



Unlock automation at scale with
Kyndryl's Power Automate solutions

Why customers choose Kyndryl with Microsoft

Modernizing and managing the world's mission-critical systems

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 100;
more than half of
the Fortune 500

~60%

Providing undisputed leadership



6.1M mainframe
installed MIPS



3.5M LAN
ports managed



300K network
devices managed



5,200+ WAN
devices managed



67K+ VMware
systems managed



14K+ SAP
instances managed



3.5+ exabytes of customer
data backed up annually

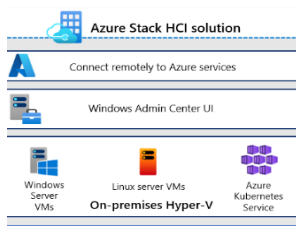
Enterprise AI Services



Azure VMware
Solution (AVS)



Mainframe
Modernization



Azure Stack
HCI + ARC

SAP on Azure



Digital Workplace
Services (DWS)



Cyber Incident
Recovery



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 AI Cloud



Digital Workplace

Accelerate hybrid work and enable collaboration from anywhere with strategy, design, architecture and implementation of Copilot for M365



Application, Data & AI

Providing full application platform hosting and expert assistance for application modernization and GenAI on Microsoft Azure



Network & Edge

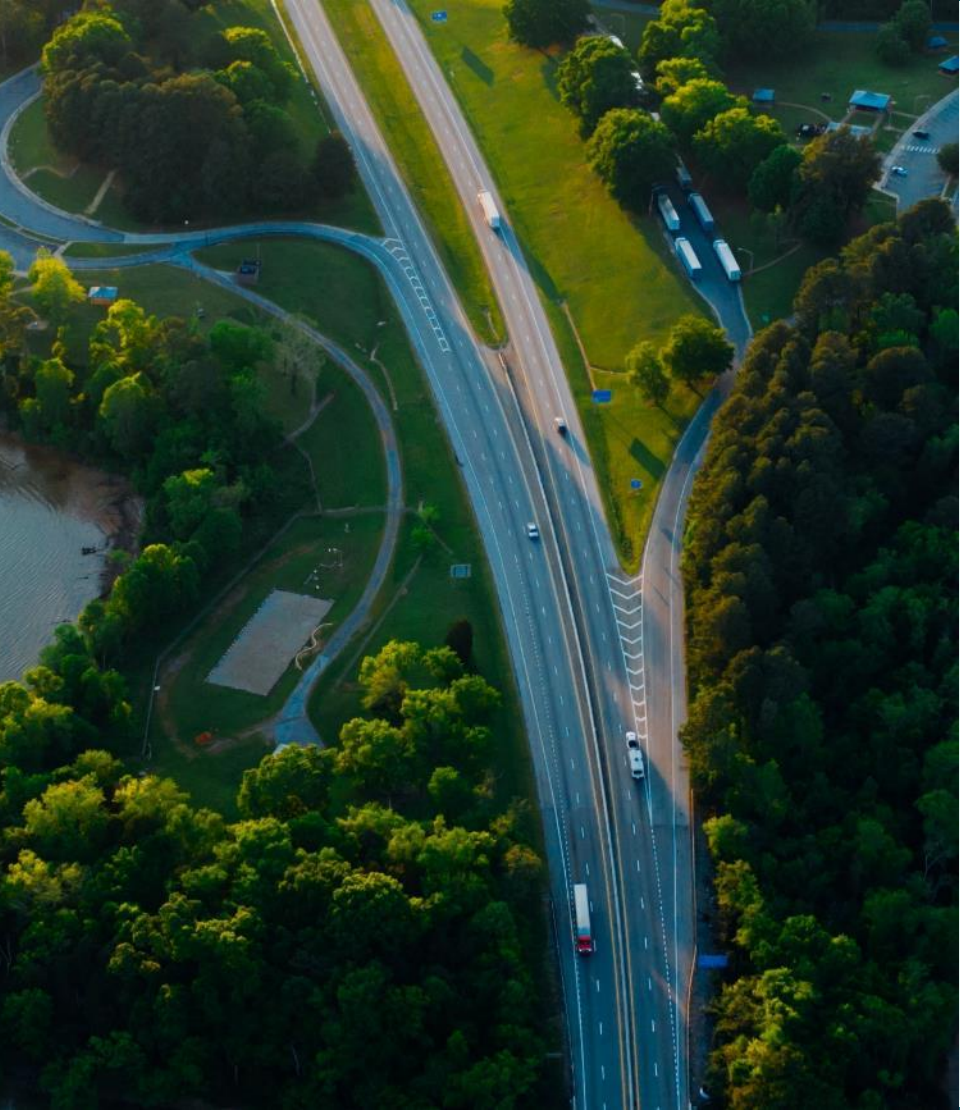
Provides unified Network Services for Microsoft Cloud and data center connectivity



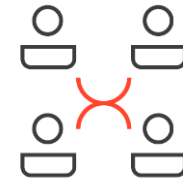
Security & Resiliency

Providing full application platform hosting and expert assistance for application modernization

Kyndryl advances the vital systems that power progress



Kyndryl brings talent, expertise, and a proven service design to help you co-create solutions that deliver innovative customer experiences



Rich experience and deep expertise through our **people**, best-practice **frameworks & IP**



Reliable services across hybrid/multicloud environments with **minimal business disruption**



Innovate with **Kyndryl Bridge** digital integrations & co-create with designer-led **Kyndryl Vital** teams

kyndryl bridge

An open integration platform delivering IT solutions by leveraging Kyndryl's core strengths, data-driven insights and expertise

kyndryl vital

Our designer-led co-creation experience that brings partners and customers together to solve complex business problems

Kyndryl offers an integrated portfolio of services to help you unlock the full value of your applications



Modernize for efficiency and growth

Modernize apps, data, and infrastructure to be more responsive to business needs

Key goals

- Faster time to market with new products and services
- Flexibility to use open, scalable and adaptive platforms
- Improved data trust and governance
- Secure scalability to meet organizational growth priorities
- A more energy-efficient technology stack
- A cloud strategy aligned with business priorities

Your challenges

- Complex, high-cost legacy infrastructure and networks
- Containerized, distributed, and latency-sensitive apps
- Insufficient automation
- Data sovereignty concerns
- Sustainability struggles
- Cloud strategy confusion



How Kyndryl helps you **Automate**

- Integration expertise to simplify complex IT environments
- Agnostic alignment of workloads to platforms for compliance and performance
- Unique solutions with the providers in your ecosystem to accelerate transformation
- Proven hybrid cloud and automation strategies that speed deployment and improve resiliency
- Modern management of ongoing mission-critical operations for efficiency and security

Robotic Process Automation (RPA) adoption accelerates as automation becomes a C-suite priority

RPA is scaling quickly, and Microsoft Power Automate is emerging as the preferred enterprise platform.

Notable forces pushing automation demand over the next few years will be:

- Persistent talent shortages and rising cost-to-serve
- Mandates to cut process cycle time
- Stricter compliance workloads that favor zero-error execution



Key obstacles in scaling RPA with legacy approaches

Organizations often encounter roadblocks when attempting to scale automation. Such challenges point to the need for a modern platform like Microsoft Power Automate that is integrated, governed and scalable.

01

Variability in the performance and outcomes of automated processes

02

Challenges in compliance and auditing

03

Limited data accessibility and reporting

04

Resource allocation

Microsoft Power Automate delivers intelligent automation at scale



Build intelligent automations fast

Empower citizen and professional developers with a low-code flow designer, AI-driven suggestions and process mining insights to accelerate flow creation



Connect to any system or data

Leverage more than 1,000 out-of-the-box connectors, custom APIs and on-premises gateways to automate across software-as-a-service legacy, desktop and mainframe applications



Govern, monitor and scale securely

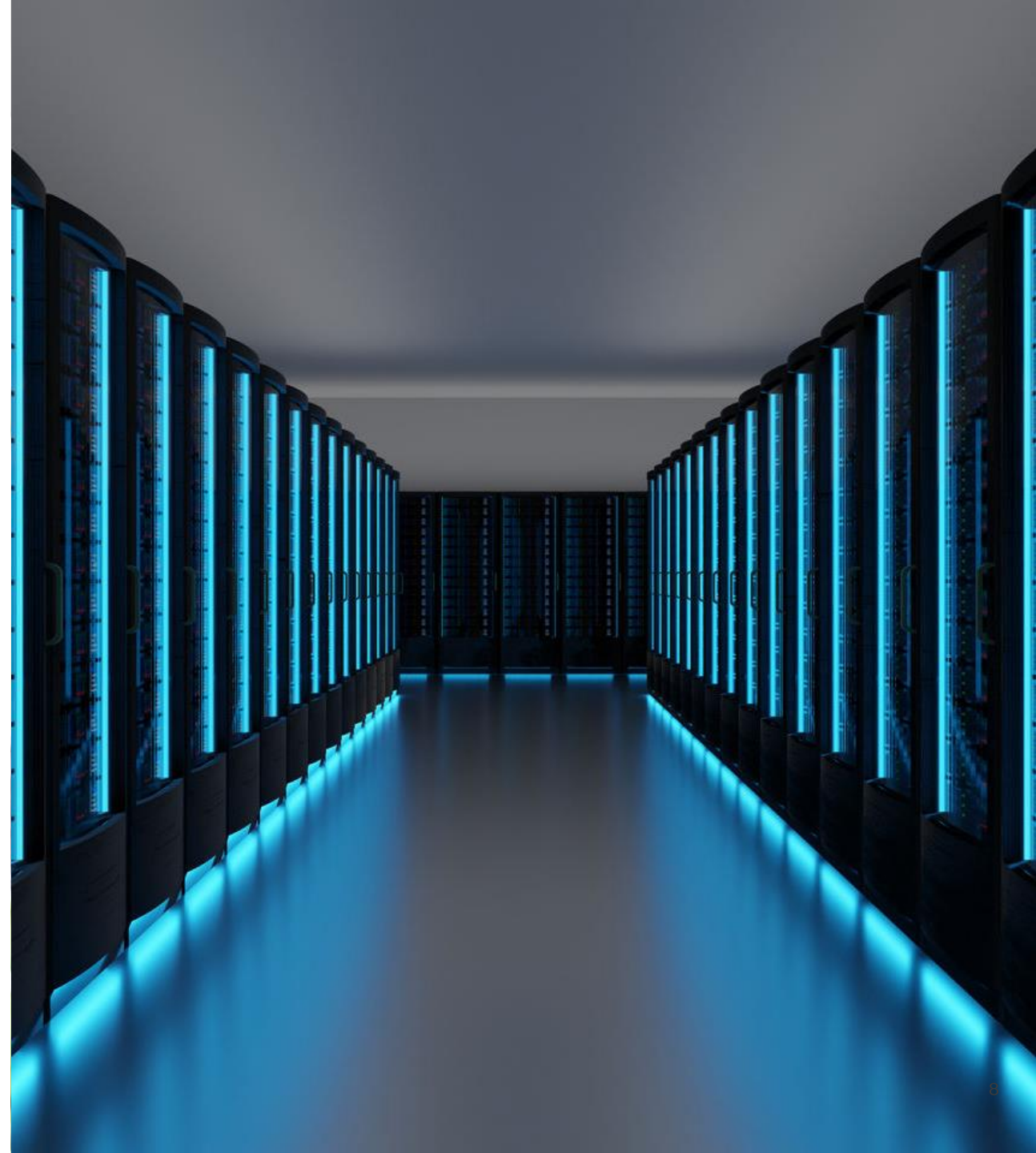
Enforce role-based access, environment policies and audit trails, while using built-in analytics and tooling to manage hundreds of bots at enterprise scale



Kyndryl delivers end-to-end RPA with Microsoft Power Automate

A complete offering from strategic assessment through continuous operations

- We begin by validating automation feasibility that involves reviewing your objectives, prioritizing and scoring processes, and mapping them to Power Automate capabilities to finalize the optimal solution.
- Next, a Power Automate assessment workshop uncovers high-value processes, defines your governance model and secures your Power Platform environment.
- Our experts then design, build and test workflows using pre-built connectors, Copilot Process Mining and AI Builder for seamless integration with your systems.
- During pilot deployment, we provision environments, enforce policies and monitor analytics in the Power Platform admin center to ensure compliance and drive improvement.
- Finally, we train citizen developers, apply AI-driven optimizations and scale your automation program across the enterprise.

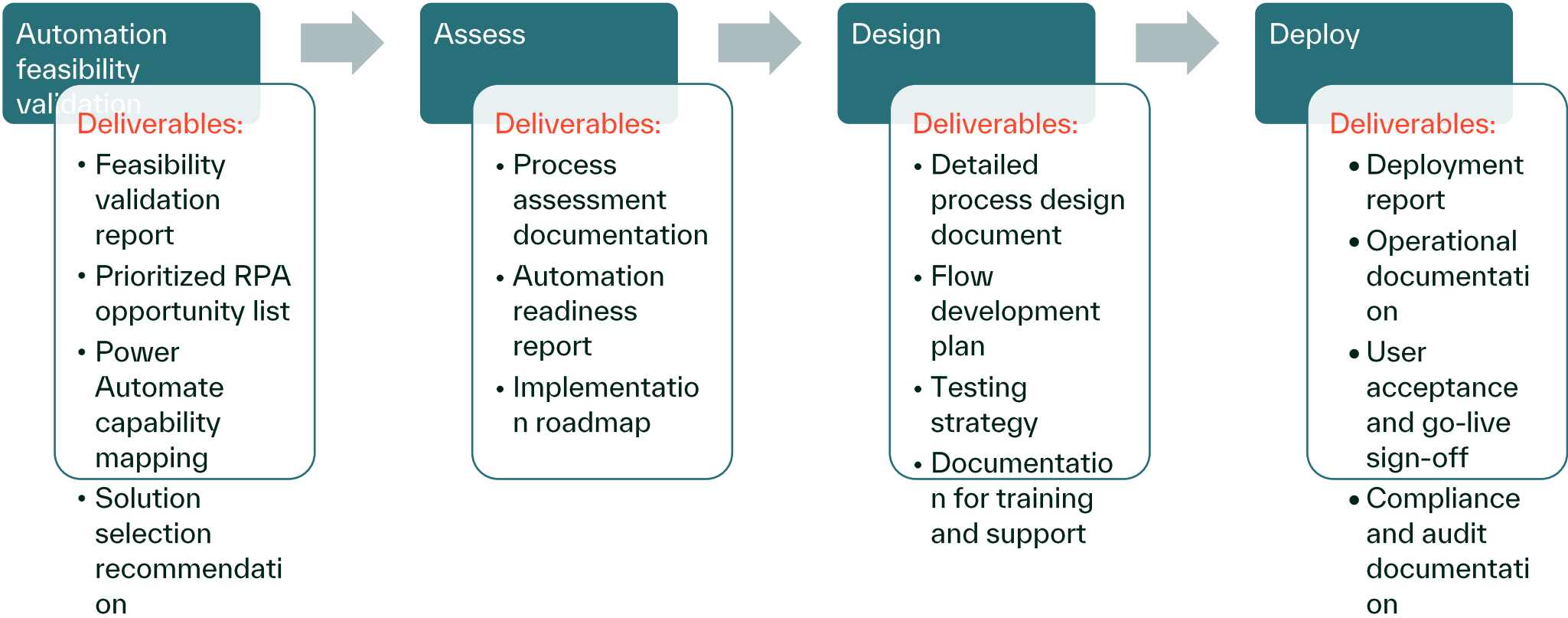


Proven methodology for rapid, scalable results

Kyndryl’s approach begins with a feasibility validation phase and continues through assessment, design and deployment phases.

Kyndryl aligns our solution with customer business goals defined during the feasibility validation and we develop reliable automated workflows, measurable efficiency improvements, and a clear return on investment

We ensure alignment with your business goals, rigorous testing and ongoing monitoring to deliver reliable automated flows, measurable efficiency gains and clear return on investment.



Benefits of Kyndryl's Power Automate RPA services

We help you accelerate process automation, drive measurable efficiency gains and build sustainable in-house automation capabilities.



Establish governance frameworks that ensure compliant citizen and enterprise automation at scale



Scale automation faster with expert-led implementation and ongoing support



Leverage pre-built Power Automate connectors and templates to accelerate bot development and reduce time to value



Enforce security and compliance through role-based access control, audit logs and environment policies



Integrate seamlessly with existing systems and data sources using custom APIs and on-premises gateways



Optimize licensing and resource usage to lower total cost of ownership and drive ongoing efficiency gains

Leading U.S. energy provider

Automation and compliance at scale

A U.S. power and energy company partnered with Kyndryl to upgrade their RPA framework, aiming to reduce support volume and manual exception handling in their circuit ordering process.

Business challenge

- Teams spent hundreds of hours manually parsing emails from customers, regulators and the IRS, then extracting data into legacy systems
- High error rates and time-consuming Excel-based updates delayed order fulfillment
- Annual asset counts, report validation and bank reconciliation consumed critical resources

Transformation

- Conducted feasibility validation and assessed key workflows to pinpoint high-value automation targets
- Designed and developed end-to-end Power Automate desktop and cloud flows using pre-built connectors, Copilot Process Mining and AI Builder
- Deployed pilots with hypercare support, enforced environment policies and set up analytics in the Power Platform admin center

Results

- Saved 5,780 hours annually by eliminating manual Excel updates in the circuit ordering process
- Eliminated human errors in key workflows, ensuring flawless compliance and audit readiness
- Streamlined exception handling and support workflows to reduce operational overhead and accelerate order processing
- Automating the circuit ordering workflow in ServiceNow is expected to save 20%–30% of business users' time spent on execution, improving efficiency and freeing up capacity for higher-value tasks





Thank You

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