there is focus on self-service, proactive and automated healing.

Microland has a number of unique solutions

- In-house developed Service Management platform SmartCenter
- Operations and application management capability around ServiceNow and BMC Remedy
- IntelliBots, AI led chatbot solution portfolio
- Multi-lingual support for employees spreads across the globe
- Persona-based support for enhanced user experience
- Service Catalogue, Self-heal and Self-service enablement for service desk contact reduction
- Leveraging endpoint analytics for reduced MTTR

Endpoint Management

The ability to seamlessly manage multiple devices especially in organizations which are now advocating BYOD policies for its employees is becoming paramount. BYOD brings a range of devices such desktops, laptops, tablets, phones and rugged devices into the management scope. These devices will in turn need to access different applications: SaaS, web browser apps (like WebEx, ADP payroll), applications built on windows / Linux and mobile apps. The right UEM solutions enable this seamlessness.

Microland's capability spans across products and technologies:

• Management of all endpoints from a single platform like Microsoft Intune, Citrix Endpoint Management or VMware WorkspaceONE

• Mobile Device management tools such as XenMobile, MobileIron, Microsoft EMS, Good, AirWatch

• Management of a range of devices – Android, MAC, Chrome, Windows, devices running IoT-specific OS, proprietary or non-proprietary IoT gateways, etc.

Communication and Collaboration

Microland's collaboration solution goes beyond the building of a team collaboration infrastructure, into the realm of ensuring productivity.

Microland takes a user-centric change management approach and focuses on the end goal of user experience and productivity improvements over and above the technology implementation. For this, the approach must change from infrastructure availability/capacity management to user experience management, from license utilization to user adoption measurements and from service uptime SLA to user productivity gains. Microland's methodology ensures productivity enhancements of up to 30 minutes/day to your employees.

Expertise across multiple collaboration platforms of O365, Zoom, Webex, Slack, Google hangout, Adobe, etc

Expertise in integrating intelligent virtual meeting solutions like Virtual whiteboards and mind maps, project management apps, note taking apps, focus apps, etc

Maximizing investment in O365 by providing ready to deploy solutions around Teams lifecycle management, OneDrive Sync, Yammer adoption, SharePoint integration, Cloud video interoperability

Business process re-engineering in tools like O365 and Slack to enable productivity

Persona driven collaboration, use case identification and change management

Expertise in identification, security and access management to ensure secure access to remote collaboration solutions

Automation and Analytics Platform

Microland has a proprietary and robust migration framework and project management toolkit that can help with a seamless and quick migration to the chosen architecture, saving up to 35% in effort and timelines compared to a traditional migration.

Our **SmartMigrate** solution helps enterprises develop end-to-end roll-out plans, track and report status and communicate with end users as part of change management. It contains automation modules to fasten migrations and is integrated with Active Directory, ADMS and SCCM.

The key features of this solution include:

- Complete visibility of plan status at a task level
- Impactful insights, analytics and automated action on all critical data points
- Manages and measures user interactions with a single pane of glass view
- End user self-scheduling activity module and automated user communication
- Comprehensive compliance auditing

User Experience driven Change Management
From SLAs to XLAs

As part of our workplace services offerings, Microland commits to improve user experience and productivity. With our **Digital User Experience (DUX)** Framework, we bring together right set of tools and processes to continuously measure and trend the exact Digital User Experience (DUX) score of each of your employees, and take proactive action to diagnose and remediate any issues that arise to maintain maximum levels of employee productivity.
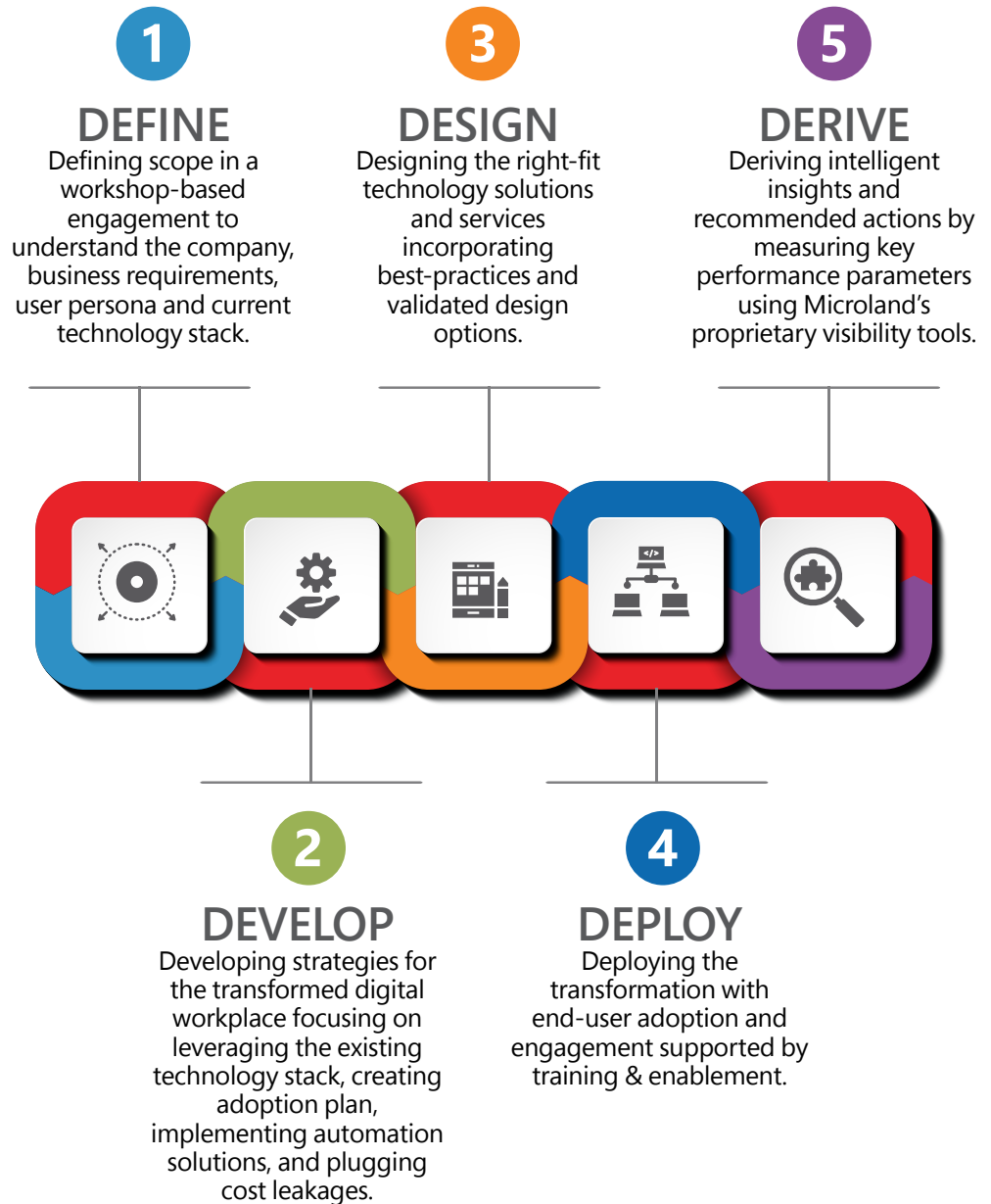
DESIRABILITY

UTILITY

USER JOURNEYS

UX

USER PERSONAS

USABILITY
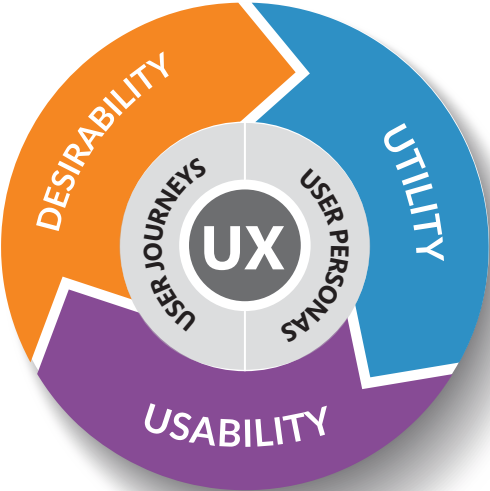
User Experience Score 90+

Productivity Gain 30 Mins+ per Employee per Day

5-D path to Digital Workplace Transformation

Microland understands the business criticality of a rapid response to setting up the Digital Workplace infrastructure. Our methodology and toolsets will ensure that we get your Digital workplace setup in a very short period to start seeing the benefits.

1

DEFINE
Defining scope in a workshop-based engagement to understand the company, business requirements, user persona and current technology stack.

3

DESIGN
Designing the right-fit technology solutions and services incorporating best-practices and validated design options.

5

DERIVE
Deriving intelligent insights and recommended actions by measuring key performance parameters using Microland's proprietary visibility tools.

2

DEVELOP
Developing strategies for the transformed digital workplace focusing on leveraging the existing technology stack, creating adoption plan, implementing automation solutions, and plugging cost leakages.

4

DEPLOY
Deploying the transformation with end-user adoption and engagement supported by training & enablement.

Andra Tutto Bene

As everything will be alright, the workplace as we see it would be very different from what it ever was.

Welcome to the world of Winning Workplaces!

About Microland

Microland's delivery of digital and *"Making Digital Happen"* allows technology to do more and intrude less. We make it easier for enterprises to adopt nextGen Digital infrastructure. We enable this using our expertise in Cloud and Data Centers, Networks, Digital Workplace, Cybersecurity and Industrial IoT. Ensuring the embrace of brilliance is **predictable, reliable, and stable.**

In the COVID impacted world, Microland is making digital happen for enterprises with a laser focus on services that are more relevant to our clients and prospects than ever before:

- Modern Workplace services: Enabling working from home via VDI, desktop-as-a-service, unified end point management and collaboration tools roll-out and adoption
- Network services: Supporting new normal of working by designing, deploying and scaling network infrastructure including VPN and Software defined LAN and WAN rollouts
- Cloud Services: Accelerating digital transformation journey by enabling hybrid cloud deployment to support critical workloads and ensuring business continuity
- Smart security Operations center: 24x 7 Operations center monitoring all points along a digital journey ensuring that clients are covered in their pursuit to support a world in transition
- Industrial IoT Services: Driving enterprises to pursue an accelerated path to industrial process transformation. Microland's offerings under the IIoT service line include: 3-Step Accelerator (PoC led solutions), Integrated Smart Factory, Industrial Monitoring, Connected Enterprises and Managed Services

Incorporated in 1989 and headquartered in Bengaluru, India, Microland has more than 4,500 digital specialists across offices and delivery centers in Asia, Australia, Europe, Middle East and North America.

Read more here: **www.microland.com**
You can reach us at **info@microland.com**