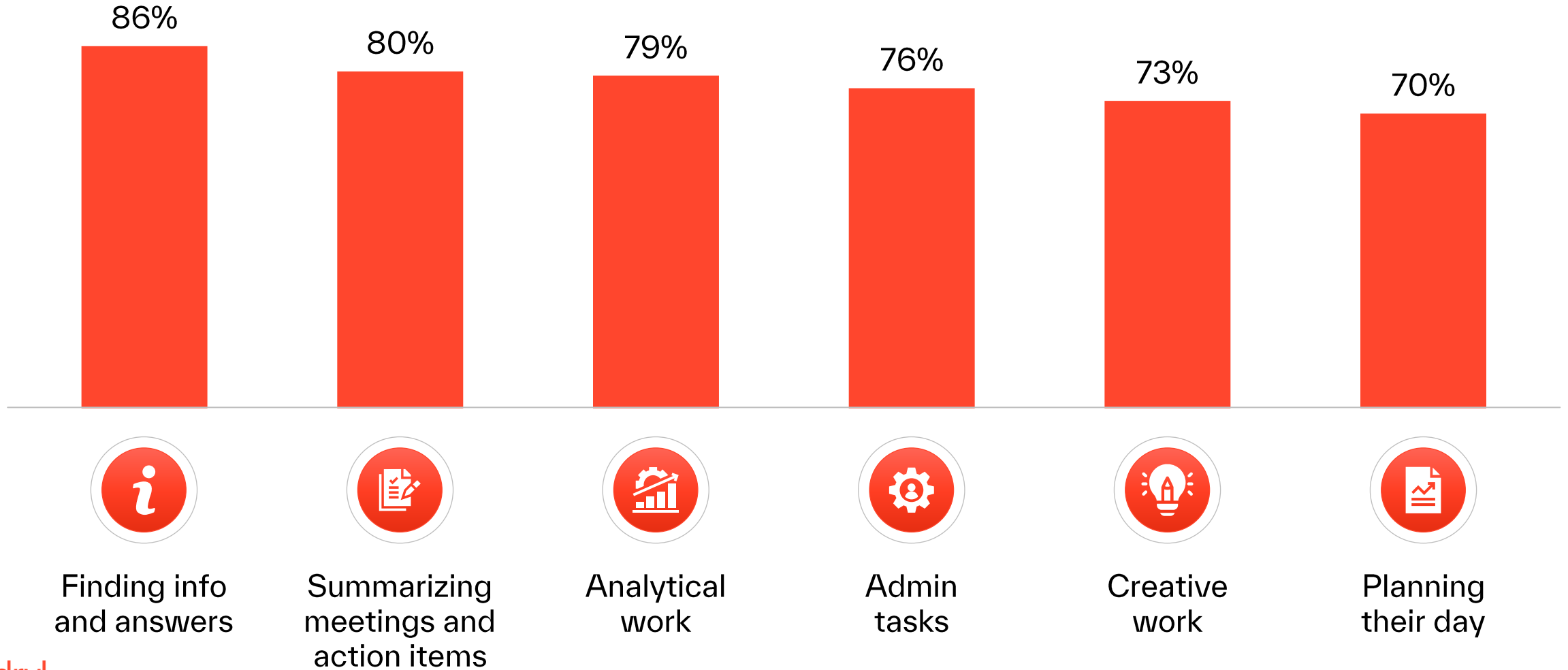kyndryl.

Microsoft 365 Copilot Envisioning Workshop

The Delivery Capabilities of Kyndryl in the Microsoft 365 Copilot journey
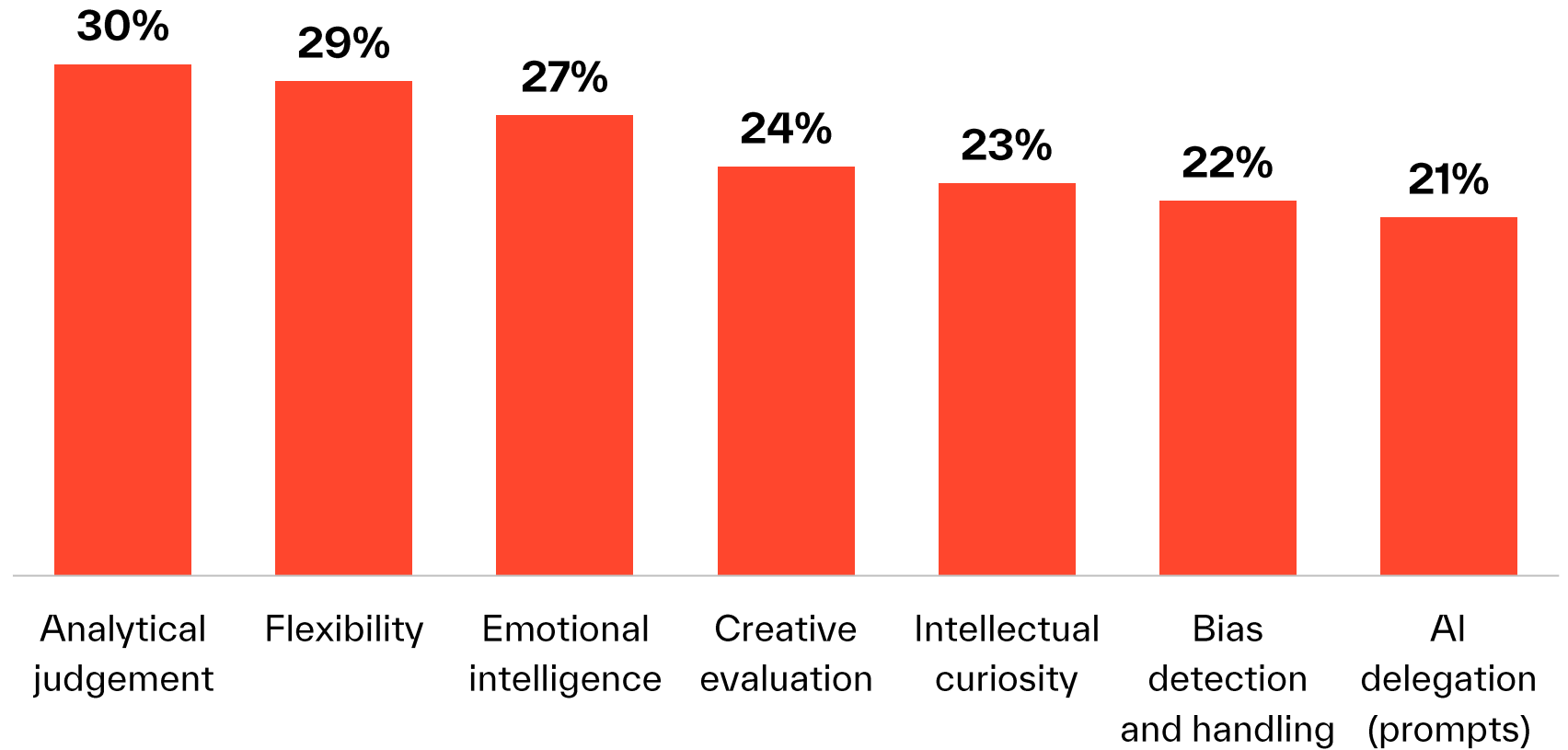
What employees want from AI

86% — Finding info and answers

80% — Summarizing meetings and action items

79% — Analytical work

76% — Admin tasks

73% — Creative work

70% — Planning their day

kyndryl.

A new AI-employee alliance

82%
Of leaders say employees will need new skills to prepare for AI

30%	29%	27%	24%	23%	22%	21%
Analytical judgement	Flexibility	Emotional intelligence	Creative evaluation	Intellectual curiosity	Bias detection and handling	AI delegation (prompts)

kyndryl.

How does it integrate?

Grounded in your business data
Microsoft 365 Copilot has real-time access to both your *content and context* in the Microsoft Graph.

Comprehensive security, compliance, & privacy
Copilot inherits your security, compliance, and privacy policies set up in Microsoft 365.

Architected to protect data
Your data never leaves its secure partition, and it is never used for training purposes.

Integrated into the apps you use every day
Word, Excel, PowerPoint, Outlook, Teams, Loop, OneNote, Whiteboarding & more to come.

Individual user & admin always in control
Users decide what to use, modify, or discard.

Designed to learn new skills
As Copilot learns about processes, it can perform more sophisticated tasks and queries.

kyndryl.

The Kyndryl & Microsoft Partnership

Why our customers continue to trust us with the IT infrastructure
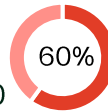
Our Customers

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 Global 100 and more than half of the Fortune Global 500

60%

Providing undisputed leadership

- **6.7M** mainframe installed MIPS
- **4.1M** LAN ports managed
- **23M** service desk contacts annually
- **73K+** WAN devices managed
- **67K+** VMware systems managed
- **15K+** SAP and Oracle instances managed
- **576** exabytes of customer data backed up annually

---

kyndryl / Microsoft

Microsoft Partner | Azure Expert MSP — Microsoft

24,000+ Microsoft Certifications as of June 2023

Advanced Specializations

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

Solution Partner Designations

- 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
- Solutions Partner for Business Applications

Kyndryl Services

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

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

Digital Workplace
Accelerate hybrid work capabilities enabling collaboration with strategy, design, architecture and implementation of Microsoft 365

Application, Data & AI
Providing full application platform hosting and expert assistance for application modernization to Microsoft Azure

Network & Edge
Provides unified Network Services for Microsoft Cloud and data center connectivity

Security & Resiliency
Providing full application platform hosting and expert assistance for application modernization

---

Kyndryl advances the vital systems that power progress

kyndryl consult

Continuous modernization lifecycle

ENVISION
- Discovery
- Assessment
- Strategy
- Generative outcomes

ADOPT
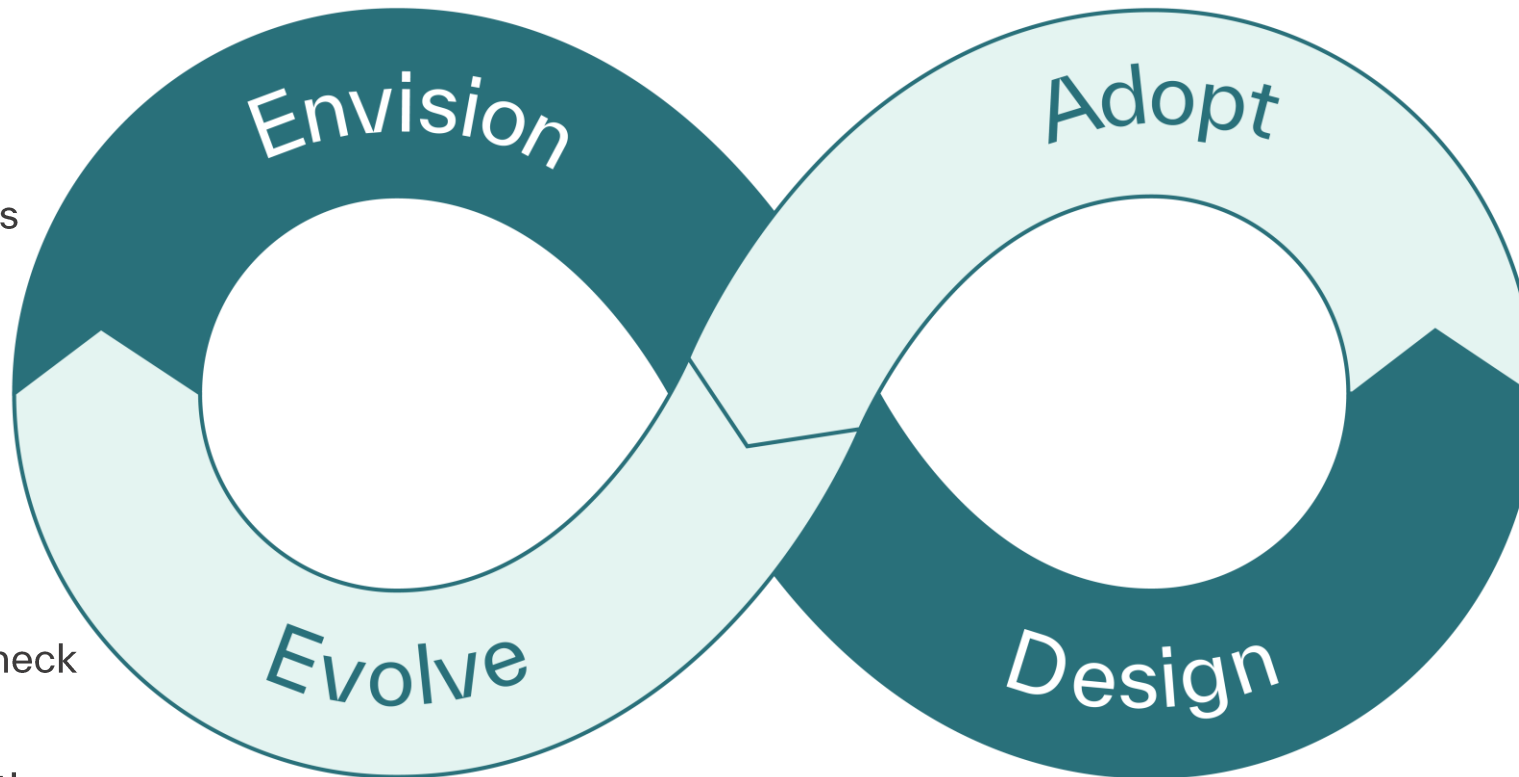- Implement
- Migrate & integrate
- Automate & scale
- Accelerated adoption

EVOLVE
- Continuous health check
- Benchmarking
- Recovery & remediation
- Training & skills

DESIGN
- Co-created solutions
- Customized design
- Integrated architecture
- Digital authority

kyndryl

Microsoft 365 Copilot Deployment Phases

Envision

Phase 1 – Readiness Workshop

- Employee Strategy
- Copilot AI Strategy
- M365 Apps Maturity
- Copilot - Network (QOS)
- Data Governance
- Organizational Change Management
- Roadmap to Copilot
- Deliverable status of 6 key areas and maturity score.
- *Statement of work for additional Remediation or design services.

Design

Phase 2 - Remediation/Pilot

- Create focus groups, Champions & Reporting Chain (Feedback)
- Skills Gaps Analysis
- Employee Experience - Training & Adoption New way of working
- Go/No-Go Parameters (Ethical)

Adopt

Phase 3 – Phased Rollout

- Joint venture between Kyndryl & Client (New capabilities impact)
- AI engagement - Prompts , Training, Governance Controls
- People & Culture - Employee Engagement (Day in the Life)
- Benchmarks / Pilot success
- Business Case for expansion, with a focus on use cases with the highest ROI

Evolve

Phase 4 - Evolve

- Roll up of Phases 1,2,3 lessons learned to go Live
- Work with HR, Recruiting for further help along the journey (Harnessing AI and DEX/XLA)
- Enable organizations to extend enterprise or legacy data sources including mainframe

kyndryl

Partner with Kyndryl to accelerate your digital transformation using Microsoft 365 Copilot

kyndryl