

# A multinational conglomerate streamlines its mobility infrastructure management and enhances user experience

**Achieves CSAT score of 4.85/5, rationalizes infrastructure footprint and reduces cost of management**

## About the Client

The client is a Fortune 10 American multinational conglomerate offering services and products across various segments including power and water, oil and gas, energy management, aviation, healthcare, transportation, and finance. The client operates in more than 100 countries and employs over 300,000 people.

## Goals

### STREAMLINING MOBILITY INFRASTRUCTURE THROUGH CLOUD MIGRATION

A large mobile user base spread across continents with a diverse multi-vendor mobility environment posed significant management challenges for the client. Besides, restrictions corresponding to specific business needs resulted in a highly complicated vendor coordination process across various mobile device management (MDM) environments.

The client was looking to migrate from on-premise to cloud-based infrastructure to improve service levels for mobility, enhance quality of service, and reduce operational costs. In addition, they wanted to simplify the infrastructure as well as support its MDM platforms to enhance end user experience for its collaboration and exchange services- its primary application for mobility.

## Microland

### DELIVERING BEST-IN-CLASS MOBILITY SERVICE FOR A SUPERIOR END USER EXPERIENCE

The client chose Microland to provide world class



**Client's Mobility Infrastructure**

- Over 125,000 global user base
- Across US, EMEA and APAC
- Diverse multi-vendor mobility environment- Blackberry, AirWatch, MobileIron and EAS

mobile service to its end users across various businesses. Our proven capabilities in mobility services, infrastructure rationalization and Microsoft Exchange management made us an ideal choice for the client.

## Transformation

### PROVIDING BUSINESS ALIGNED SOLUTIONS FOR MOBILE INFRASTRUCTURE MANAGEMENT

We leveraged our vast expertise in automation and analytics to deliver a customized solution for managing the client's mobile infrastructure, as highlighted in Figure 1.

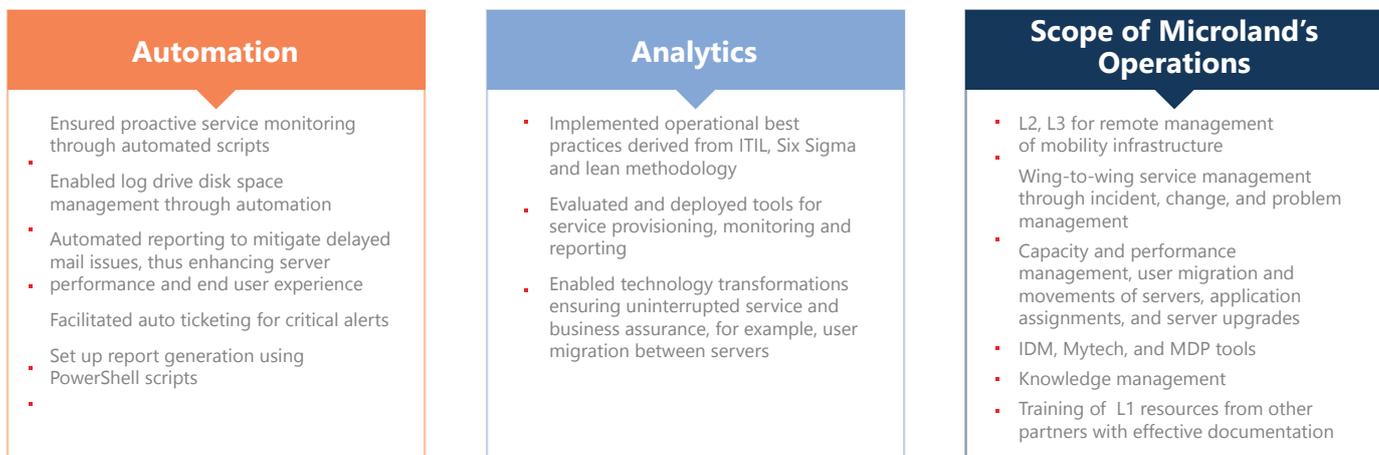


Figure 1: Microland's solution for Mobility Infrastructure Management

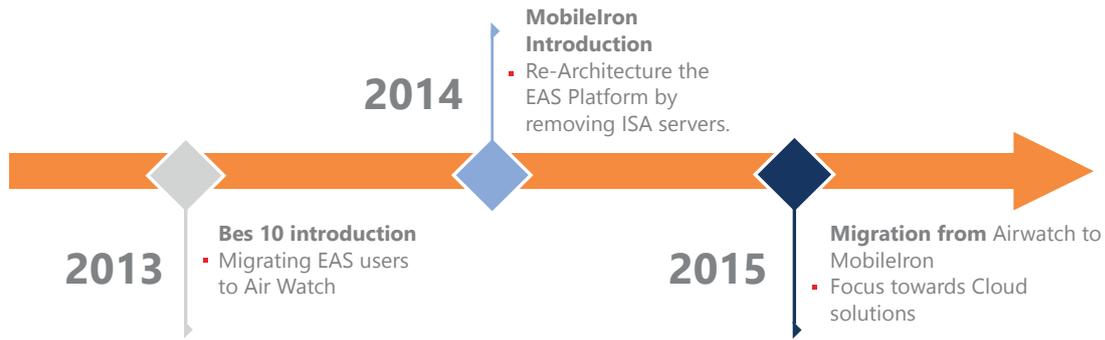


Figure 2: Microland's service management journey

## Outcomes

### DELIVERING CUSTOMER DELIGHT THROUGH SUPERIOR SERVICE LEVELS

Engagement with Microland helped the client achieve enhanced mobility user satisfaction through enriched service



- Improved customer satisfaction score of 4.8/5 through:
  - Improved SLA adherence by 35%
  - Simplified mobility device enrolment process
  - Increased end user awareness on known issues

experience. The client achieved multiple tangible business benefits including:



- Reduced cost of mobility management through seamless infrastructure transformation from an on-premise environment to cloud
- Reduced infrastructure footprint by decommissioning 65 servers, leading to:
  - Retirement of old technologies (Bes, Good & ISA )
  - MDM migration
  - Cloud transformation

#### About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,200 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

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