

# Generative AI Services with Azure OpenAI

## Customer challenges

Organizations are working to understand the impact of generative AI solutions for their digital business framework and navigating through the challenges of exploring and implementing generative AI.

A few of these challenges are:

- Ethical concerns regarding the implementation of responsible AI
- Business use case selection and prioritization
- Governance for the generative AI solution
- Data foundation requirements to support the success
- Choice of foundation model, tuning and optimization
- Return on investment (RoI) and future cost considerations
- Application integration and management
- Skillsets and readiness of their teams

## Solution highlights

Kyndryl's generative AI solution approach is designed to deliver sustained business value through responsible and strategic adoption and scaling. We provide various types of generative AI services, from discovering and defining opportunities through workshops to building rapid prototypes to deploying and maintaining LLMOPS solutions.

**Kyndryl's Discovery Workshop** employs design thinking to identify areas and processes that could be enhanced through generative AI. In addition, we also offer other consulting services such as a data foundation assessment and a generative AI governance assessment to help customers get ready for successful implementation of generative AI solutions.

**Kyndryl's Rapid Prototyping** service focuses on demonstrating the technical feasibility and business value of a chosen use case using Generative AI that can be taken to production. With the implemented prototype we provide documentation of features, PoC architecture, solution design, and success criteria measurement.

**Kyndryl LLMOps services** with Azure OpenAI offers comprehensive operational management of large language models (LLMs), encompassing LLMOps design and implementation, development of generative AI applications, as well as the implementation of responsible AI practices, security, and privacy measures. Additionally, we provide LLMOps managed services to ensure seamless integration and maintenance of these solutions.

## Customer benefits

Kyndryl's generative AI services can help you create new or improved customer experiences by helping you:

- 1 Plan effectively for the choices and considerations surrounding generative AI and AI.
- 2 Prove the technical feasibility and expected business benefits of planned use cases through rapid prototyping.
- 3 Enhance the productivity, automation and innovation of the generative AI solution through accelerators and expert guidance as part of LLM Ops design, implementation, and management.



# Why Kyndryl and Microsoft?

## About Kyndryl

Kyndryl is the world's largest provider of IT infrastructure services, serving thousands of enterprise customers in more than 60 countries. As a focused, independent company, we're

building on our foundation of excellence by bringing in the right partners, investing in our business, and working side by side with our customers to unlock their potential.

## Kyndryl and Microsoft advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on

### Providing undisputed leadership



**6.7M** mainframe installed MIPS



**360K** network devices managed



**576** exabytes of customer data backed up annually



**73K+** WAN devices managed



**23M** service desk contacts annually



**4.1M** LAN ports managed

### Microsoft Advanced specializations Microsoft

- Kubernetes on Microsoft Azure
- SAP on Microsoft Azure
- Analytics on Microsoft Azure
- Microsoft Azure VMware Solution
- Microsoft Windows Virtual Desktop
- Microsoft Low Code Application Development
- Adoption and Change Management
- Meeting and Meeting Rooms for Microsoft Teams
- Calling for Microsoft Teams

### Solutions Partner designations Microsoft

- Solutions Partner for Business Applications
- Solutions Partner for Infrastructure (Azure)
- Solutions Partner for Data & AI (Azure)
- Solutions Partner for Digital & App Innovation (Azure)
- Solutions Partner for Modern Work
- Solutions Partner for Security

**25,000+** Microsoft certifications

### Empowering thousands of enterprise customers, including:



60% of the Fortune Global 100 and more than half of the Fortune Global 500

premises, across multiple clouds, or on the edge. With our joint expertise, we work with customers to manage complexity and modernize their operations for rapid business outcomes. We bring together deep design, delivery, management, and cloud technology expertise, supported by an expansive ecosystem, to unlock our customers' potential for long-term business impact.

## Next steps

Learn more at [kyndryl.com](https://kyndryl.com).

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