

# From Tactical IT to Autonomous Digital Workplace Support

A New Operating Model for Modern Enterprises

Powered by Sutherland

## The Digital Workplace has Outgrown Traditional IT Support

Most IT support organizations are still built on tiered, labor-centric models designed for a simpler era.

### The result?

Rising MTTR and ticket backlogs	Escalation overload during outages	High labor costs tied to low-value triage
Inconsistent Digital Employee Experience (DEX)	AI investments without measurable ROI	

This is no longer an efficiency problem. **It's a structural mismatch.**

## Why the Traditional Tiered Model is Breaking

Today's Digital Workplace is an interconnected mesh of:

- Cloud platforms & SaaS tools
- Identity and access services
- Distributed endpoints & home networks
- Security and compliance dependencies

Each layer introduces new failure modes — and traditional models simply can't keep up.

## Sutherland's Point of View: From Labor-Dependent IT to Autonomous Operations

Sutherland believes Digital Workplace Support must evolve from **human-centric execution to autonomous, outcome-driven operations.**

The future state:



Scales instantly without adding headcount



Delivers consistent diagnostics across systems



Acts proactively, not reactively



Communicates clearly during disruption



Continuously learns and improves

This shift is enabled by **Sutherland's Autonomous Support Engineer (ASE)**, a new architectural foundation for modern IT support.

## Industry signals are clear

**38–55%** of incidents require additional probing

**27–40%** of tickets are misrouted

Outages overwhelm manual intake and communication

Human capacity scales linearly — demand does not

During major incidents, ticket volumes surge, noise floods ITSM systems, and resolution slows when it matters most.

Incremental optimization isn't enough anymore. **IT support needs a new operating model.**

## Inside the ASE Framework: A Multi-Agent Support Mesh

The Autonomous Support Engineer (ASE) is a multi-agent, governed execution layer that reasons, decides, and acts across the Digital Workplace. Instead of linear tier handoffs, ASE orchestrates intelligence across specialized agents — delivering faster, more resilient outcomes at scale. Each ASE agent replicates and enhances a critical support function:



### Orchestrator Agent

- Interprets user intent
- Selects diagnostic and action paths
- Maintains multi-step context



### Analyst Agent

- Runs structured diagnostics
- Correlates logs, telemetry, and signals
- Produces resolver-ready insights



### Advisor Agent

- Captures troubleshooting patterns
- Continuously expands institutional knowledge



### Guardian Agent

- Enforces access, policy, and compliance
- Triggers escalation when confidence is low



### Communicator Agent

- Manages outage communication
- Delivers consistent, real-time updates

Together, these agents form the **ASE Mesh** — a governed, intelligent support execution model operating across Tier 1–3 workflows.

## Where Autonomous Support Delivers Immediate Value

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

### Autonomous triage and outage surge handling

**\$2-5M** in direct operational savings  
**\$250-600K** saved in outage-related impact

### Predictive endpoint failure and proactive replacement

**\$400-1.6K** saved per user in productivity  
**\$300K-\$900K** achieved in annual benefits

### Network, cloud, and SaaS diagnostics

**\$600K-\$1.6M** saved in annual diagnostic  
**5-10 FTEs** reclaimed in equivalent engineering capacity

Scan to explore how to move from tactical IT to an autonomous digital workplace support model built for modern enterprises.



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.

