MICR●LAND
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CASE STUDY

Microland transforms employees' technology support experience and boosts productivity through global service desk excellence for a global oncology company

Overview

The client is a multinational oncology company specializing in the development of cancer treatment drugs. With a significant presence in the Chinese market, it was crucial for the client to provide local language support in order to effectively engage with stakeholders, government agencies, healthcare providers, and patients in a highly competitive and regulated environment. Microland partnered with the company to modernize their service desk operations, seamlessly navigate regulatory challenges across multiple regions, and efficiently resolve end-user issues.

Challenges

The client was facing several challenges related to its service desk operations and end-user support across its countries of operation.

- Continuous downtime and service interruptions due to an **unstable home-grown voice platform.**
- **Low IT Service Desk adoption,** which led to inefficient problem management procedures, causing delays in issue resolution and resulting in end-user dissatisfaction
- **Operational delays** caused by **limited Mandarin language support** for a large user base in China negatively impacted regulatory compliance and operations, with slower response times due to the language barrier.

Microland Solution

Microland transformed the client's service desk operations in the following manner:

- Implemented a **nextgen service desk and end-user service,** including desktop management and deskside support for users across Australia, China, India, Mexico, Romania, and the USA
- Aligned with **SDI and ITIL Service Management modules** to standardize and enhance service delivery practices

- **Improved agent productivity** and **reduced service interruptions** by migrating the client's in-house voice platform to **AWS Connect,** significantly enhancing their experience

- **Partnered with leading niche IT service firms** in Taiwan, Eastern Europe, Mexico, and China to support a multilingual user base, ensuring trust with key stakeholders in government and medical bodies, efficient service delivery, high-quality interactions, and cost optimization.

- **Implemented targeted CSIPs** for addressing each user's concern, ensuring continuous improvement and responsiveness

Value Delivered

Below are the outcomes and value we have delivered to the client:

80% first call resolution rate, 12% points increase from 68% through streamlined incident management.

85% service desk productivity post implementation of **AWS Connect.**

40% reduction in **LPI** (Least Priority Incident) with streamlined incident management processes.

20% cost reduction achieved within one year of implementing service desk by aligning with **SDI and ITIL Service Management modules** to enhance service delivery practices.

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 –whichdrive 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.

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