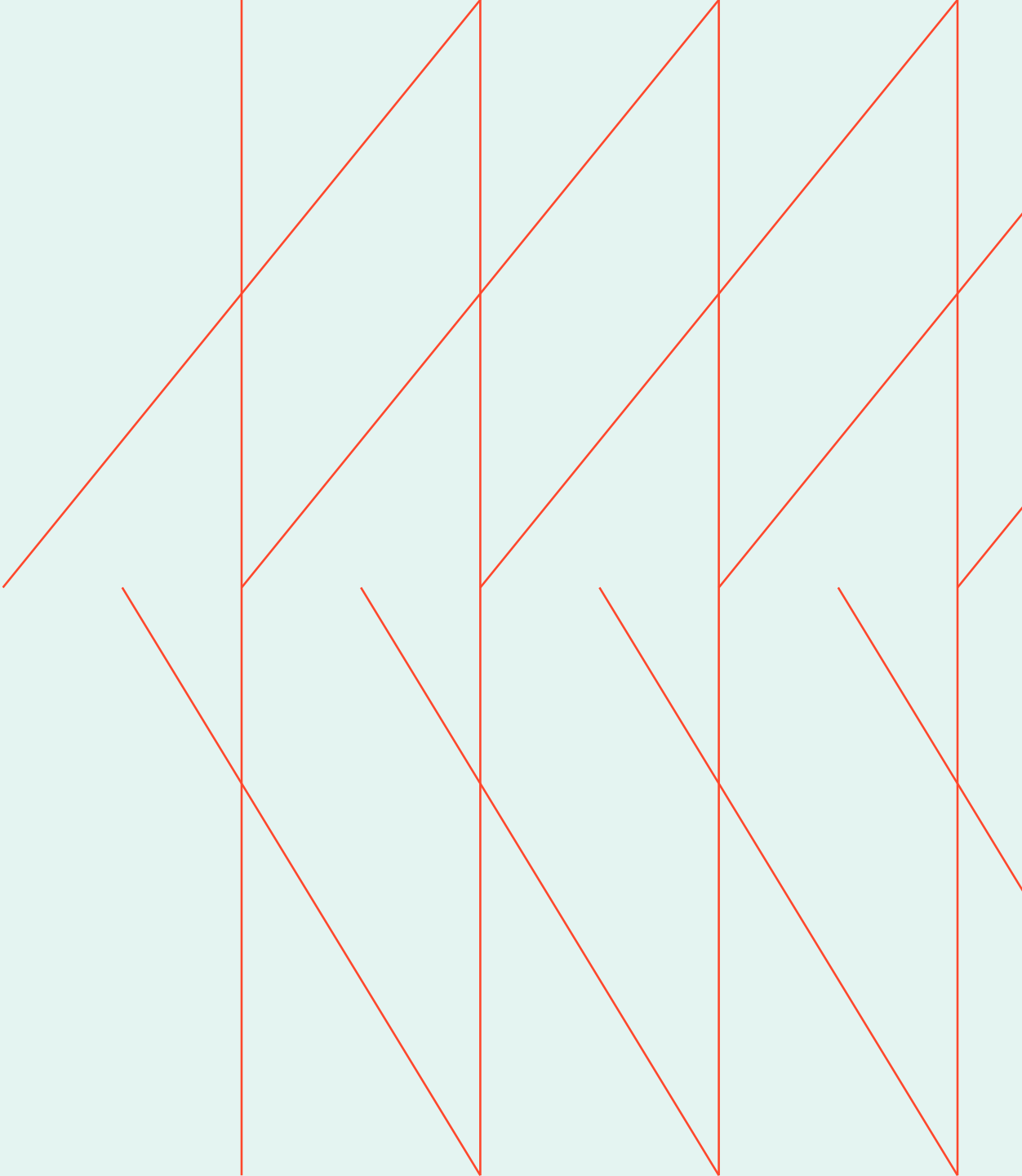


# Desktop Virtualization Modernization using Microsoft DaaS (Desktop-as-a-Service)

Secure, scalable Digital Employee Experiences with Azure Virtual Desktop and Windows 365 — delivered and managed by Kyndryl

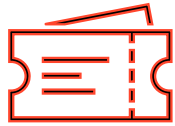
February 2026



# Why traditional desktop virtualization is becoming unstable

Rising costs, licensing uncertainty and operational complexity are putting pressure on legacy VDI models

## Customer challenges:



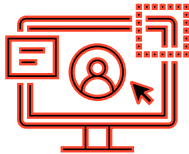
- Rising licensing and infrastructure costs and complexity



- Increasing operational complexity



- Limited flexibility for hybrid work



- Poor employee experience and support burden

# Our Credentials: Kyndryl Digital Workplace

Enable modern, secure work with Azure Virtual Desktop or Windows 365 – delivered and managed by Kyndryl



**8 Million devices**

under direct management



**6 Million end users**

supported through our support services



Consistent

**99.9%+ SLA attainment**



**20-30% savings**

for our clients based on time-tested metrics and modernization initiatives to optimize through cloud



**7k+ employees**

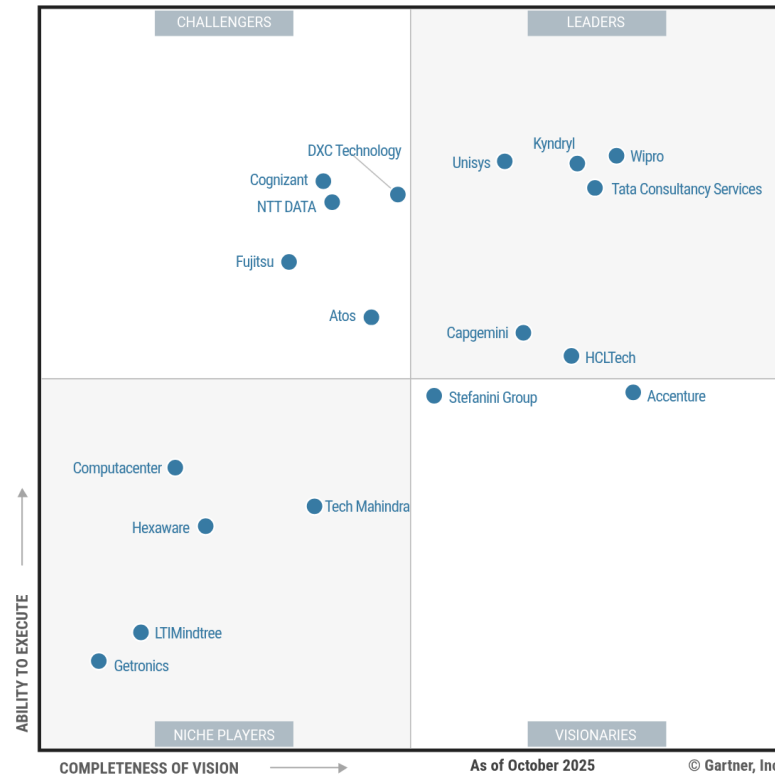
driving digital workplace experience, across **30 delivery centers in 50 languages**



Proven methodology and customer experience across

**Over 1.5k transformations**

**Magic Quadrant for Outsourced Digital Workplace Services, Global**



## Analyst Recognitions

**Kyndryl a leader in Global Outsourced Digital Workplace Services** and Cognitive and Self-Healing Automation across multiple analysts, including **Gartner, Everest, ISG, Nelson Hall, QKS Group** and more...



[View Full Report](#) Gartner

# The Connected Experience

Align IT to employee experience and business outcomes



- Personalized role-based digital workplace experiences
- Experience-led service model, not just infrastructure
- Continuous optimization powered by insights and automation



# Connected Experience Solution

Kyndryl Managed DaaS on Azure

## Access



## Endpoint Management

- Azure Virtual Desktop / Windows365
- Image, application, and profile management
- Cost optimization and automation
- Self-service and self-heal capabilities
- Ongoing managed services

## Productivity



## Modern Work & Collaboration



## Support





## Employee Digital Services

# Kyndryl Endpoint Management Services

Microsoft Virtual Desktops



Virtualization  
Options



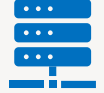
AVD W365 (Cloud PC)

Tools /  
Automation



nerdio liquidware servicenow kyndryl bridge

Deployment  
Options



Azure Local AVD for Hybrid Azure

Assess / Design  
/ Deploy

Kyndryl Consult

Environment  
Management

Kyndryl Managed  
Services

# The Connected Experience

Shift Left: Improve Employee Experience with User **Self-Help** and **Self-Heal**

## Native Windows App W365

Allow users to fix their own problems:

- Desktop launch, Session Hang, VDI Freeze, etc.

### Devices

Windows 365

Kyndryl W365 4CPU VD...indh

4vCPU | 16GB | 128GB

Ready to connect | Last connected 1

Connect

- Unfavorite
- Restart
- Rename
- Inspect connection
- Pin to..
- View details
- Add to Task view
- Settings



## Kyndryl\* take it to the next level

- Add more persistent VDI features like Disconnect, Logoff, Start, Stop, Restart, giving users full control and help reduce cost / ESG footprint
- Adds control features for RemoteApp / Desktops
- Adds logs and gives user insight to progress

## Self-help and self-heal

### Personal Desktop

WIN11\_VDI\_PERSONAL

Workspace: Windows 11 SingleSession

Host name: WIN11PER-6f13

IP Address: 10.0.28.6

Session status: Active

View VM performance

Message

Disconnect

Log-off

Restart

Power off

### AVD Multi Session

WIN11\_MULTI

Workspace: Windows 11

Multisession ver2

Host name: multi2-1

Session status: Active

Message

Disconnect

Log-off

### Self-Heal Broken Session Hosts

\*Enabled through Kyndryl automation and selected management tooling (such as Nerdio) where appropriate.



# Kyndryl Consult

Start your transformation today



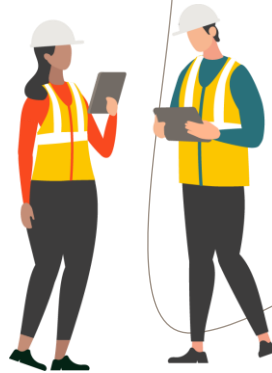
Starting the DaaS journey

## DaaS Workshop – Door Opener

A focused customer workshop to discuss the current state of their desktop environment, market trends in DaaS, and potential next steps for adoption or improvement

## VDI Feasibility Study

Helps organizations make informed decisions about transitioning to a Virtual Desktop Infrastructure (VDI) environment



## DaaS Quick Start Module (QSM)

QSM provides a setup of the WVS Azure Virtual Desktop service including Nerdio in the customer's Microsoft Azure tenant and enables this environment to be accessible to the customer for their staff to access



# Kyndryl Bridge empowers a Connected Experience

Digital Workplace is the listening post for true enterprise performance, driving employee productivity and customer experience

## Experience-driven Insights

Our approach uses data insights from across your enterprise infrastructure to correlate what truly matters and prioritize employee experience and productivity.

## AI-driven Operational Insights

Enterprise Observability built on **Kyndryl Bridge** enables better understanding and more effective action.



The image displays several screenshots of the Kyndryl Bridge user interface, illustrating its capabilities in providing experience-driven and AI-driven operational insights.

- Top Left Screenshot:** Shows 'Kyndryl DWS Experience Level Agreements' with a table of metrics:

Experience Metric	Description	Score	Target
Employee Live Support Experience	Captures the support experience with agents	99	69
User Collaboration Effectiveness	Captures user collab effectiveness	89	85
Device Experience	Captures the device experience rates	93	69
Employee Self-Help Experience	Captures the experience with self help	99	98
- Top Right Screenshot:** Shows a detailed view of 'Kyndryl DWS Experience Level Agreements' with a line chart for 'XPI Issue for Employee Live Support Experience' and a 'Notifications' sidebar.
- Middle Left Screenshot:** Displays 'Workplace Virtualization' metrics: CPU Usage (65.27%), Memory Usage (65.07%), Unique Users (4), Shared VDI (1), Dedicated VDI (1), Session Login Time (45.00), Free Disk Percentage (76.94%), Network Throughput (5,529), and Network Latency (1,400.00). It includes bar charts for logins and line charts for resource usage.
- Middle Right Screenshot:** Shows 'Priority AI Insights' with key findings: 'MS Office Shutdown % Increased >10%', 'Subnet 10.29.x.x is experiencing increase in shutdowns by 5%', and 'Devices going to be out of capacity 25%'. It also features 'IT Health Indicators' such as 'Best Practice Deployments 85%', 'Degraded Devices 57', 'Devices out of Compliance 140', and 'Software nearing end of life by month end 3'.
- Bottom Screenshot:** Shows a comprehensive dashboard with 'IT Health Indicators', 'Network Issues vs UX Score', 'End Point Health Status', 'Device Health vs UX Score', and 'Network Stats'. It includes a 'Chat with the AI Assistant' section.

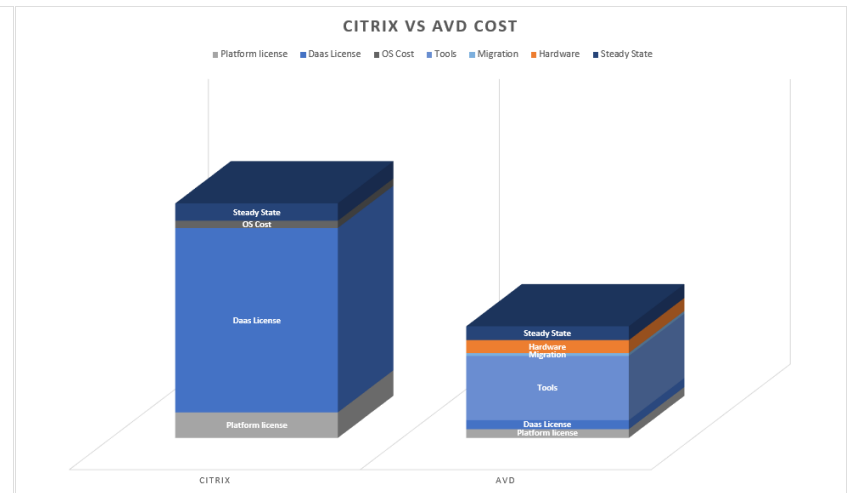
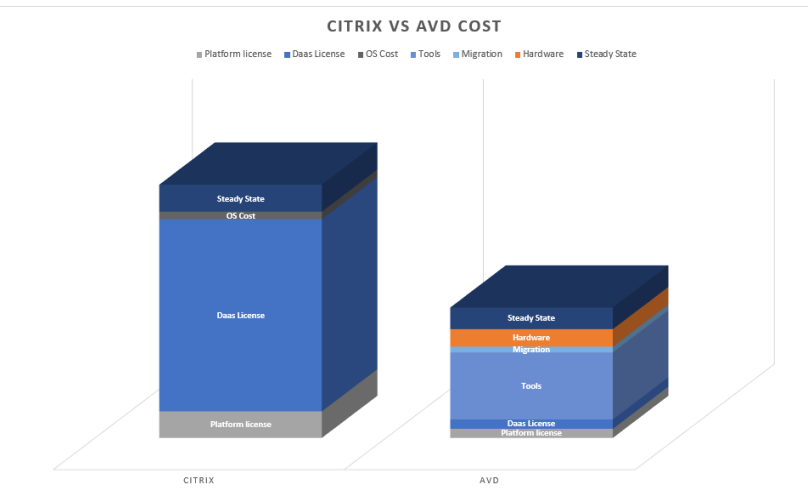
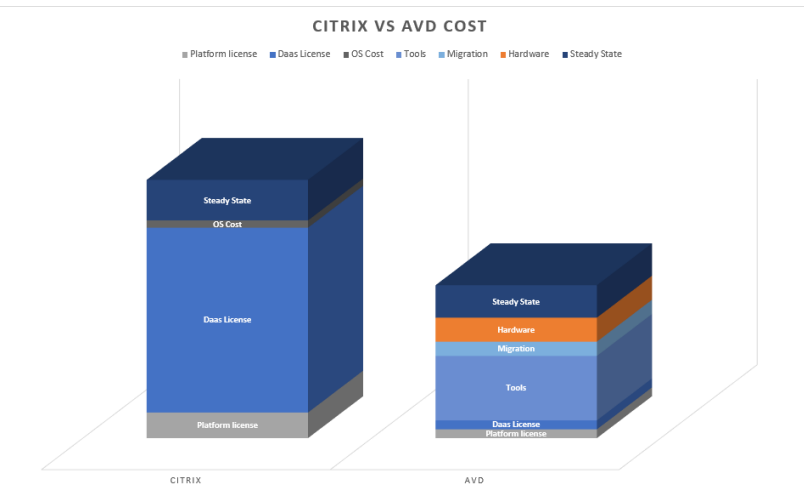
# Customer Value Snapshot

What Kyndryl customers typically achieve when moving to AVD on Azure Local

**Example 1:** customer with **2,000** traditional desktop Virtualization users moving to AVD on Azure Local:

**Example 2:** customer with **5,000** traditional desktop Virtualization users moving to AVD on Azure Local:

**Example 3:** customer with **10,000** traditional desktop Virtualization users moving to AVD on Azure Local:



■ Platform license ■ Daas License ■ OS Cost ■ Tools ■ Migration ■ Hardware ■ Steady State

- Kyndryl customers have achieved savings ranging from 30-50%. Savings varied depending upon current environment and number of seats.
- Potential additional savings if customers have available hardware to re-use
- Why not request a consultation to speak with one of our experts to see what you could save?

# Kyndryl Customers Offer Real-World Enterprise Outcomes

Example Customers: Traditional Desktop Virtualization to AVD

## Global Marketing Firm modernized desktop estate and reduced operational costs

After a successful AVD deployment, customer wanted to de-risk their other traditional desktop virtualization environments, expand AVD to other business units, while increasing automation and enabling self-service.

Customer to save **\$1.5m** per year while reducing support needs by **20%**.

## Global insurer scaled AVD while lowering Azure consumption and support effort

Customer wanted to reduce cost, incorporate increased automation, image management, self-help, self-service capabilities and move to modern management.

Customer expected to save **\$20m** over five years and realize **60%** saving in Azure spend – while reducing support needs by **20%**.



# The Heart of Progress.™

Kyndryl designs, builds, manages, and modernizes the mission-critical technology systems that the world depends on every day.

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The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.