SUTHERLAND®
digital outcomes.

From Tactical IT to Autonomous Digital Workplace Support

A New Operating Model for Modern Enterprises

The Digital Workplace has become Mission-critical Infrastructure

Enterprises are entering a new era of work where the **digital workplace is no longer a supporting function—it is the operating fabric of productivity itself.**

Hybrid work is permanent. SaaS portfolios continue to expand across collaboration, productivity, security, and line-of-business systems. Endpoints are more distributed, heterogeneous, and failure-prone than ever before. At the same time, employee expectations increasingly mirror consumer technology: instant access, minimal friction, and uninterrupted performance.

For CIOs, this shift has dramatically raised the stakes. Digital workplace reliability now directly influences employee productivity, business continuity, and the credibility of IT as a strategic partner. Yet beneath this transformation, most IT support organizations continue to operate with models designed for a very different world—one that assumes centralized offices, predictable systems, and linear escalation paths.

The gap between today's digital workplace complexity and yesterday's support operating models is no longer a matter of efficiency. It is structural.

The State of the Digital Workplace

Why Traditional Support Models are Falling Behind

The modern digital workplace is an always-on ecosystem composed of cloud platforms, SaaS applications, identity services, collaboration tools, and a diverse array of endpoint devices. These systems are deeply interconnected, and failures rarely occur in isolation.

A single user issue may involve identity authentication, device health, network conditions, SaaS availability, and policy enforcement—all at once. Diagnosing and resolving these issues requires correlating signals across domains that were never designed to be analyzed together.

Traditional tiered support models were built for slower, more predictable environments. They assume:

- Issues can be isolated quickly

- Volume scales linearly

- Human analysts can probe, interpret, and route effectively

None of these assumptions hold true in today's digital workplace.

> **As incident volume increases, interdependencies multiply, and outage intensity rises, tiered models struggle to keep pace. The result is longer Mean Time to Resolution (MTTR), rising operational costs, mounting pressure on IT teams, and growing frustration across the enterprise.**

Complexity, Volume, and Velocity are Overwhelming IT Support

The defining challenge of the modern digital workplace is not any single system—it is the interaction between systems.

Industry research consistently highlights this growing fragility.

Bain & Company reports that enterprise IT environments now rely on dozens of interconnected SaaS and cloud services, dramatically increasing diagnostic ambiguity and operational risk.

ISG notes that more than half of early agentic AI use cases are emerging from IT operations, driven largely by unsustainable ticket volumes and rising system complexity.

Hybrid work amplifies these challenges further. Home networks, inconsistent device health, fluctuating security posture, identity dependencies, and hardware degradation all contribute to unpredictable failure patterns. Under these conditions, manual intake, probing, and escalation processes simply do not scale.

What once felt like operational strain has now become systemic overload.

# Structural Inefficiencies in Tier-one Support

Tier-one support sits at the front line of the digital workplace experience, yet it is increasingly misaligned with the complexity it is expected to manage.

Traditional triage processes depend heavily on:

- Vague or incomplete user descriptions

- Analyst experience and intuition

- Manual questioning and clarification

- Human-driven classification and routing

This approach introduces significant variability and inefficiency at precisely the point where consistency matters most.

ISG benchmarks show that:
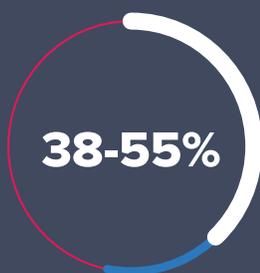
38-55% of incidents require additional probing and clarification
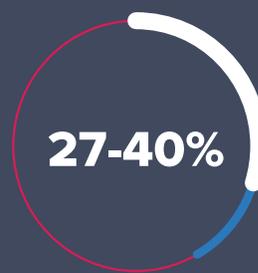
27-40% of tickets are misrouted due to inconsistent intake quality

These inefficiencies inflate MTTR, create rework across resolver teams, and frustrate employees who must repeatedly restate their issues. Despite poor data quality at intake, many enterprises spend hundreds of thousands of dollars annually on triage alone.

Over time, the Service Desk becomes less of an enabler and more of a bottleneck—absorbing effort without delivering proportional improvement in outcomes.

Outages Reveal the Limits of Manual Models

During major incidents, the limitations of human-centric support models become unmistakable.

Ticket volumes surge beyond human capacity. Duplicate and "noise" tickets flood IT service management systems. Routing accuracy declines under pressure. Resolver teams are buried in low-value work just as urgency peaks. Communication becomes fragmented and inconsistent.

Instead of stabilizing operations, the support function itself becomes a source of friction.

Bain & Company highlights operational resilience as a top five CIO priority, yet outage surge handling and coordinated communication remain among the least mature digital workplace capabilities across enterprises.
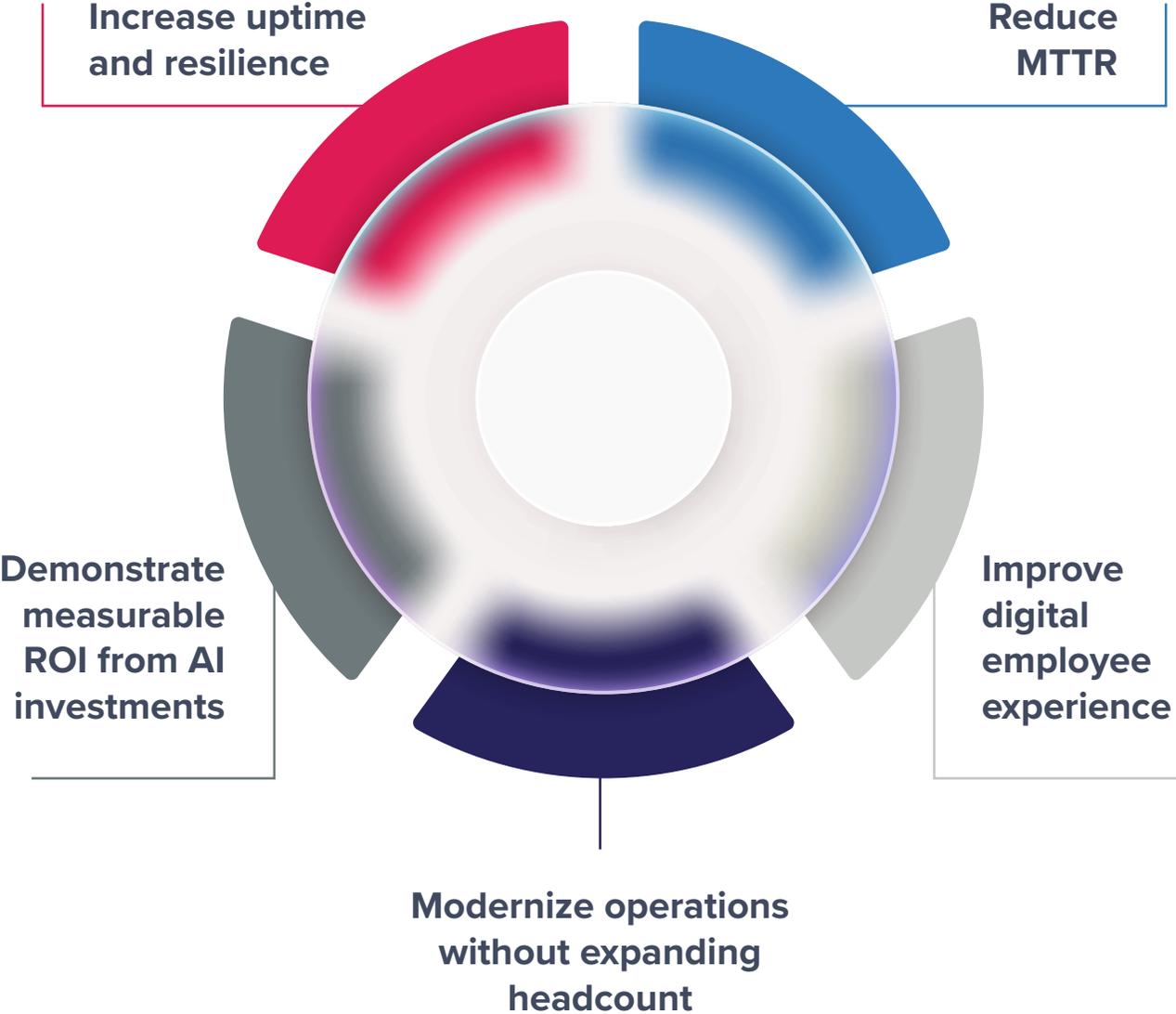
The consequence is not just prolonged disruption— it is a loss of confidence. When support models fail during critical moments, trust in IT's ability to protect productivity erodes quickly.

The CIO Mandate is Expanding, but the Operating Model has Not

Today's CIOs face a growing list of competing demands:

Increase uptime and resilience

Reduce MTTR

Demonstrate measurable ROI from AI investments

Improve digital employee experience

Modernize operations without expanding headcount

At the same time, staffing and budgets remain anchored to reactive work. A disproportionate share of IT capacity is consumed by intake, triage, escalation, and manual diagnostics—leaving little room for proactive improvement.

Incremental optimization cannot resolve this tension. Adding tools, scripts, or staff to a fundamentally linear model only increases complexity and cost. The traditional support model does not degrade gracefully under modern conditions—it breaks.

Why IT Support Must Fundamentally Evolve

The limitations facing digital workplace support are not the result of poor execution. They are the result of an operating model that has reached its natural limits.

Human-centric, labor-bound support introduces constraints that cannot be engineered away:

- Capacity scales linearly while demand spikes unpredictably

- Intake quality varies by analyst and channel

- Context is lost across handoffs

- Rework compounds across tiers

- Communication fractures during crises

As the digital workplace grows more complex and more critical, these constraints become unacceptable.

> **What is required is not another round of efficiency gains, but a fundamental shift in how support is designed and delivered—one that can scale instantly, operate consistently, reason across systems, and act with speed and precision across the entire digital workplace ecosystem.**

The next section explores what such an operating model looks like—and how enterprises can move beyond Tactical IT toward a more resilient, autonomous future.

From Tactical IT to Autonomous Digital Workplace Operations

The limitations of traditional digital workplace support are not the result of poor execution—they stem from an operating model that has reached its limits.

To meet rising expectations for resilience, experience, and scale, IT organizations must move beyond labor-dependent workflows toward support systems that can reason, act, and improve autonomously across complex environments. This transition represents a fundamental evolution in how digital workplace support is designed and delivered.

Sutherland refers to this shift as the move from Tactical IT to Autonomous digital workplace Operations.

At the core of this evolution is a new architectural construct: the Autonomous Support Engineer (ASE)—an operating model designed to execute support with speed, consistency, and intelligence across the modern digital workplace.

Sutherland's Autonomous Support Engineer (ASE): A New Operating Model

Sutherland's ASE framework replaces linear, tiered handoffs with an intelligent execution layer capable of operating across identity, SaaS, endpoint, network, and infrastructure domains simultaneously.

Rather than relying on human throughput, ASE:

Interprets user intent across channels

Performs consistent, multi-domain diagnostics

Enriches incidents with complete context

Routes with high accuracy

Communicates proactively during incidents

Executes approved actions autonomously

Scales instantly, independent of staffing levels

The result is a support model that absorbs complexity instead of amplifying it.
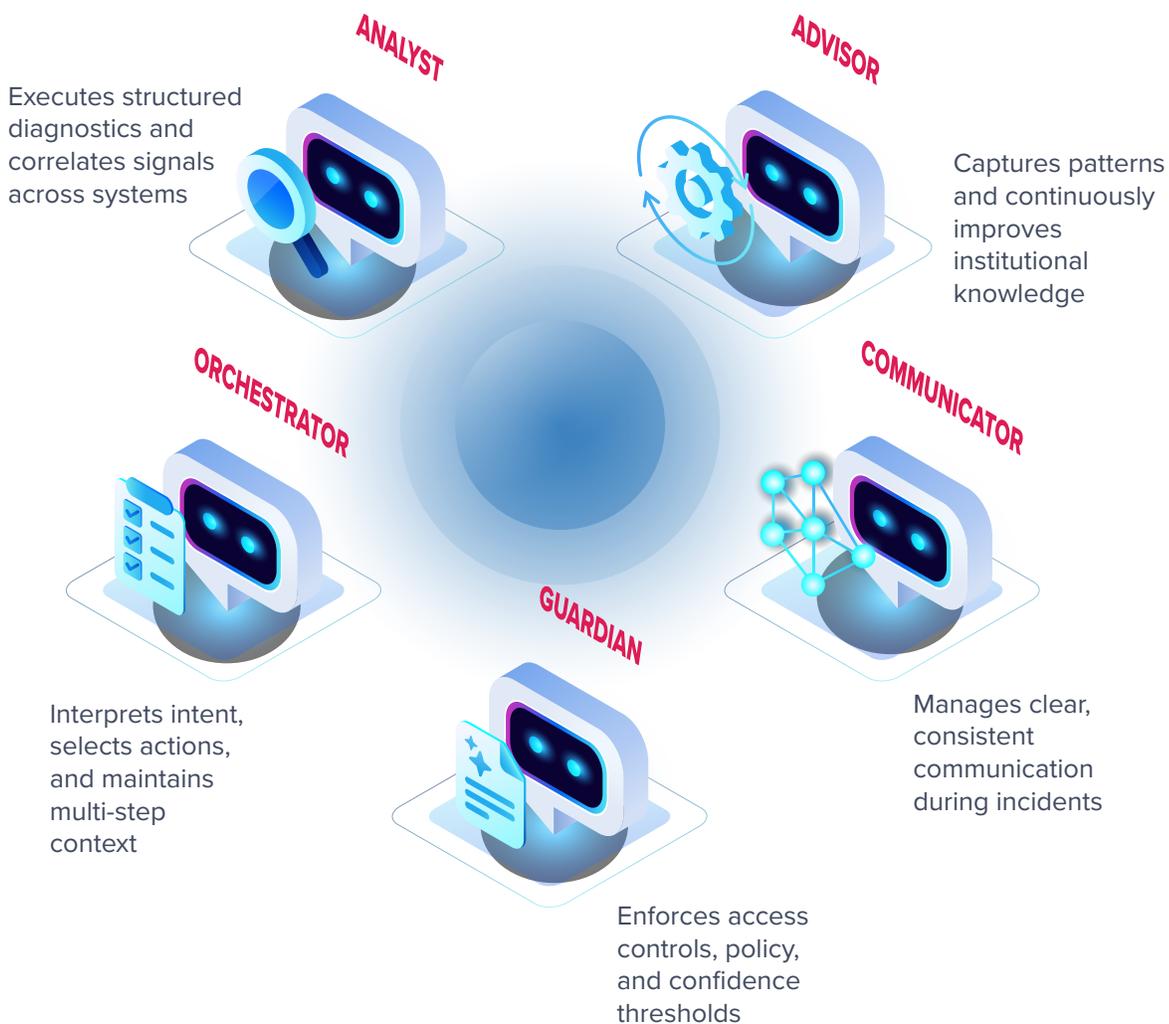
A Governed Multi-Agent Architecture for Digital Workplace IT

Sutherland's ASE framework is implemented as a coordinated, multi-agent system that mirrors and enhances functions traditionally distributed across tier-one, tier-two, and tier-three teams.

Each agent is purpose-built to perform a specific role with speed, consistency, and policy enforcement, while operating as part of a unified system that maintains context end to end.

Core Agent Roles

ANALYST
Executes structured diagnostics and correlates signals across systems

ADVISOR
Captures patterns and continuously improves institutional knowledge

ORCHESTRATOR
Interprets intent, selects actions, and maintains multi-step context

COMMUNICATOR
Manages clear, consistent communication during incidents

GUARDIAN
Enforces access controls, policy, and confidence thresholds

Together, these agents form an intelligent execution mesh that enables governed autonomy across the digital workplace.

Where Autonomous Support Delivers Immediate Value

Autonomous support delivers the greatest impact in high-volume, high-friction workflows that strain traditional IT organizations.

1

Autonomous Triage and Outage Surge Handling

ASE replaces manual intake with intelligent engagement across channels, capturing context automatically and streamlining incident handling. This drives faster resolution during surges, reduces outage impact, and eliminates most tier-one effort, delivering millions in operational savings and stronger business continuity.

$2-5M
In direct operational savings

$250-600K
Saved in outage-related impact

2

Predictive Endpoint Failure and Proactive Replacement

By converting predictive telemetry into action, ASE enables proactive device replacement before failures disrupt productivity. It validates assets, coordinates logistics, engages users, ensures compliance, and verifies activation—preventing downtime with minimal IT involvement.

$400-1.6K
Saved per user in productivity

$300K-$900K
Achieved in annual benefits

3

Network and Infrastructure Incident Diagnostics

ASE standardizes and automates diagnostics across authentication, connectivity, configuration drift, and infrastructure health. By correlating telemetry across platforms and executing approved remediation, it accelerates resolution while reducing escalations.

$600K–$1.6M
Saved in annual diagnostic

5-10 FTEs
Reclaimed in equivalent engineering capacity

Quantifying the Business Impact

ASE delivers measurable financial impact across triage, diagnostics, outage management, and proactive endpoint workflows.

Key Outcome Areas

40–60% reduction in triage labor through autonomous intake, enrichment, and routing

Significant MTTR improvement across endpoint, SaaS, and infrastructure incidents
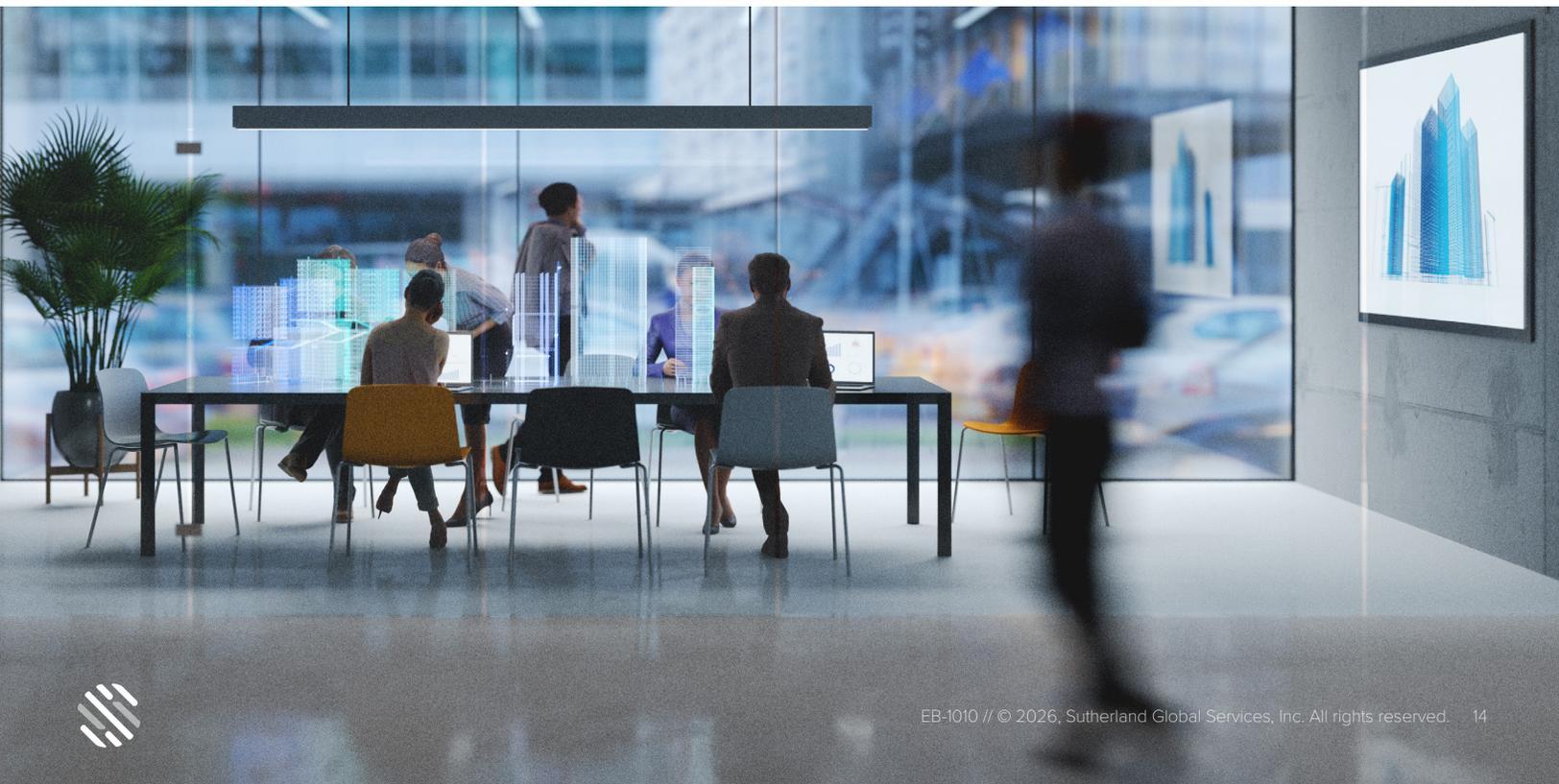
Avoided outage surge impact through noise suppression and automated coordination

Proactive productivity preservation via predictive endpoint replacement

Engineering capacity reclaimed from repetitive diagnostics

The Path Forward

The digital workplace has crossed a complexity threshold that traditional support models can't sustainably manage. Incremental optimization is no longer sufficient.

By adopting an autonomous digital workplace support operating model, enterprises move from reactive, labor-intensive execution to intelligent, scalable operations that improve resilience, accelerate resolution, and enhance digital employee experience.

This shift enables IT organizations to demonstrate clear ROI from AI investments while restoring confidence in their ability to support the modern workplace at scale.

To explore how ASE delivers faster resolution, stronger resilience, and scalable digital workplace support, get in touch with our team for a live demonstration.

Artificial Intelligence. Automation. Cloud Engineering. Advanced Analytics.
For Enterprises, these are key factors of success. For us, they're our core expertise.

We work with global iconic brands. We bring them a unique value proposition through market-leading technologies and business process excellence. At the heart of it all is Digital Engineering Services – the foundation that powers rapid innovation and scalable business transformation.

We've created 363 unique and independent inventions, 250 of which are AI-based and rolled up under several patent grants in critical technologies. Leveraging our advanced products and platforms, we drive digital transformation at scale, optimize critical business operations, reinvent experiences, and pioneer new solutions, all provided through a seamless "as-a-service" model.

For each company, we provide new keys for their businesses, the people they work with, and the customers they serve. With proven strategies and agile execution, we don't just enable change – we engineer digital outcomes.

SUTHERLAND®
digital outcomes.

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