

**CASE STUDY****Microland Reduced the Operations Cost by 25% for UK's Second-Largest Gas Distributor Company with SmartCloudOps****Overview**

The client is a UK-based gas distribution company that oversees the network that supplies 5.9 million households and businesses in Scotland and England with natural and green gas. As of 2014–2015, they ran more than 44,000 kilometers of pipes. During the same year, the client had invested £500 million in network upgrades.

**Business Challenge**

The client was struggling through an ageing IT infrastructure to support their utilities that faced challenges in meeting the evolving regulatory requirements and keeping pace with the ever-increasing customer expectations. Initially, one of their incumbent technology service provider, a tier-1 global system integrator, was running the cloud operations program on AWS leveraging Amazon Managed Services (AMS). This led to cost-heavy services which compounded project cost overruns exceeding £10M.

The client wanted to migrate their cloud instances from AMS to a more cost-efficient service and cloud operations model, which the incumbent GSI found difficult to implement. The client decided to roll out a transformation RFP for this exercise.

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## Solution

Microland partnered with a leading global utility consulting and solution provider to migrate and manage the client's cloud operation services. Microland recommended a strategy for managing critical business services by hosting them in a Hybrid cloud environment and performing reverse migration from Amazon Managed Services to Microland Managed Services.

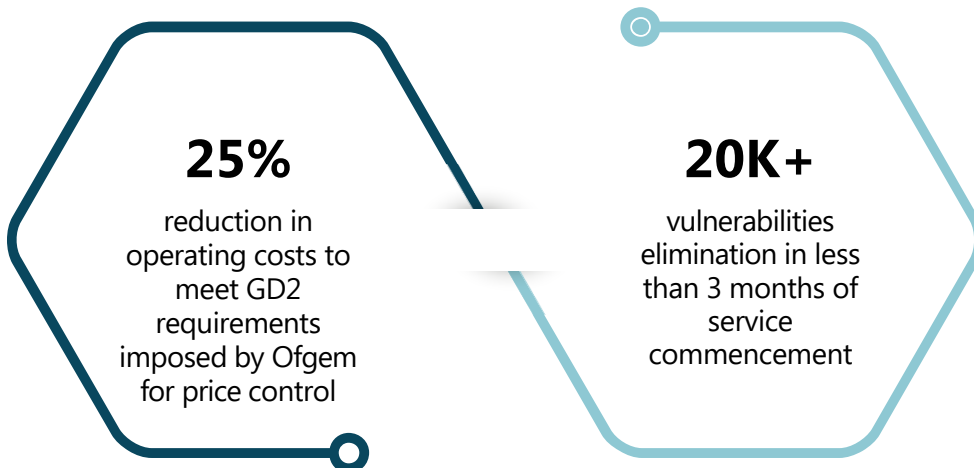
Leveraging Microland's SmartCloudOps, a modern cloud operations solution driven by IaC, Automated Configuration Management, and CI/CD pipelines, we modernized the client's infrastructure to reduce manual intervention while ensuring adherence to regulatory authority mandated compliance norms.

Our engagement model covered the management of a complex cloud environment, consisting of VM's, several CI/CD pipelines, storage, and integration with:

- 24x7x365 support with AWS Platform Management
- Vulnerability and Patch Management for their Critical National Infrastructure
- Release Management, Availability, and Capacity Management
- Single window platform led SCADA management to enable operations data-based analytical decisions

## Outcomes

Microland delivered services from Microland's ISO27001 accredited digital hubs which resulted in:



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.