

kyndryl™

Workplace Virtualization Services

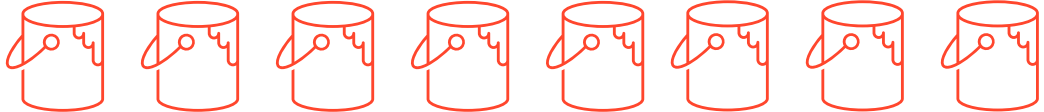
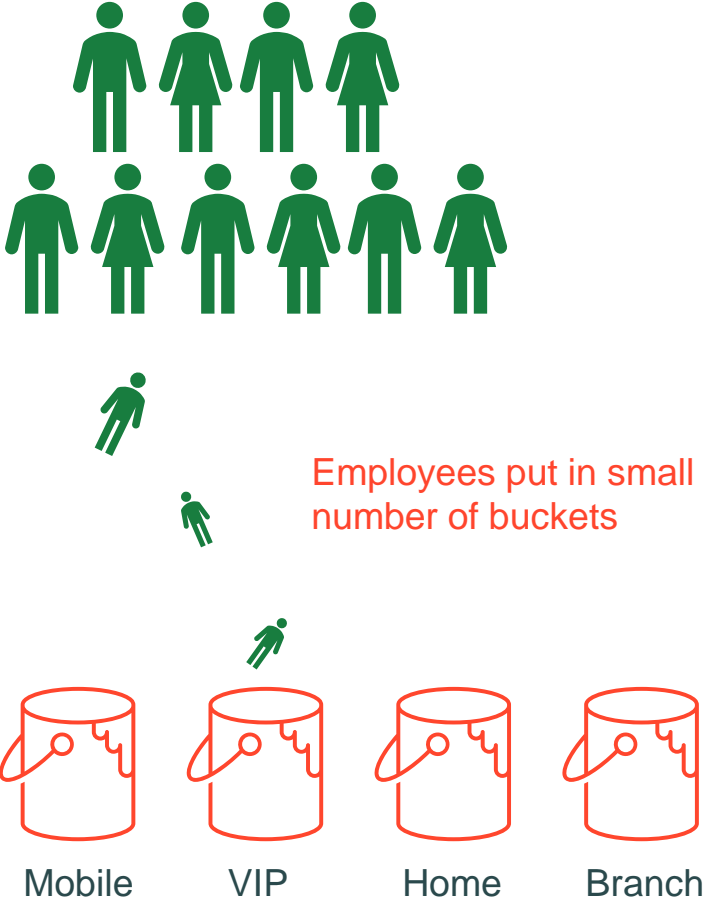
Kyndryl, Microsoft &
VMware

March 2023



Employees are complicated:

Personalization - NOT persona



Build employee experience through personalized engagements that are continuously improving

Persona	Examples	Attributes			Functional Require			
		Regulated	Privileged	Power	Mobile	Offline	Apps	C
Back Office	HR, PA, Analyst, Finance, IT	Green	Green	Green	Green	Green	Yellow	White
Kiosk	Call Centre, Service Desk	Red	Green	Green	Green	Green	Yellow	White
Fixed Kiosk	Branch Cashier	Red	Green	Green	Green	Pink	Yellow	White
Contractor	3rd Party, External Consultant	<i>Role Dependent</i>						
Fixed Power	Developer, Support (non-call)	Green	Red	Red	Green	Green	Pink	Yellow
Regulated Power	Trader, Investment Banker	Red	Green	Red	Green	Green	Yellow	White
Exec Roamer	Senior Exec, Managing Director	Green	Green	Green	Yellow	Yellow	Pink	Yellow
Agile Worker	Hothouse, Hopper	Green	Red	Green	Pink	Green	Pink	White
Mobile Power	Systems Admin, Support (on-call)	Green	Red	Green	Yellow	Yellow	Pink	Yellow
Boomerang	Project Manager, Business Analyst	Green	Green	Green	Yellow	Yellow	Pink	Yellow
Roamer	Personal Banker, Researcher	Green	Green	Green	Pink	Yellow	Yellow	White
Field Based	Relationship Manager, Field Engineer	Green	Green	Green	Pink	Pink	Yellow	White



Selling workplace virtualization services

It's complicated, and the workplace is rapidly changing



73%

of workers say they want flexible remote work options



80%

of managers expect more flexible work from home policies



67%

of employees want more in-person collaboration

- The future of work, encompassing work, workforce, technology and the workplace, is rapidly changing.
- Each generation typically prefers to work in a different way. How will tomorrow's employees work differently than today's?
- Does the current workplace support evolving technology? How will it need to be redesigned to sustain the evolution of technology work?
- How can organizations transform and redesign current ways of work to focus on security, productivity and user experience and redefine new work outcomes that extend beyond current capabilities?

Sources:

1. "The Work Trend Index" survey was conducted by an independent research firm, Edelman Data x Intelligence, among 31,092 full-time employed or self-employed workers across 31 markets between January 12, 2021, to January 25, 2021.

Selling workplace virtualization services

Building the hybrid workplace with workplace virtualization

Client PC



Virtualization

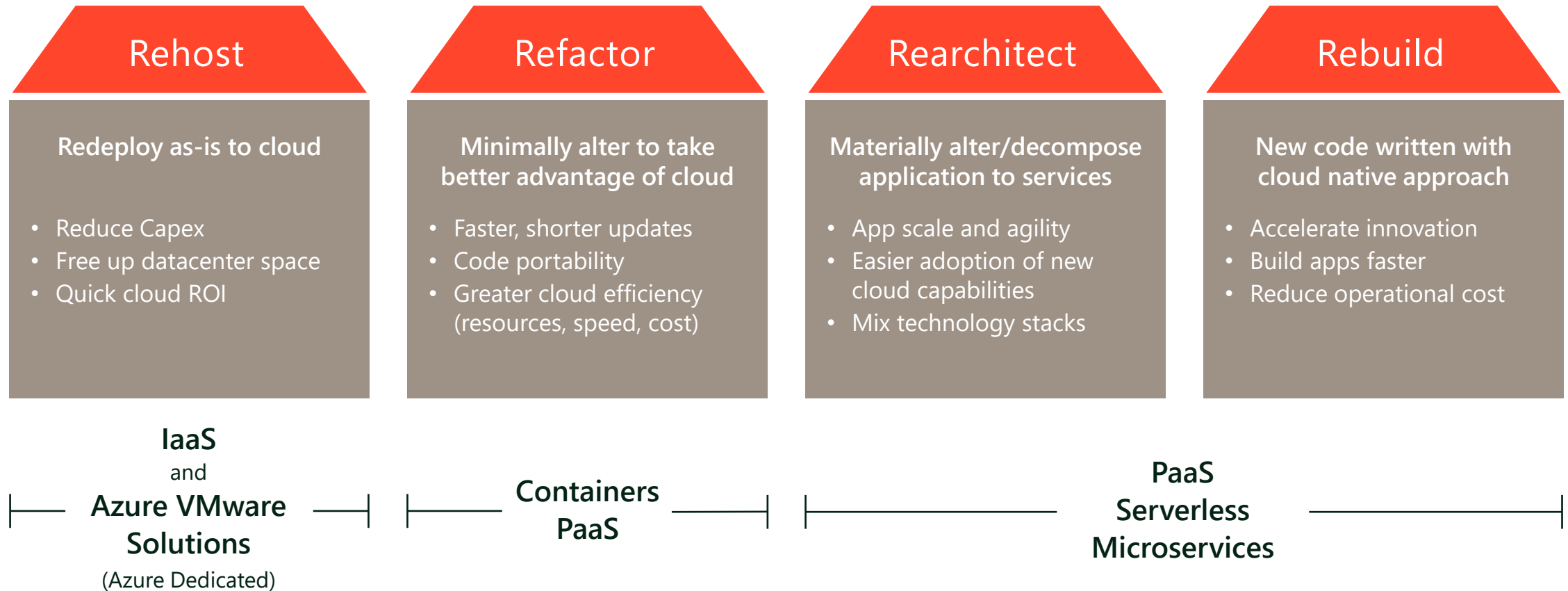


Cloud based PCs



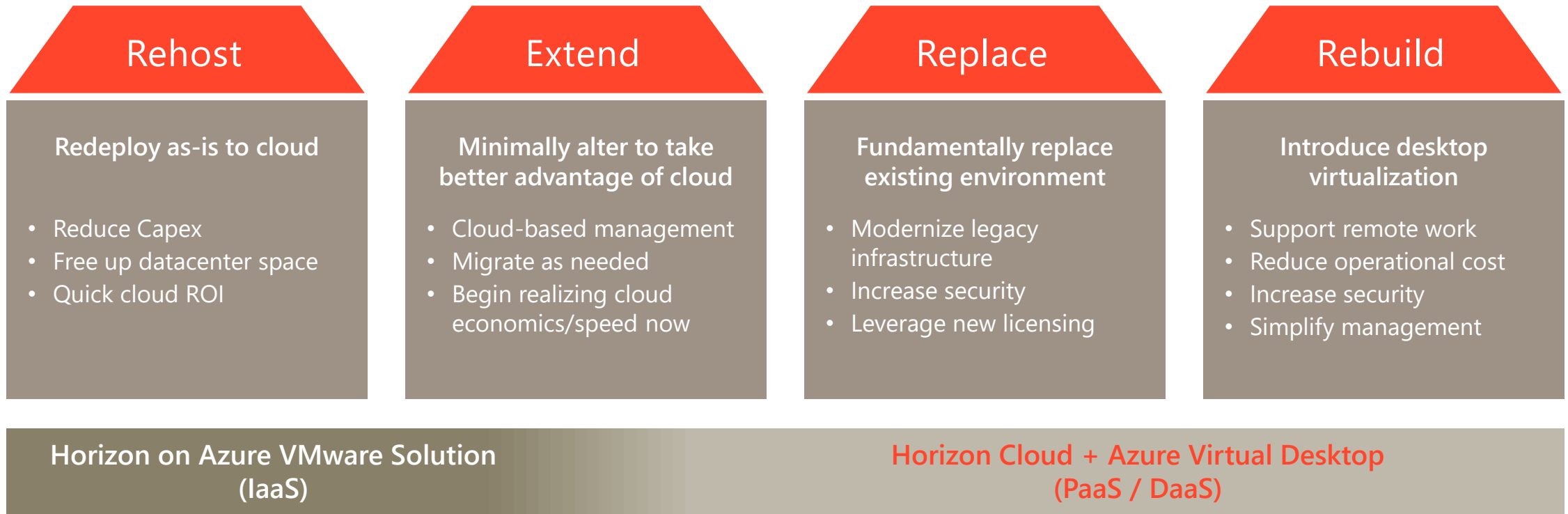
Cloud migration strategies:

Leveraging a TOGETHER strategy



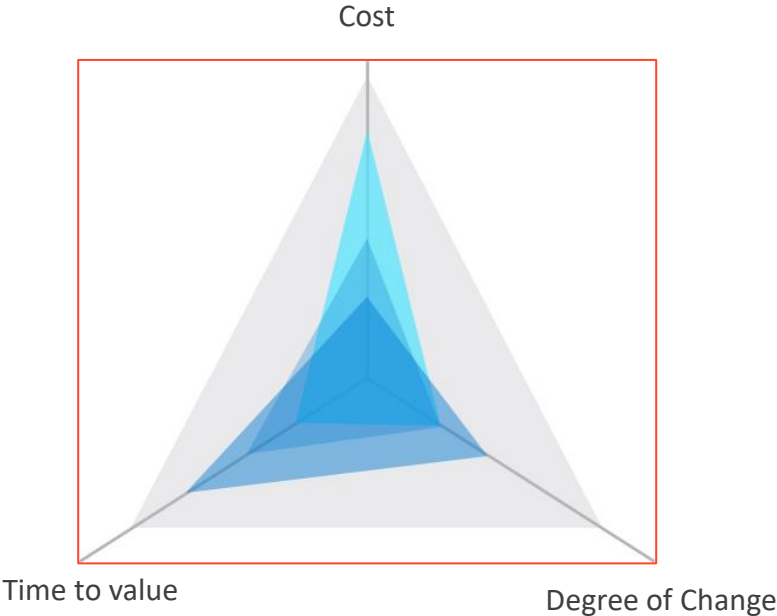
Cloud migration strategies:

Leveraging a TOGETHER strategy with Horizon



Customer needs drive platform choice

Help our customers to deliver on cloud migration strategies



On Premises



Horizon on
Azure VMware Solution
(IaaS)

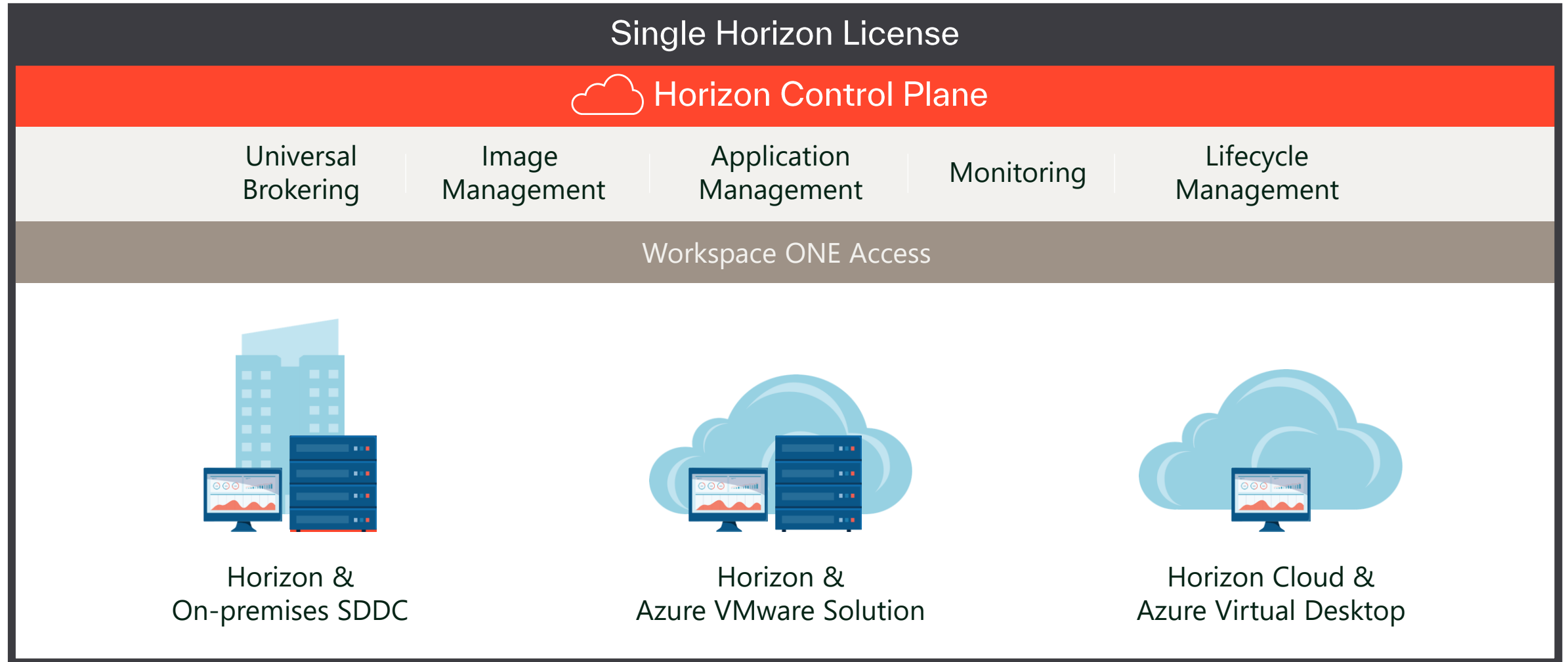


Horizon Cloud with
Azure Virtual Desktop
(DaaS / PaaS)

Desktops & Apps	Desktops & Apps	Desktops & Apps
Horizon Platform	Horizon Platform	Horizon Platform
Horizon Control Plane	Horizon Control Plane	Horizon Control Plane
SDDC	SDDC	SDDC
Hardware	Hardware	Hardware
Kyndryl Managed	Microsoft Managed	VMware Managed

VMware Horizon and Microsoft Azure

A powerful combination



VMware Horizon and Microsoft Azure

Horizon solutions



Horizon & On-premises SDDC

- Customer owns SDDC, Horizon infrastructure, and desktops & apps
- Hybrid management capabilities
- Leverage existing hardware investments
- Continue supporting apps that need to run on-premises



Horizon & Azure VMware Solution

- Microsoft owns SDDC
- Customer owns and operates same Horizon as on-premises.
- Hybrid management capabilities
- Lift & Shift, hybrid, and burst scenarios

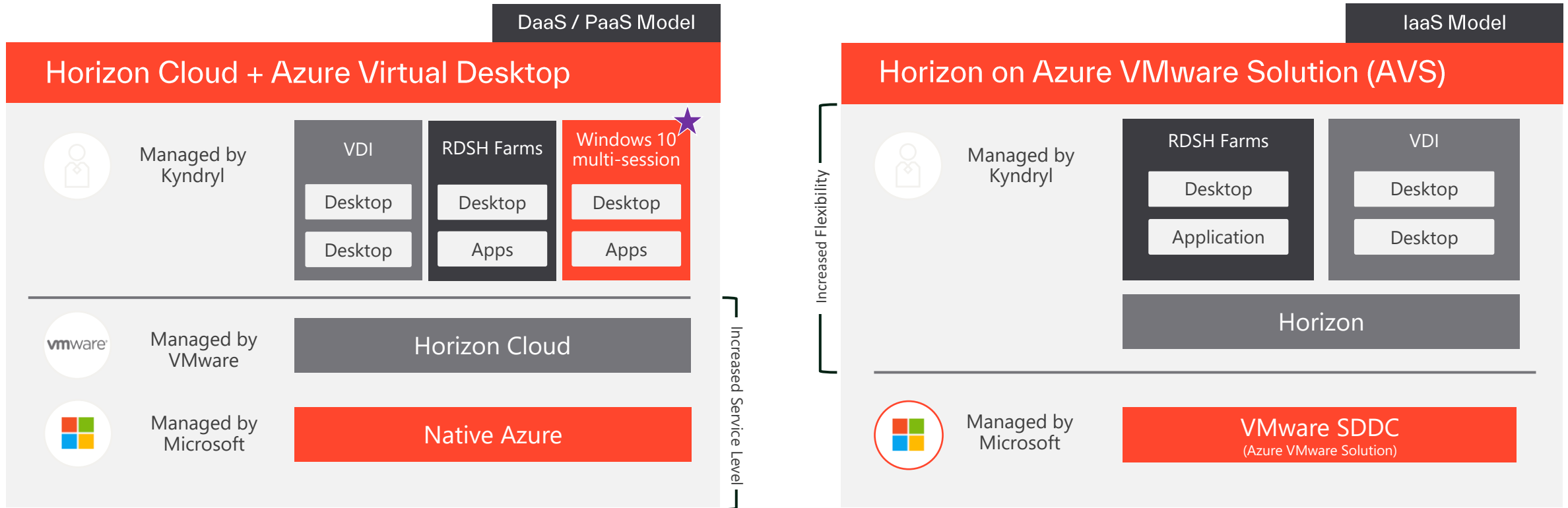


Horizon Cloud & Azure Virtual Desktop

- Microsoft Azure native
- VMware manages Horizon infrastructure as a service offering
- Supports features of Azure Virtual Desktop
 - Windows 10 Enterprise multi-session
 - Special Azure pricing plus more...
- Hybrid management capabilities
- Lowest-cost path to delivering Windows 10 from Azure

Emerging trends driving VDI and API growth

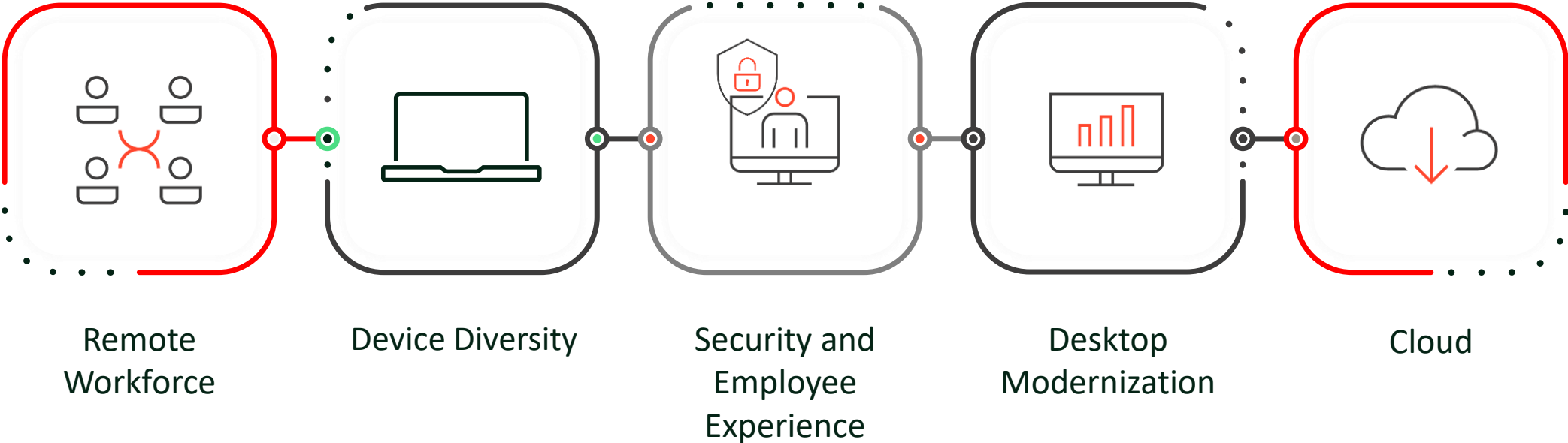
Virtual desktops and apps are critical to the anywhere workspace



Scenario	Value	Notable Features
Modernization of VDI and Datacenter	Multi-session economics, managed desktop virtualization infrastructure	Lift & Shift VDI + Datacenter modernization
Windows 10 Enterprise multi-session (exclusive), vGPU workloads, ease of integration, enhanced management capabilities	VMware App Volumes, Power Management, Hybrid Support, user environment management, broad client and peripheral support	Customization and control of desktop virtualization infrastructure
		Same Horizon as on-premises, running on Microsoft-managed vSphere
		• Linux support, same skill set as on-premises, purchase and manage by the host. (*vGPU and Windows 10 Enterprise multi-session are not supported)

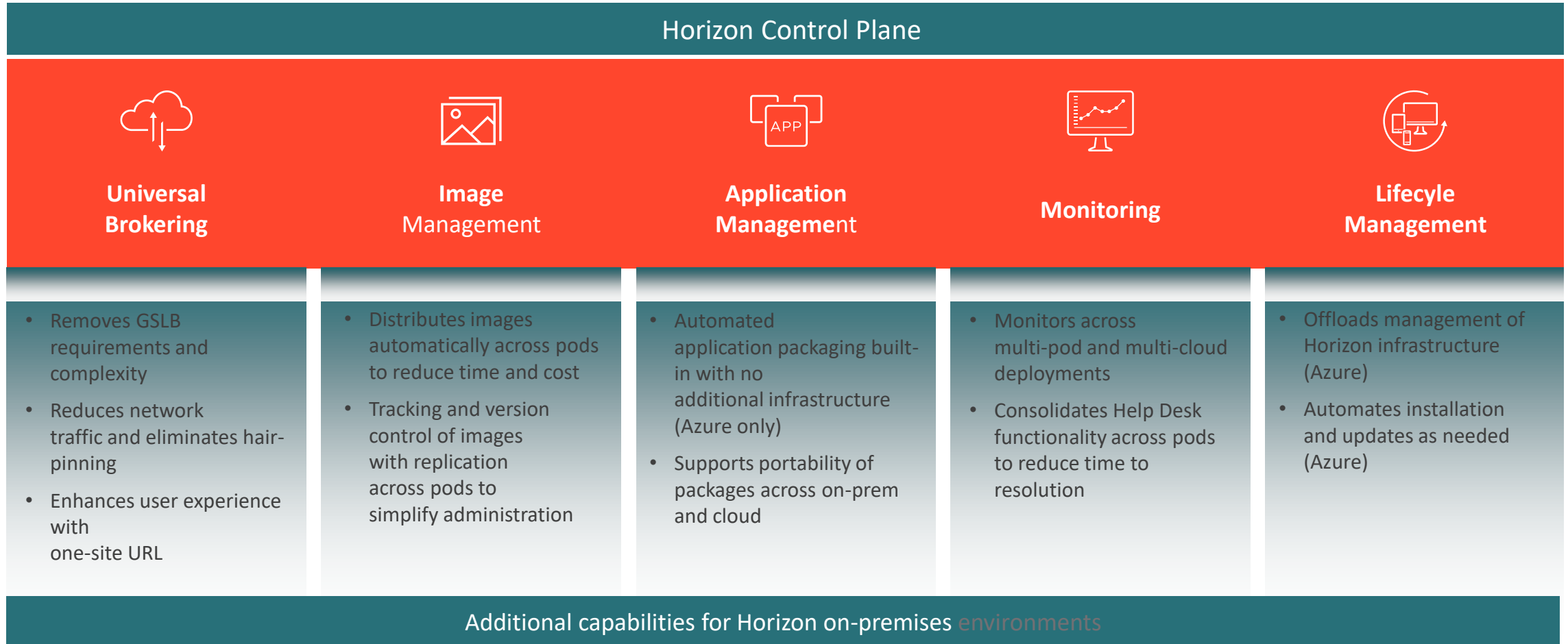
Emerging trends driving VDI and API growth

Virtual desktops plays a critical role with the anywhere workspace



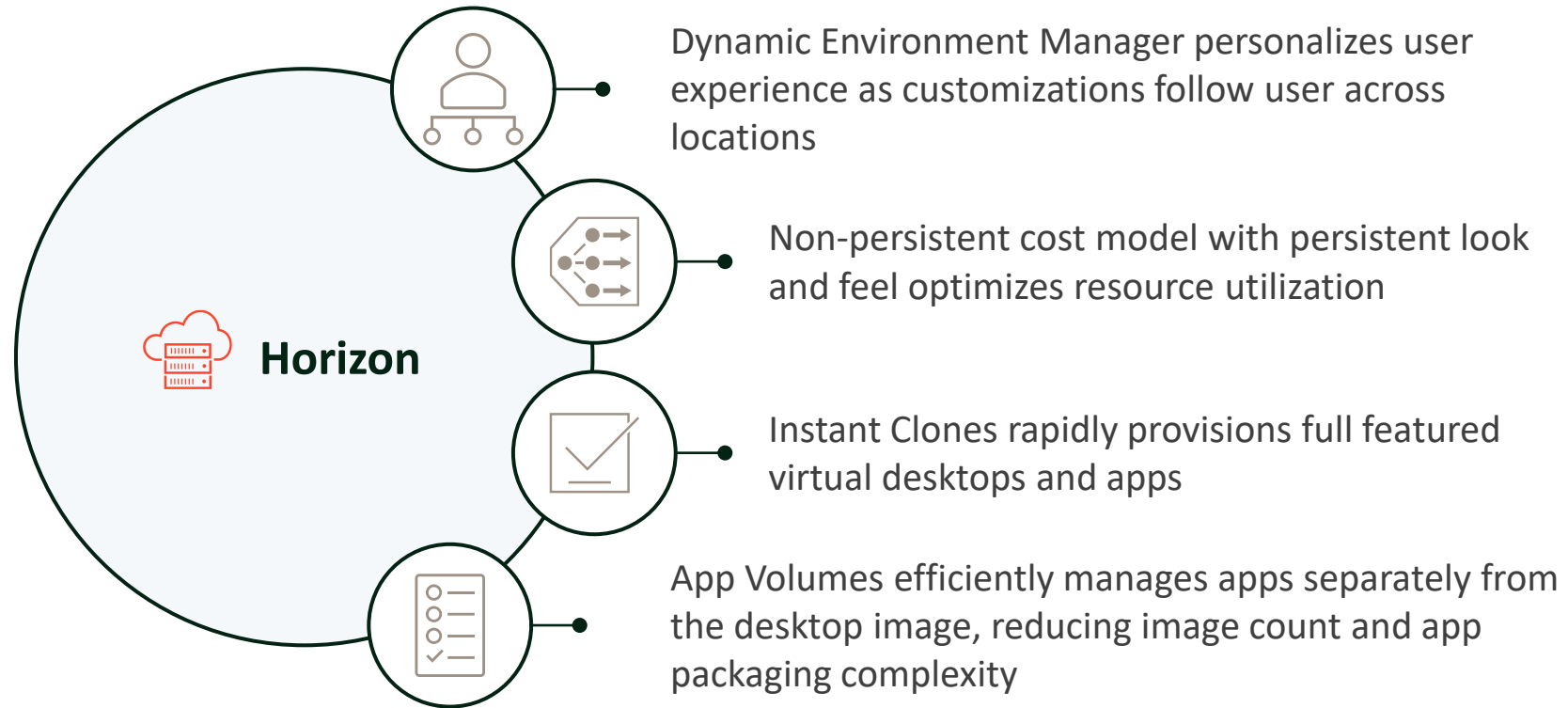
Horizon control plane services

Leverage cloud services for hybrid management of private or public cloud deployments



Modern platform for management simplicity and speed

Simplify ongoing management with key features



Simplified Day 2 Management



Images



Apps



Profiles



Policies

Why Choose VMware for VDI & App Delivery?



Hybrid Support



Simplified Management



End to End Security



Trusted Digital Foundation



User Experience



Providing more choice for our customers

Management ownership

Customer-Managed



On Premises/
Private Cloud

Managed SDDC



VMware Cloud
AWS, AVS, GCVE

DaaS



Public Cloud – Azure

Apps Everywhere



Apps	Apps	Apps	Apps
Desktops	Desktops	Desktops	Desktops
Horizon Infrastructure	Horizon Infrastructure	Horizon Infrastructure	Horizon Infrastructure
SDDC	SDDC	SDDC	SDDC
Hardware	Hardware	Hardware	Hardware

■ Kyndryl managed

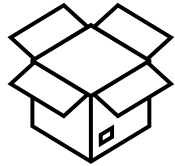
■ VMware or Kyndryl managed

Supporting the application lifecycle

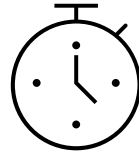
Enable multiple workgroups



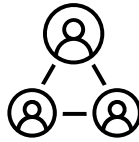
Discovery



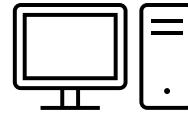
Packaging



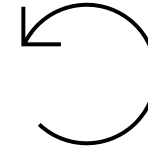
Testing



Entitlement



Delivery



Rollback



Telemetry



Self Service

Line of Business App Owners (Oversight)

App Admins

Horizon Administrators

Super Users

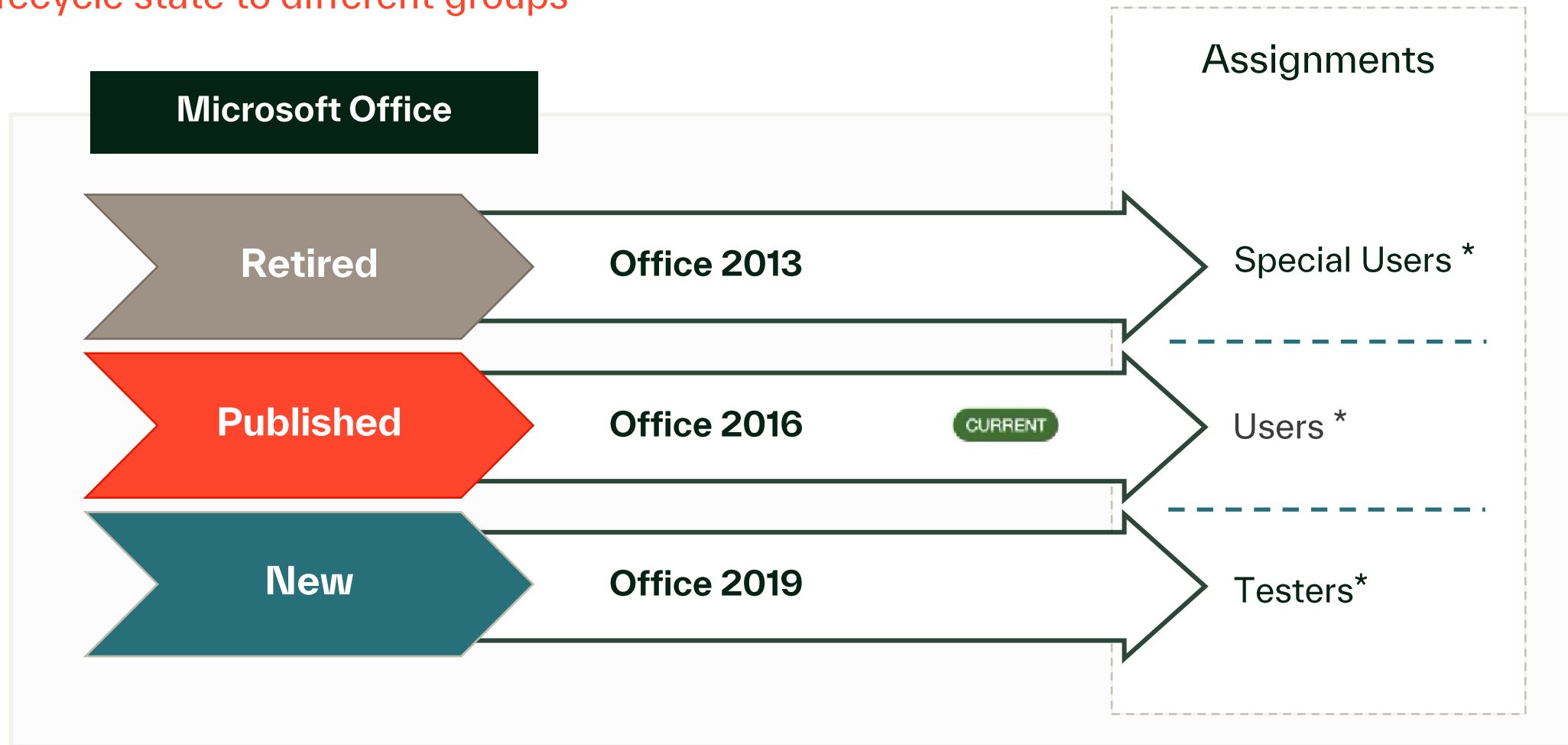
Help Desk

Help Desk

End Users

Delivering multiple versions

By lifecycle state to different groups



* Designated by Application Owner

Why Kyndryl for VMware and Microsoft?

A great end-user experience

Consistent across Win 10/11 virtual desktops due to optimizations available for Office 365 ProPlus, Teams, Outlook & OneDrive.

Can be further enhanced by analytics-based Workplace Virtualization.

Digital experience management (optional)

Leveraging a Digital Experience Management (DEM) driven support framework, which contains both sensors and trending data, enabling us to sense common issues and push proactive remediation that can run without end-user interruption.

Improved security

Helps to meet security and compliance regulation leveraging the inbuilt security features like reverse connect, MFA, conditional access & RBACs

Application lifecycle

With over 40 years of experience and well-defined workflows we use automation to improve agility and simplify common virtual desktop tasks, improving the efficiency of application lifecycle management.

Automation, self service, Self-help and self heal

Kyndryl workplace virtualization solutions come complete self service, self-help and self heal options. In addition, we offer automation options including automated application testing.

Kyndryl scale

Kyndryl's deep expertise ensures a comprehensive plan for all aspects of Workplace Virtualization management. We support workplace virtualization for over **250** customers, with in excess of **400,000** workplace virtualization users.

End-to-end support and management

Follow the sun support methodology: **24x7**

- Delivery locations: **India, Poland, Costa Rica, US**
- **Single point of contact** for all VDI activities

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Thank You