

Kyndryl Workplace Virtualization Services

Customer challenges

Empowering employees to work anywhere and at any time through virtualized workplace functions has become a top priority for enterprises. But virtualization is a complex business. Many organizations lack both the skills and infrastructure to implement a secure virtualization strategy that elevates the experience for the end user and satisfies enterprise requirements—and when set up incorrectly, the result can be a poor, insecure user experience.

Solution highlights

Workplace Virtualization Services from Kyndryl™ are designed to provide comprehensive Windows 365 Azure Virtual Desktop (AVD) and application virtualization managed services to help empower your employees with security-rich access to corporate applications, data, and assets from anywhere with an Internet connection. Partnering closely with Microsoft, Kyndryl can propose, deploy, and manage a purpose-fit hybrid virtualization strategy built on Microsoft Azure that is right for your organization.

Customer benefits

Benefits of Kyndryl Workplace Virtualization Services include:

- 1 **Speed:** Rapidly provision and scale desktop resources. With delivery through Azure, we can set up your environment within two to three weeks.
- 2 **Consumption-based model:** Scale resources up and scale through rule-based autoscaling.
- 3 **Cost predictability:** Shift from CapEx to OpEx.
- 4 **On-demand provisioning:** Reduce overprovisioning of infrastructure.
- 5 **Built-in capabilities:** Our services are designed with disaster recovery and high availability capabilities built in.
- 6 **Enterprise-grade security:** Enhance user experience without compromising on a security-rich solution.
- 7 **Cost savings:** Reduce ongoing management and support costs and improve productivity with an elevated user experience.





Kyndryl Device Management Services

Customer challenges

Hybrid workplace has changed the boundaries for organizations of what defines a modern working experience for their employees. Delivering flexibility in how and where people can work is essential to attracting and retaining the best talent and remaining competitive. With the increasing need to support remote work capabilities, enterprises and CIOs face two key challenges:

- Making enterprise resources and corporate data available consistently and securely on device platform of choice—anytime, anywhere
- Continuously optimizing the individual employee experience to improve productivity and satisfaction

Solution highlights

Kyndryl Device Management Services, supported by Microsoft® Intune, manages today's complex, multi-vendor environments, supporting virtually every platform of laptop, desktop, tablet, smartphone, ruggedized device, and device linked to the Internet of Things (IoT). This solution provides:

- Workflow Orchestration for seamless employee onboarding, offboarding, and request handling
- Integrated digital experience management, driving continuous enhancement to employee experience and productivity through issue identification, remediation and self-healing, measured by our industry leading XLAs
- Consistent, enforced security and compliance with centralized device inventory and reporting

Additionally, Kyndryl provides a holistic device lifecycle solution with integrated health-driven refresh cycles

driving a focus on sustainability. This includes inventory planning, forecasting, procurement, staging and depot services, light-touch device deployment, collection, repair and refurbish, and wipe and recycle for all employee devices.

Customer benefits

Kyndryl was independently recognized as a global leader in managed mobility services by top industry analysts in 2022. Customers benefit from 20 years of maturity, innovation, and proven experience in deploying, managing, and supporting millions of employees and devices globally with high service delivery levels.

Kyndryl Device Management Services enable organizations to offer their employees a modern working experience with proactive monitoring. Employees have the flexibility to be remote, mobile, or work in the office, with access to the tools, data, and convenient consumer-centric support options they require. Through integration of Microsoft Enterprise Mobility + Security and Azure Active Directory, additional benefits of the solution include:

- 1 Granular and personalized role-based conditional access to applications and corporate resources integrated advanced security controls, for example, single sign-on and multi-factor authentication
- 2 Seamless integration and handoff between devices such as laptop and mobile devices
- 3 An enhanced employee experience providing a single, end-to-end management service for virtually all employee devices, across operating systems and ownership models

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

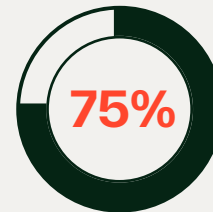
Solution Partner Designations Microsoft

- 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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