

Kyndryl Cloud Center of Excellence Services

Client presentation – Enabling enterprises design and implement a Cloud Center of Excellence

Agenda

- 01 What is Cloud Center of Excellence? (CCoE)
- 02 Why enterprises need CCoE?
- 03 Kyndryl Cloud Center of Excellence Services
- 04 Case studies
- 05 Call to Action

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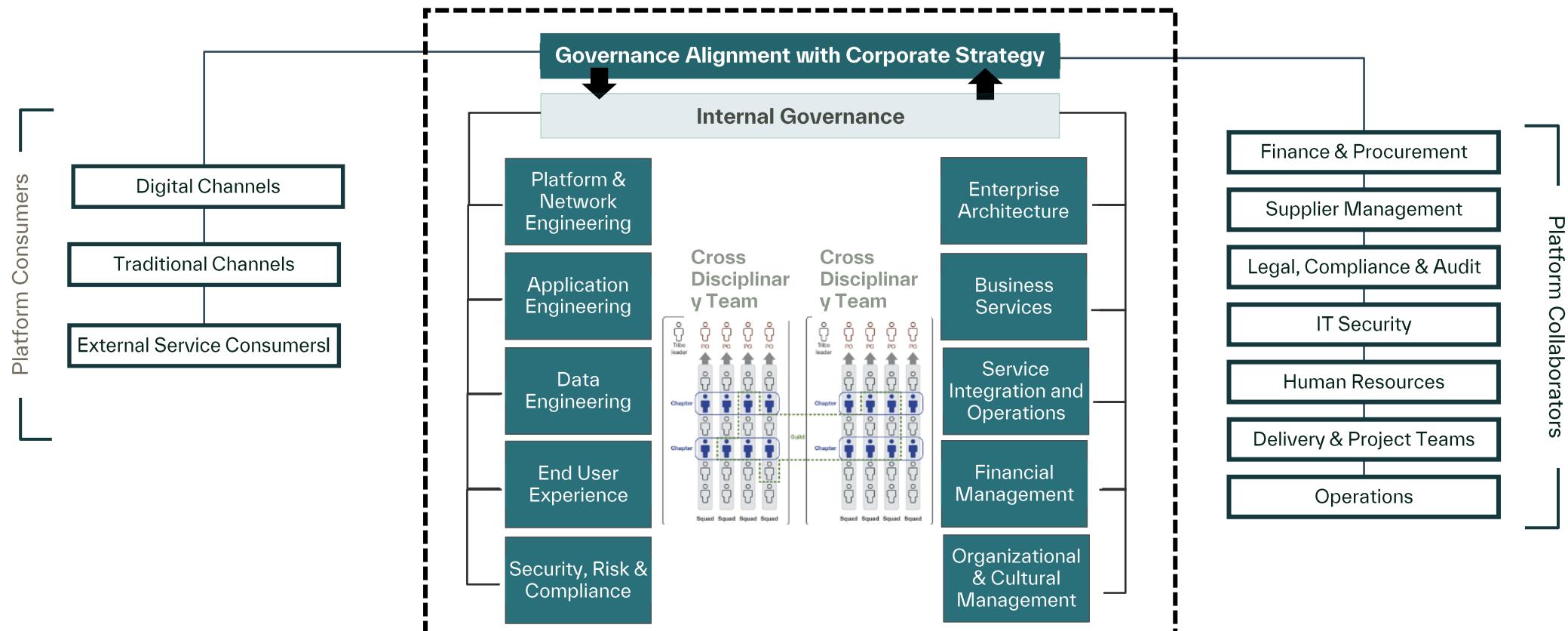
What is Cloud Center of
Excellence (CCoE)

What is a Cloud Center of Excellence (CCoE)

A CCoE is a cross-functional team that defines, supports, and governs the execution of the organization's cloud strategy.

CCoE establishes the organization's 'Ways of Working' on the cloud. It establishes policies and guardrails, drives collaboration and adoption of best practices across a range of disciplines—from operations, finance, and engineering to security and enterprise architecture—and evaluates and supports the implementation of new and existing cloud technologies.

Below represents initial functional view of a CCoE.



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Why enterprises need CCoE

Factors driving need for CCoE

Organizations today often struggle to achieve their intended cloud transformation and digitalization goals due to challenges such as :

- **Fragmented cloud adoption** - disconnected IT departments and business stakeholders
- **Improper planning and governance** resulting in cloud misutilization and overspend
- **Misaligned cloud strategy** lacking vision for business growth

Value proposition of establishing a CCoE

- **Enhanced collaboration** - serving as thought leaders of the organization, helping business units and technology teams come together in cloud adoption
- **Alignment to Cloud Strategy** – serving as a governance layer that ensures operations are consistent with cloud strategy
- **Cloud optimization** by analyzing the current infrastructure and identifying optimization opportunities such as identifying underutilized hardware or software licenses
- **Enhanced security** - establish security policies and procedures, encryption of data at rest and in transit and regular vulnerability assessments



CCoE helps enterprises address such challenges by bringing together people, processes, and technology to guide the organization through its cloud adoption journey.

It serves as a central hub to drive cloud adoption, establish best practices, and enable better governance and business outcomes.

CCoE acts as the BRIDGE between the organizations IT and business stakeholders

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Kyndryl services for Cloud
Center of Excellence

Kyndryl Services for Cloud Center of Excellence

This offering provides our clients Kyndryl's services to design and implement a Cloud Center of Excellence within their organization.

Kyndryl provides the following services:

Design of Cloud Center of Excellence

Kyndryl will -

- Understand Client business strategy and objectives, organization structure and culture and their priorities and expectations from a CCoE
- Design the CCoE model based on the understanding and discovery

Deliverables include – CCoE model that serves the business strategy and priorities of Client with clear definition of each CCoE function, CCoE blueprint and clear guidance on establishing each function of CCoE

Outcome – An effective CCoE model that enables enterprises to execute their cloud strategy and adopt cloud the right way

Implementation of Cloud Center of Excellence

Kyndryl will -

1. Provide Kyndryl resources with expertise in establishing and performing the various CCoE functions to help enterprises establish a new CCoE team or strengthen and augment their existing CCoE team
2. Establish governance, define guardrails and policies and evangelize cloud best practices as it operationalizes the CCoE function

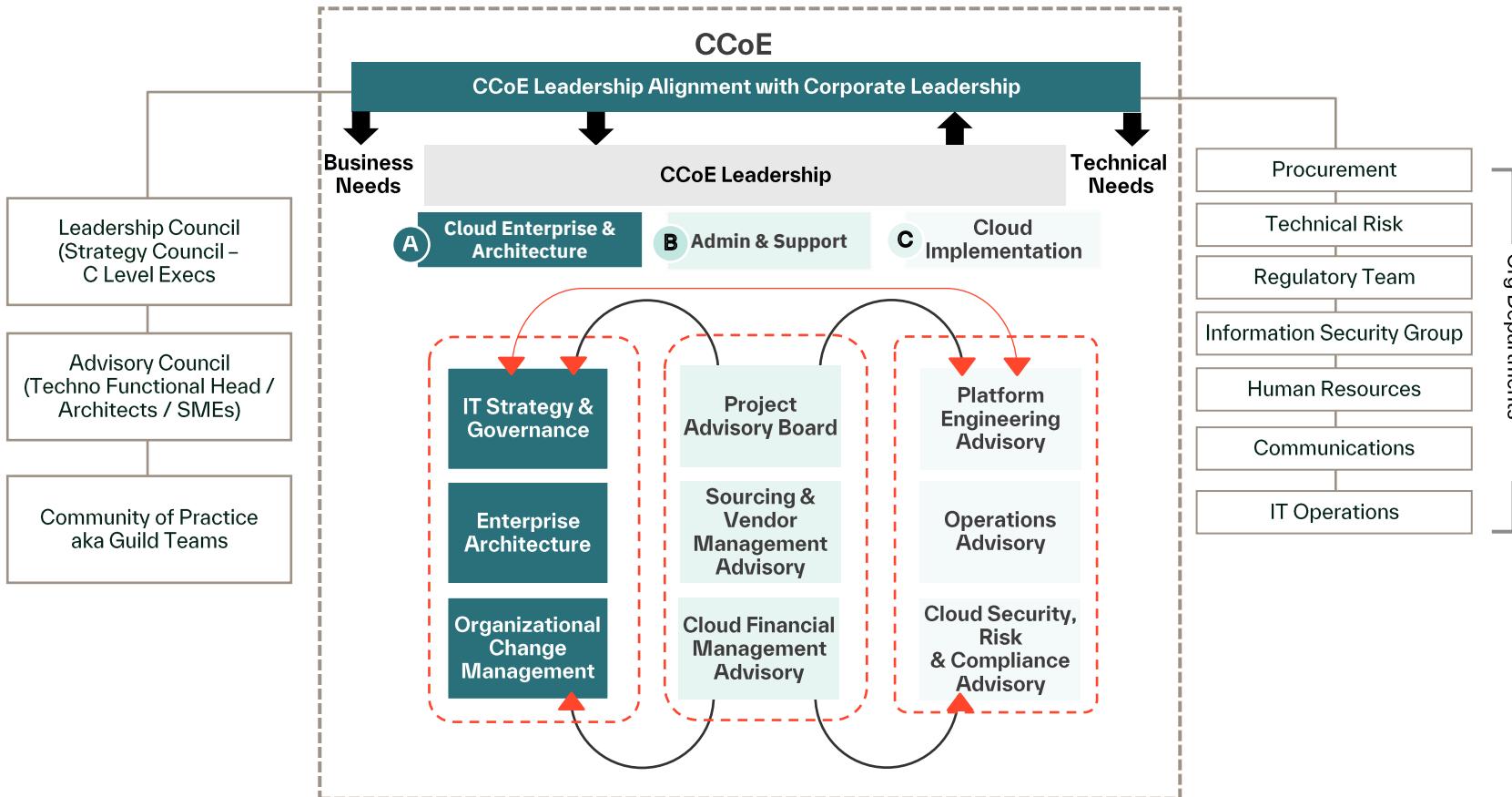
Deliverables include – Establish and Execute a CCoE team by seeding Kyndryl resources with required expertise

Outcome – Jumpstart on a CCoE function that helps to effectively drive cloud adoption and operations for the enterprise

CCoE Design: Pillars & Stakeholder Alignment



Building on existing frameworks with our best practice approach



Our design is based on clear demarcated areas & functions that need to be part of a CCoE. These may however be prioritized in a preferred order, to achieve quicker success and incubate CCoE design principles

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Kyndryl CCOE design based on Cloud Adoption Framework (CAF) from Google, AWS, Microsoft and Gartner

Microsoft CAF

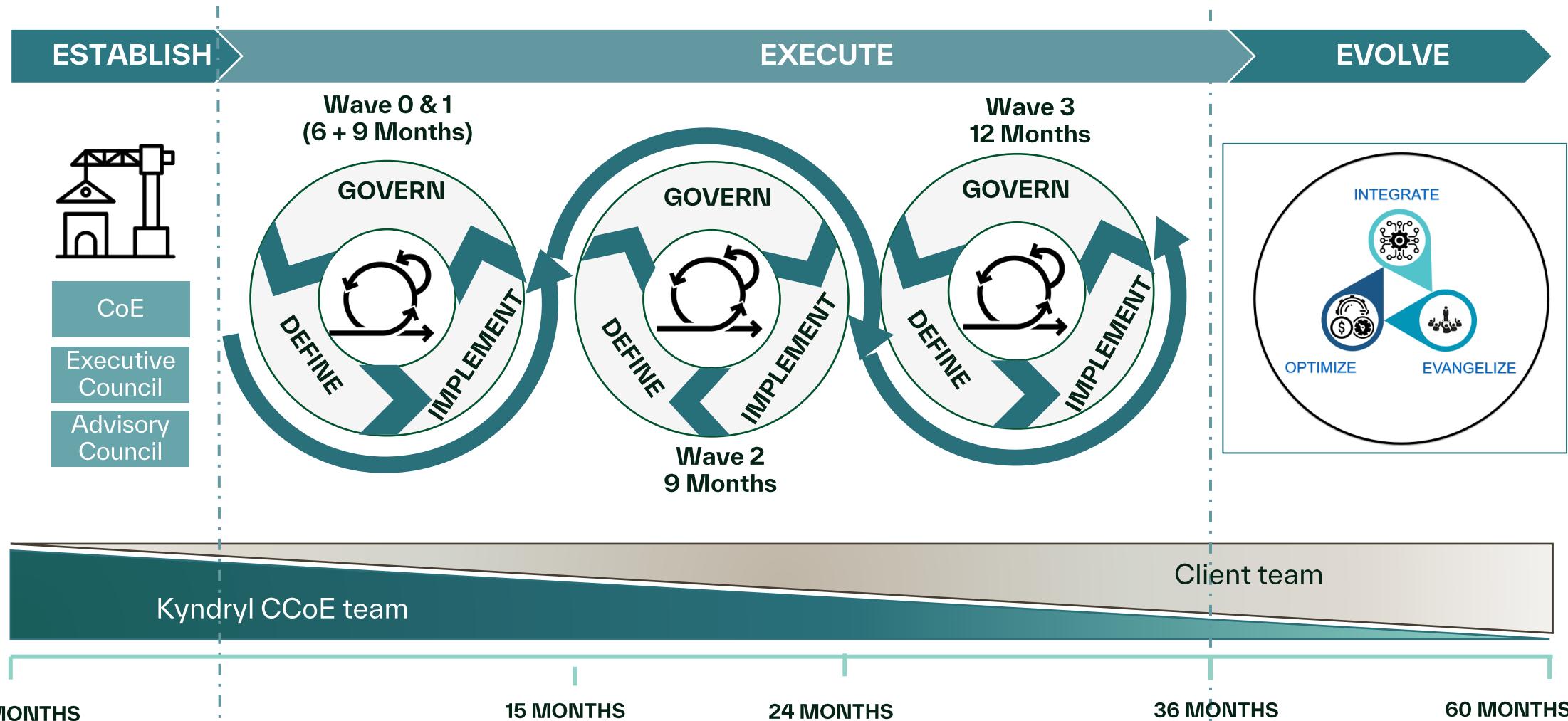
Microsoft Azure platform

Kyndryl designs the CCOE based on the existing maturity of the customer organization, processes, practices, culture & that is truly best-practice & multi-cloud

Implementation Services - CCoE Establishment and Execution



A successful Transformation is an iterative, incremental journey along the Transformation Lifecycle and Value Chain, leveraging the Kyndryl Cloud Center of Excellence Framework



Note – This is an indicative plan, and actual timelines depend on the CCoE model designed for the enterprise

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Case Studies



Technology services | UAE

A leading sovereign cloud and supercomputing service provider headquartered in the UAE

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Vision:

- Empower the UAE with cutting-edge AI and cloud solutions by delivering sovereign cloud and supercomputer services tailored to Arabic AI use cases.
- Expanding accessibility through the Azure platform.

Challenge:

- Achieving compliance with global data privacy standards to ensure secure and trustworthy operations across multiple jurisdictions.
- Implementing a modern IT operating model that is adaptable and scalable to support rapid global expansion.
- Managing the complexities of scaling AI services while maintaining operational efficiency and service quality worldwide.

How Kyndryl helped:

- Implemented an Enterprise Architecture and PMO-led framework, emphasizing delivery excellence, solution architecture, standardized patterns, and regulatory compliance.
- Established automated and repeatable processes for deployment and remediation on Azure, ensuring integrability, compatibility, and adherence to sovereign policies.
- Enabled rapid cloud transformation and workload migration, meeting both technical and timeline objectives using the Build and Transfer model.

What progress looks like:

- Established as the market's first customer by optimising cloud operations, leading regional AI services, and expanding globally.
- Boosted organisational agility through EA-driven execution, workforce upskilling, and streamlined training.
- Accelerated customer delivery using 'Everything as Code', repeatable processes, and agile, fail-fast methods.

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Next Steps - Get started with a
CCOE Discovery Workshop

Call To Action : Request for a CCoE Discovery Workshop

Schedule discovery workshops with one of [Kyndryl CCOE consultants](#)

Objectives of the workshop

- Gain baseline understanding of current state of the Client platform & the established roadmap
- Co-develop high level design of CCOE, enabling Kyndryl to provide a formal proposal

Topics of the workshop	Key Focus
Current Operating Model Review	People : org model, roles, responsibilities, skills; interaction with business teams
	Process: ITSM/ITOM/ITAM processes, high level workflows, inter-process linkages; process maturity measurement approach
	Technology : AS-IS platform deep-dive : modules, implementation view, integrations, s/w engineering lifecycle view; architectural standards, security / compliance needs & alignment
	Governance : framework, value realization approach & measurement model;
Pain Points & Opportunity Mapping	What's working, what's not.
Future State Vision	Co-develop the target vision for Cloud; desired outcomes, guiding principles etc.
COE : What good looks like	Scope / functions : roles, responsibilities, activities; operating / engagement model with other IT teams & business teams
	Governance, operating processes (demand management, service ownership, funding), success measurement incl. key KPIs / metrics;
Next steps	Summarize key requirements, firm up proposal outline

Participating roles for the workshop

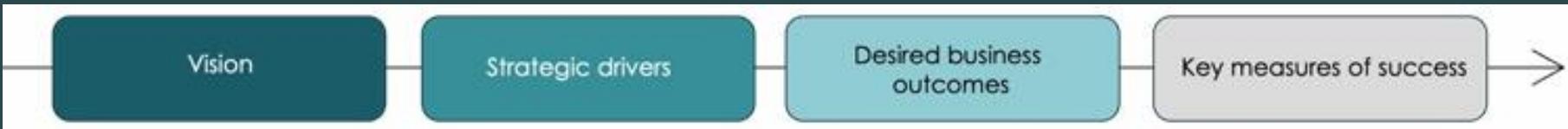
- Kyndryl : Cloud consultant, Cloud Architects, Customer Partner, Workshop Facilitator
- Client : IT Leader, Cloud Architects, IT Operations Leader, Business Team Representative

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Expected outcomes of CCoE Discovery Workshop

Expected Outcomes:

- 1 Agreed vision and strategy drivers, desired business outcomes and key measures of success



- 2 Defined key roles and responsibilities (e.g., Platform Teams, Product Teams, Enabling Teams)
- 3 Clear governance and interaction model between ServiceNow platform and product teams
- 4 Initial transformation roadmap (phased approach with quick wins)

Engage with Kyndryl ?

- Learn more about Kyndryl's CCOE POV
- Share prerequisites and we'll lock the kickoff date and workshop calendar

Why Kyndryl ?

Kyndryl + Microsoft Power Your Transformation

Our Customers

We work in partnership with thousands of customers, dedicated to ensuring that each achieves its peak digital performance

>4,000

global customers

Including

of the Fortune 100;
more than half of
the Fortune 500



Providing undisputed leadership

 **6.1M** mainframe installed MIPS

 **3.5M** LAN ports managed

 **300K** network devices managed

 **5,200+** WAN devices managed

 **67K+** VMware systems managed

 **14K+** SAP instances managed

 **3.5+** exabytes of customer data backed up annually



Why Customers Choose Kyndryl + Microsoft

Modernization without disruption:

Kyndryl's mission-critical expertise, combined with Microsoft's AI-first Cloud, accelerates transformation safely.



AI that delivers outcomes fast:

AI innovation labs, prototyping, and Azure OpenAI solutions turn ideas into measurable impact.



Industry-hardened solutions: Built on Microsoft Cloud and refined by Kyndryl's decades of experience managing complex, regulated environments.



Secure, resilient operations:

Enterprise-grade governance, automation, and observability via Kyndryl Bridge keep systems reliable and secure.



Kyndryl Services

Cloud Modernization

Delivering seamless advisory, migration, modernization, and management services integrated with Microsoft Azure



Core Enterprise & zCloud

Manage mission-critical workloads seamlessly by modernizing mainframes to handle high-volume, always-on computing with Microsoft AI Cloud



Digital Workplace & M365 Copilot enablement

Accelerate hybrid work and enable collaboration from anywhere with strategy, design, architecture and implementation of M365 Copilot



Application, Data & AI

GenAI and Azure OpenAI-based solutions; Full application platform hosting and expert assistance for application modernization on Microsoft Azure



Network & Edge

Provides unified Network Services for Microsoft Cloud and data center connectivity



Security & Resiliency

Built with Microsoft Security solutions to navigate cyber risk with confidence



Kyndryl advances the vital systems that power progress

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Thanks