

Experience Engineering Office

Driving personalized, data-driven workplace experiences through proactive monitoring, analytics, and AI-led interventions

Based on Gartner research, there is a strategic shift from managing siloed customer or employee experiences to a unified total experience approach.

Microland's Experience Engineering Office (EEO) redefines workplace service delivery by placing digital employee experience (DEX) at its core. EEO delivers smart sentiment analysis, persona-based insights, and real-time scorecards to continuously measure and improve user satisfaction.

What Microland Delivers



Centralized Experience Governance

Align experience KPIs with business goals and ensure consistent DEX



XLA Tracking & Reporting

Provide transparent performance metrics to stakeholders



Personalized Recommendations

Based on user personas, usage patterns, and contextual data



Proactive Issue Resolution

Track devices, apps, and sentiment in real time to detect and address issues proactively

Microland's Approach to Improve DEX



Phase 1

IT analytics and DEX baselining to identify self-healing opportunities, automation potential, and to enhance user sentiment



Phase 2

Improve device performance, manage asset refresh cycles, and streamline applications



Phase 3

Adopt a proactive, user-centric model by moving from SLAs to XLAs

Why Microland

Microland delivers experience-centric digital workplace services that boost employee productivity, enhance end-user satisfaction, and improve support efficiency through AI-driven monitoring and persona-based analytics.

Quantifiable success metrics aligned with our service delivery promise

25%

increase in
user experience

20%

increase in
user productivity

20%

reduction in
application crashes

15%

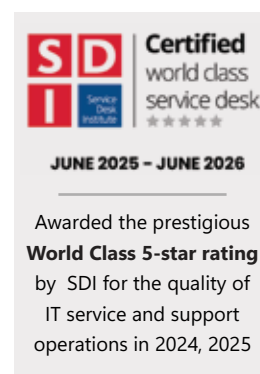
improvement in user
sentiment score

Success Stories

20%**lower refresh costs
achieved through EEO**

Microland implemented an Experience Engineering Office for a leading UK public service provider, extending device lifecycles and reducing refresh costs by 20% through performance-led, DEX-driven asset prioritization.

Recognized by Global Analysts



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