

THE HIDDEN COORDINATION LAYER

# You Automated Workflows. Coordination Stayed Human.

You've automated hundreds of processes between your systems of record. But keeping them aligned still runs on spreadsheets, exceptions, and people. **You thought automation reduced coordination — it multiplied it.** Every project solved a local problem; together they became a coordination layer no one owns.

- You've automated hundreds of processes — yet **backlogs, exceptions, and headcount keep growing**
- Every new app, vendor, acquisition, or reorg spawns **more coordination logic** — workflows, recipes, integrations, scripts — and **each one encodes assumptions that must be maintained** as the business changes
- Cloud and Kubernetes run on a software control plane; **enterprise operations run on human middleware** — and it doesn't scale

WHERE THE TAX SHOWS UP

- **Stale licenses**  
No one really knows what's in use. Entitlements live in spreadsheets across hundreds of app owners — so unused seats keep billing, and you can't reclaim what you can't see.
- ✂ **Zombie mobile lines**  
Carrier charges run for months after an employee leaves, because nothing closes the line when HR says they're gone.
- 📅 **Renewals no one's ready for**  
Contracts come due with no position assembled — usage, benchmarks, alternatives. You see the renewal the week before; the vendor has worked your account all year and holds the upper hand.
- 📅 **Calendar-based refresh**  
Endpoints are replaced on a fixed clock, not on actual performance — so devices with healthy life left get retired early, and you buy replacements you never needed.

IT OPS AS HUMAN MIDDLEWARE

The biggest line item isn't a tool — it's the people. Skilled staff across IT, security, and shared services spend their days reconciling exports, chasing approvals, escalating exceptions, and updating one system to match another. No budget line names it; every enterprise pays it. **Humans have become the middleware.**

## The Hidden Coordination Layer

MODELED AT \$1K-\$1.5K PER EMPLOYEE, PER YEAR

**\$10-15M**

at 10,000 employees

**\$25-37M**

at 25,000 employees

**\$50-75M**

at 50,000 employees

Every automation project solved a local problem. Together they built a coordination layer no one owns.

Modeled from observed enterprise environments and industry benchmarks (Gartner, IDC).

### See the coordination layer hiding in your operations.

A 15-minute working session maps where coordination is costing you most — licenses, devices, integrations, and people.

[Request a demo →](#)

# Your Control Plane Is People. XOPS Makes It Software.

Today that control plane is your people. XOPS makes it software. Your systems of record stay the source of truth; XOPS sits above them as the **operational control plane** — a System of Action that continuously reconciles state across systems, determines the required outcome, and executes it end-to-end — **deterministically, the same way every time, not a probabilistic best guess** — across the stack you already run. Instead of encoding coordination logic in workflows and recipes — and rewriting it every time the business changes — you **declare outcomes**, and XOPS derives and executes them.

Workflows automate the expected path. XOPS **is the control plane that handles reality — the exceptions the workflow never anticipated.**

XOPS · System of Action
always reconciling · 0 coordination team

**DECLARED OUTCOME**  
Onboard marketing hires to full productivity on day one — XOPS derives what the role needs from their peers and delivers it, with no checklist and no coordination team.

**CONTINUOUSLY RECONCILED — OPERATIONAL REALITY ACROSS EVERY SYSTEM**  
A marketing new hire's start date lands in Workday. XOPS models the role from the new hire's **peers** — the apps, access, groups, and device standard the team actually uses — so nothing is specified by hand

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**XOPS OPTIMIZES — SEQUENCED BY DEPENDENCY & POLICY**  
Assembles the full bundle — software licenses pulled from existing pools, group and app access, security policy, and a device matching the team's spec — the cheapest compliant path, no workflow defined

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**EXCEPTION RESOLVED — THE CASE A WORKFLOW WOULD ESCALATE**  
No **Canva** seats remain in the pool, and local device stock is empty. XOPS reclaims an idle Canva seat; when the in-region order won't beat the start date, it pulls a device from another region and ships it — **tracked at every handoff until the new hire logs in**

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**XOPS EXECUTES — ACROSS EVERY SYSTEM**  
Assigns the pooled licenses and the reclaimed Canva seat, grants group and app access in **Okta**, applies security policy, dispatches the device, and updates the CMDB — every action audited

**OUTCOME ACHIEVED**

**DAY-ONE READINESS**  
**100%**  
fully equipped before the start date

**REQUIREMENTS**  
**From peers**  
derived from the team, no checklist

**DEVICE**  
**Delivered**  
pulled cross-region, tracked to first login

**LICENSES**  
**Assigned**  
from pool; Canva seat reclaimed

Illustrative example — details shown to demonstrate the operating model, not a live result.

## CONNECTS TO YOUR STACK

Workday

ServiceNow

Okta

Microsoft Intune

Flexera

Coupa

Carriers

+ 200 more

**Across every system:** people · identity · devices · software · vendors · communications · workspaces — one continuously reconciled control plane that determines the next action and executes it across the stack you already run.

**CERTIFIED & COMPLIANT**

**ISO 27001:2022**  
**CERTIFIED**  
Information Security

**ISO 27018**  
**CERTIFIED**  
Cloud Privacy

**ISO/IEC 42001:2023**  
**CERTIFIED**  
AI Management

**SOC 2 Type II**  
**CERTIFIED**  
Security & Availability

**GDPR**  
**COMPLIANT**  
Data Protection