

Workplace Virtualization



Powered by
Microsoft 365 &
Azure Virtual Desktop

Kyndryl's Workplace Virtualization services put the employee experience at the center of the hybrid workplace. Working together with Microsoft and leveraging products including Azure Virtual Desktop and Windows 365, Kyndryl will build a plan for you to adopt and manage a simple Virtualized Desktop strategy. We will advise on the best approach to address your business requirements, build the infrastructure model to a set of common best practices and then manage that implementation for you; all while ensuring the employee experience comes first.

Business Challenges

- **The new Hybrid Workplace**
82% of company leaders plan to let employees work remotely some of the time. 47% of company leaders plan to let employees work remotely all the time.¹
- **Scaling and Capacity**
Rapid growth of organizations, temporary requirements, and mergers and acquisitions challenge the traditional device management model.
- **Older on-premises VDI implementations require refresh**
Reduce CAPEX and real-estate / facilities impact.

Key Capabilities

- **Virtual Desktop**
Kyndryl builds and manages virtual desktops and apps on Azure Cloud (AVD) and hybrids of AVD with on-premises installations.
 - **Microsoft Azure Virtual Desktop (AVD)**
Deliver single or multi-session Windows 10 or Windows 11 end user experiences directly from the Azure cloud.
 - **Licensing Cost Savings**
Leverage your existing Microsoft 365 licensing and only pay for Azure infrastructure costs.
 - **Windows 365 Advisory**
Kyndryl can advise on the best client mix of VDI and Cloud PC services such as Windows 365. This will address challenging scale requirements, M&A, and emergency response models.
 - **Integrated Environments**
Kyndryl's Azure Virtual Desktop capabilities are complemented by an extensive set of Kyndryl services for Citrix and VMware virtualization technologies. Leverage these to deliver hybrid models or to manage complex migrations between technologies.
- **Drive a consistent end user experience and increase productivity**
With Win10 virtual desktops and optimization for Office 365 ProPlus, Microsoft Teams, Outlook and OneDrive.
 - **Improve TCO**
Move to consumption-based billing on a subscription model. Pay only for the virtual machines and infrastructure as it is needed.
 - **Free up data center space**
Reduce costs by moving existing VDI desktops to Azure cloud.
 - **End to End Management and Support**
Transition to Kyndryl VDI management services to add 24x7 support to your Microsoft AVD VDI solution.
 - **Enhanced End User Experience**
Workplace Virtualization Service Digital Experience Management services deliver key analytics to better understand your end user's experience.

¹ Gartner , July 14, 2020

Device Management



Powered by
Microsoft Endpoint Manager

Laptops, desktops, smartphone and tablets (corporately-owned / BYOD)

Windows 10/11, macOS, iOS, and Android

Kyndryl's Digital Workplace services put the employee at the center of the hybrid workplace. Working together with Microsoft, we take a holistic, measurable and data-driven approach to help seamlessly integrate your current applications and data, simplify workflows, and enhance the employee experience. Kyndryl partners with our customer, to measure and optimize experiences across each IT touchpoint — including procurement, devices, apps, management and support — co-creating an integrated, seamless and secure employee experience.

Business Challenges

- **Enabling remote working**
Over 90% of employees prefer working from home at least some of the time which requires organizations to modernize all aspects of users' IT journey from onboarding to offboarding.
- **Enhancing employee experience**
Removing the negative events that impact employees in their working lives requires continuous analysis of device and app performance. More than 50% of employees say their productivity would increase with improved tooling.
- **Achieving an evergreen approach**
Typical operating system, security and app update cycles now range between 1-4 times per month on average.
- **Protecting corporate resources**
A laptop is stolen every 53 seconds and 70 million smartphones are lost each year. Highlighting why enforcement of security and compliance in a consistent manner across all user devices, apps and data is essential.

Key Capabilities

- **Modern Endpoint Management**
In partnership with Microsoft, Kyndryl provides a secure and consistent employee experience accessing applications and data. Enroll, secure and configure devices with zero / light touch enrollment, customizable security profile and policies and dynamic configuration.
- **Integrated End-to-end Services**
Simplify workflows and integrate current applications and data to enhance the employee experience. Reduce costs through proactive and predictive issue avoidance using automation and self-healing technology.
- **Digital Experience Management**
Identify new opportunities for improving experiences and productivity across the entire employee journey with integrated analytics that drive insights and optimization actions.
- **Omnichannel Support**
Transform IT support with an omnichannel design powered by automation, AI and analytics to provide a consistent, personalized experience with ongoing optimization — any way the user chooses to contact IT support.

Key Benefits

- **Evolution to managing a mobile user**
Cloud-powered device management with Microsoft Endpoint Manager
- **Kyndryl project governance**
Kyndryl's proven device management experience in deploying millions of end user devices globally
- **Reduced total cost of ownership**
Adoption and migration to cloud services enables the phased removal of redundant on-premises investments
- **Speed up device deployment**
A public sector customer deployed over 25,000 devices in a week
- **Reduce on-going management and support costs and improve end user experience and productivity**
Moving under a Kyndryl managed service
 - A large retailer reduced device management costs by 30%
 - A multinational petroleum company reduced end user experience impacts by 30%, increasing employee productivity