

Kyndryl Services for Digital Workplace Workflow Automation with Microsoft Power

Customer challenges

The growth of hybrid IT and work environments, skill gaps, and struggle to retain talent create barriers for organizations to improve employee experience quickly and effectively. The key challenges are:

- Data discoverability and data accessibility issues due to disjoint channels of communication, siloed and disengaged information
- Process bottlenecks resulting in productivity loss due to higher number of touchpoints, nonintegrated workflows, and low automation
- Employee engagement, collaboration, security, and compliance issues in the modern hybrid workplace

Solution highlights

Kyndryl™ Services for Digital Workplace Workflow Automation using Microsoft® Power Platform and Microsoft VIVA help you modernize employee experience in the digital workplace. Kyndryl provides end-to-end digital workplace workflow automation services that automate the orchestration of workflows. Power Platform is used to develop complex business solutions, create data visualizations, automate processes and more, all with low-code or no code. VIVA is an employee experience platform.

Together with Power Platform and VIVA, the Kyndryl Services for Digital Workplace Workflow Automation solution helps you

make your data and knowledge content secure and accessible. Use this powerful solution to enable your organization to:

- Make existing content discoverable and accessible 24/7 in a multitude of channels
- Modernize and automate workflows through integration with core systems, including ServiceNow, Workday and others, by using Microsoft Power Apps and Power Automate
- Speed application modernization with Power Apps

Customer benefits

Kyndryl Services for Digital Workplace Workflow Automation with Power Platform technology support an intelligent, continuously improved digital workplace that empowers employees to collaborate, be productive, and enhance business outcomes. The key benefits of this solution help customers to:

- 1 Achieve higher employee engagement to better meet business objectives
- 2 Accelerate modernization of employee experience through AI-driven, personalized, omni-channel support with Microsoft Power Apps, VIVA, and Power Platform
- 3 Augment employee productivity through data and AI-driven automated workflows with Microsoft Power Automate
- 4 Support regulatory compliance through greater data security





Kyndryl Modern Workplace and Collaboration Services

Customer challenges

As companies grapple with the new realities of hybrid work, it is vital that workplace collaboration technologies provide reliable access to work tools and resources both at the office and remotely, during both work hours and outside of work hours. It can be difficult to know which of the many available solutions will work best in your unique workplace environment.

Solution highlights

Kyndryl™ Modern Workplace and Collaboration Services are designed to reduce the complexity of deploying and supporting scalable and security-rich unified communications, productivity, and collaboration solutions. We'll help you identify the market-leading Microsoft solutions that will drive the most value in your organization, with consultative support to ensure you take complete advantage of service features and integrated services intended to maximize your employee experience within the Microsoft 365 suite and build on Microsoft Teams as the hub of daily life.

Wherever you are in your transformation journey, Kyndryl can help. Our services are designed to support everything from greenfield implementations, to migrations from on-premises Microsoft productivity solutions to Microsoft 365, to support

for customer mergers and acquisitions through our Kyndryl Consult services. We'll work with you to build on your journey, modernizing legacy business processes into the Microsoft Teams environment using Microsoft's Power Platform.

Customer benefits

Benefits of Kyndryl Modern Workplace and Collaboration Services include:

- 1 Access to the Microsoft 365 cloud-based suite of productivity solutions, including email, instant messaging, voice, video, social, and file sharing
- 2 End-to-end, integrated services for communications, collaboration, and security-related services within Microsoft Teams and the Microsoft 365 suite
- 3 Consultative support through the full Microsoft 365 implementation plan, from introducing each new capability to delivering an actionable implementation strategy
- 4 Steady-state operational services for your Microsoft 365 environment using a managed service model to provide tenant administration and technical escalation services
- 5 Accelerated tool adoption through continuous optimization, improvements to user experience, and alignment with Microsoft recommended practices

Why Kyndryl and Microsoft?

About Kyndryl

Kyndryl is a \$19 billion company with skilled professionals operating in over 60 countries. We design, build, manage and modernize mission-critical technology systems that the world depends on everyday.

We have decades of experience working with customers to deliver enterprise-grade workload analysis, migration, implementation, and managed services for the most complex workloads.

Providing undisputed leadership



6.1M mainframe installed MIPs



300K network devices managed



5,200+ WAN devices managed



3.5M LAN ports managed



67K+ VMware systems managed



14K+ SAP instances managed



3.5+ exabytes of client data backed up annually

Azure Advanced Specialization Microsoft

- Kubernetes on Microsoft Azure
- SAP on Microsoft Azure
- Analytics on Microsoft Azure
- Microsoft Azure VMware Solution
- Microsoft Windows Virtual Desktop

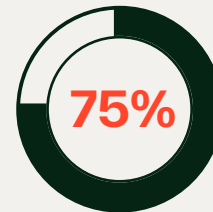
Solution Partner Designations Microsoft

- 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

Empowering thousands of customers

>4,000

Global customers



... of the Fortune 100 and more than half of the Fortune 500

20,000+

Microsoft Certifications

Kyndryl and Microsoft Advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on premise, 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 customer's potential for long term business impact.

Next steps

Learn more at the [Kyndryl and Microsoft alliance](#) page.
Or visit kyndryl.com.

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