Digital Workplace Services

Digital Workplace Automation Services

Automate your business process with Microsoft Power Platform

Kyndryl's Digital Workplace Automation services provide Intelligent Process Automation (IPA) services. We enable customers to develop a hybrid workplace strategy to support their digital transformation. Our services help optimize cost, improve delivery efficiency, and enhance user experience by leveraging Microsoft Power Platform.

Business Challenges

- **Integration across departmental silos**
  Many companies are challenged with inefficiencies that arise from multiple process flows which cut across departments that operate in silos and systems that don't communicate with each other

- **Enhancing employee experience**
  Follow-ups, delays, and rework on request fulfillment due to complex processes and human errors continue to be major causes for productivity losses and poor user experience

- **Ability to access IT solutions with ease**
  With hybrid workplaces becoming the norm more and more users want the ability to consume and interface with processes from the devices of their choice

- **CAPEX and operating costs for automation set up and development**
  The largest component of costs related to any automation solution is the automation setup and development costs which often make it prohibitive for smaller organizations

Key Capabilities

- **Integrations across departmental applications using Power Automate**
  Ability to carry out API based integrations across applications for a seamless workflow across various departments and tool with pre-built connectors

- **User centric interface with Microsoft Power Apps**
  PowerApps allow structured triggering of automation based on the business need through user friendly interface and ease access

- **Analytics powered by Power BI**
  Utilization of analytics for measuring the efficiency and the identification of new process automation opportunities

- **AI capabilities powered by Microsoft AI Builder**
  AI capabilities process structured/unstructured data for automation (Eg – read data from manual invoices and transfer the data into digital systems)

- **Pre-built workflows and custom development as a service**
  Nimble deployment of pre-built auto- books for the most common use cases and the ability to develop custom auto-books/workflows as a service

Key Benefits

- **Increased process efficiency**
  Cross department process automation not only allows for cost optimization but also makes the process more efficient

- **Enhanced user experience**
  Enhanced user experience with ease of access from the channel of choice (e.g., Microsoft Teams, email, virtual agents)

  Metrics to measure the user experience and automation efficiency

  Continuous improvement approach to incrementally develop new workflows based on the data analytics

- **Reduced total cost of ownership**
  Our ability to provide build, deploy, and manage auto-books as a service reduces the complexities and costs of maintaining in house automation teams

- **Speed up automation deployment**
  Pre-built auto books ensure speed of deployment and faster realization of the required business outcomes and benefits

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Digital Workplace Services

Workplace Collaboration

Powered by
Microsoft 365 &
Microsoft Teams

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Kyndryl's Workplace Collaboration services are designed to put the employee experience at the center of the hybrid workplace. Working together with Microsoft, we enable businesses to meet the challenges of remote working in uncertain times through advisory services and end to end ownership of workplace collaboration solutions that include consulting, design, implementation, integration and managed services. Kyndryl partners with our customers to create solutions that help drive productivity, ensure security and deliver an equitable experience by leveraging Microsoft 365 products including Microsoft Teams, Exchange Online, Sharepoint, Onedrive and Power Platform. Kyndryl will build you a plan to adopt and manage a secure collaboration and seamless connected experience for all of your modern-day workers.

Business Challenges

- **Lack of Collaboration due to remote working scenarios**
  Retention of productivity and experience for employees working remotely

- **Lack of infrastructure to enable remote working**
  The absence of essential remote communication, productivity and experience solutions

- **Adoption**
  Challenges with employee and enterprise adoption of solutions that enable remote working

- **Remote productivity**
  Apart from enablement, there are several remote working challenges that go beyond technological solutions – employee engagement, lack of human interaction, coping with constant distractions, struggling to stay motivated

- **High TCO on Enterprise Voice**
  Public switched telephone networks and existing audio-conferencing solutions result in a higher cost of ownership solutions

Key Capabilities

- **End to End Ownership**
  Kyndryl in partnership with Microsoft provides end to end ownership including consulting, design, deployment, integration and managed services of Microsoft 365 collaboration products to help clients either setup new collaboration services or transform existing ones.

- **User Adoption Strategy**
  Our adoption plan will guide you through the planning process to cater to many enterprises still in the early stages of deploying Cloud Collaboration tools.

- **Automation - Workflow**
  Develop workflows, chatbots and applications on platforms like Microsoft Teams for easy transfer of information among employees.

- **Enterprise Voice**
  Implement Microsoft Teams enterprise voice which delivers solid call quality while reducing costs across voice networks.

- **Employee Experience**
  Solutions to create personalized views and access to the content employees consume in their day-to-day work life.

Key Benefits

- **Enhanced Experience**
  Analytics based Workplace Collaboration Service with Digital Experience Management services for proactive issue identification.

- **Enhanced user experience through seamless and productive access to information**
  Unified and personalized remote collaboration capabilities that engage employees from anywhere, anytime enhancing employee productivity and experience.

- **End to End Management**
  Transition to Kyndryl's Workplace Collaboration management services to add 24x5 support to our customers Microsoft 365 Collaboration solution.

- **Improved TCO**
  Move to consumption-based billing on a subscription model.

- **Free up on-premise legacy voice infrastructure**
  Reduce costs by moving legacy on-premise PBX to cloud PBX solutions (e.g: Microsoft Teams).