

Zero Touch Service Desk

AI-powered service desk using conversational AI, self-healing, and predictive analytics for autonomous support

Enterprises must adopt a zero-touch service desk to deliver faster, always-on employee support at lower cost while scaling operations without increasing headcount.

Through our AI platform **intelligeni**, we deliver consumer-grade experiences via proactive prevention and instant resolution. This reduces service desk costs by 60–80% and enables your IT teams to focus on strategic innovation across global operations.

What Microland Delivers



Predictive Intelligence & Resolution

AI-driven analytics proactively detect and resolve potential issues before they impact users



Context-Aware Automation

Intelligent workflows adapt in real time based on user context to deliver faster, personalized support



Conversational & Natural Language Interfaces

Natural language interactions for instant issue resolution and self-service



Dynamic Knowledge Management

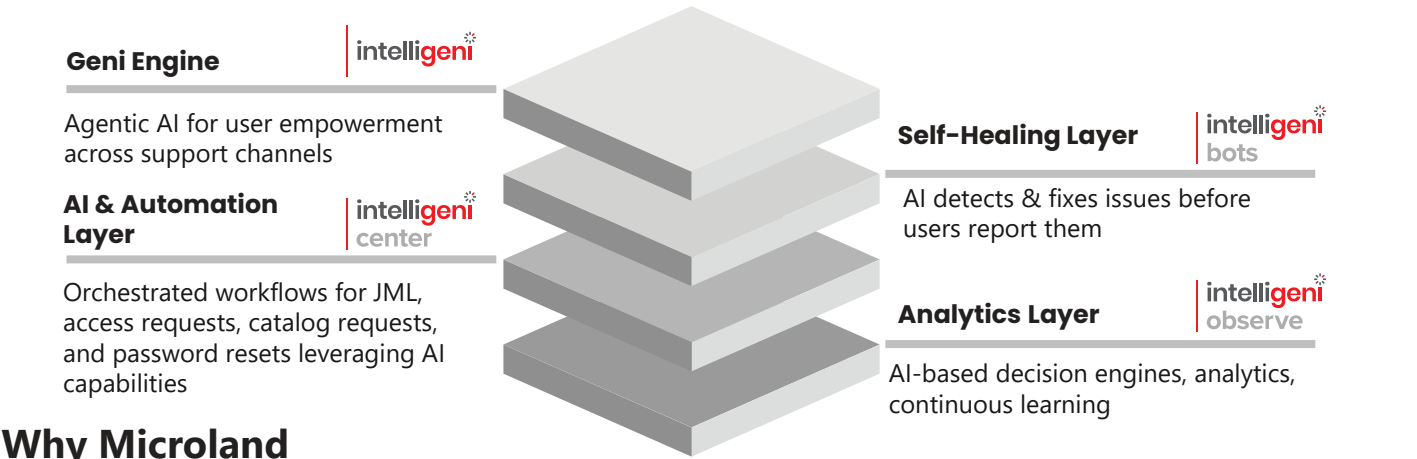
AI-curated knowledge platforms continuously update and recommend contextual solutions



Enhanced Agility and Resilience

Agentic AI driven user behavior learning and incident pattern identification

Foundational layers of Zero Touch Service Desk



Why Microland

Microland delivers quantifiable success metrics aligned to our service delivery promise, we elevate user experience through AI-driven self-service enabling faster, consistent, and truly frictionless support.

70%

reduced contacts by self-heal, self-service and proactiveness

40%

lower operational costs with scalable service delivery

70%

reduction in MTTR and instant conversational dialogues

Success Stories

\$1.4M Saved

7,500+ Hours reclaimed

Microland’s Zero Touch Service Desk empowered one of the world’s largest Magic Circle law firms to unlock \$1.4M in savings and reclaim 7,500+ L1 and L2 engineer hours through AI-led automation, self-healing, and intelligent self-service.

Recognized by Global Analysts

ISG Provider Lens™

2025 Quadrant

Future of Work Services

AI-augmented Workforce Services

Leader, U.K.

ISG Provider Lens™

2025 Quadrant

Future of Work Services

Managed End-user Technology Services - Large Accounts

Leader, U.K.

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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