Digital Workplace

Modern Device Management Services

Highlights

→ Globally consistent and standardized delivery model

→ Single, modern management solution and governance for all employee device types

→ Integrated Digital Experience Management and device health analytics for proactive identification, automated resolution, and self-healing

→ Tailorable identity and access management for granular, personalized access to company data and security

→ Holistic workplace solution for end-to-end user support and device lifecycle services

The pace of growth and change in data and devices continues to be unprecedented. Our world is more connected than ever across systems, applications, channels, and devices. Consequently, almost every aspect of our work lives is becoming digitized. On Demand access to data and services is dissolving the four walls of the enterprise as organizations evolve and adopt new frameworks for managing mobile users in a hybrid workplace. Users now require and expect a modern working experience across all devices that gives them access to the right tools, solutions, and services they need—without boundaries.

For enterprises and CIOs responsible for enabling this new digital workplace, the challenge is twofold: they must make all that data available consistently and securely on the device platform of choice—anytime, anywhere—while continuously optimizing the individual user experience to improve productivity and satisfaction.

User choice empowers companies and their employees

Trends show that employees become far more productive when they can work from their preferred device. This change is leading to the consumerization of IT as organizations make the shift from a one-size-fits-all approach to one that offers a more personalized experience for their employees. Choice now extends beyond just the device model to include the operating system platform as well as access to employees' programs for Bring Your Own Device (BYOD) and Corporately Owned Personally Enabled (COPE) devices.

By providing workers with a flexible work environment on a familiar and preferred platform, enterprises enable their users to be productive away from the office and outside of traditional business hours. Programs like BYOD and COPE minimize the risks associated with users bypassing traditional security measures, copying corporate information to personal devices, installing unsanctioned applications, and utilizing unsecured Wi- Fi networks.

To adapt to these changes and trends, your organization needs the ability to provide consistent, secure, and seamless delivery of end-user device services across all of today's mainstream device platforms (Windows, Mac, iOS, and Android). You are also expected to develop appropriate governance and security policies, optimize and reduce costs, and remove the security exposures of unmanaged devices—while also continuously measuring and improving user productivity and experience.

Customer challenges

→ End users want the ability to choose which devices they use for work, and they expect seamless access to information and personalized support resources regardless of their choice.

→ Organizations need to offer flexible and remote work options to improve user satisfaction, including device deployment and logistics.

→ Flexible working is also a key component of business continuity, as we have seen during the global COVID-19 pandemic. This shift is challenging existing processes, management strategies, and mindsets.

→ Organizations require enhanced, granular security to address mobility requirements, tailor persona-based access to applications and corporate resources, and resolve issues such as device loss and remote access to corporate information.

→ It is becoming more complicated to effectively manage devices and their applications due to the proliferation of platforms—each of which comes with its own native requirements and specialisms.

→ Maintaining consistency and up-to-date skillsets to manage these platforms across the enterprise drives costs higher and strains in-house IT resources.

→ Traditional IT management systems, tooling, and techniques are typically inadequate for the deployment of modern device platforms.

→ Understanding user experience and productivity issues is becoming increasingly complicated, requiring a broader view of what is happening at the time. Monitoring a user's working environment by using integrated analytics has become essential to untangling the intertwined combination of factors.

Kyndryl's solution strategy

A modern approach to device deployment, management, and support is essential to enabling a workplace no longer defined by four walls, existing anywhere your employees need to do business. Empower employees to be their most productive selves with self-service and personalized solutions that deliver device of choice in a security-rich environment. Kyndryl™ Device Management provides unified endpoint management (UEM) services with technology-neutral support across major enterprise managed mobility (EMM) tools and mainstream device platforms.

Featuring embedded analytics and proactive experience management, our solution identifies new automation and AI opportunities to continuously optimize the environment. Managed Mobility Services are designed to help our customers reduce costs—up to 30 percent in some cases—simplify device management, and unify the workplace by delivering a consistent, security-rich, consumer-like experience across corporate or approved personal devices. Anytime, anywhere.

Innovative solutions to evolve beyond the traditional IT model

Kyndryl provides a highly optimized and configurable approach to modern device management, tailored to today's complex multi-vendor and multi-tool environments. Through seamless fulfilment, light-touch enrollment, and content-rich self-service and help portals, we build your solution and support models to promote self-sufficiency and reduce costs—regardless of platform, device, or location. We also integrate advanced analytics around endpoint experience into our services, specifically targeting any negative events that impact device and application performance and the end user's experience with their device. These analytical insights enable Kyndryl to benchmark endpoint experience and work with you to reduce or even eliminate negative events from occurring in the first place through service improvements.

Additionally, our analytics and cognitive capabilities provide a health status for every device, enabling smarter refresh cycles driven by asset health, which can be aligned to personas, to reduce organizational device spending and increase employee satisfaction.

Core technical services:

→ Over-the-air, zero- or light-touch device enrollment for Windows, macOS, iOS, iPadOS, and Android across laptops, desktops, tablets, smartphones, and wearable or ruggedized devices

→ Device and OS configuration, management, and support updated through EMM, including granular, persona-based, conditional access and security policies delivered through cloud-based, on-premises, and hybrid architectures

→ Integrated analytics services driving optimization, continuous improvement, self-heal, and automation

→ Security-rich data backup and compliance and containerization options for corporate data and apps

→ Application management strategy encompassing setup, transformation and management of an enterprise app store, app publishing, wrapping, and signing, app packaging, and app distribution services

→ Advanced end-user support services that provide dedicated specialist resolver groups, and self-service and self-help services that offer self-service apps, self-heal utilities, corporate content, education, and more

→ Windows Image and Patch Management, either standalone or as part of Windows co-management with Microsoft Endpoint Manager

→ Kyndryl's own dedicated Mac Service Desk model providing superior experience and support for Macs

Designed to help you develop a digital workplace strategy

Managed Mobility Services from Kyndryl can help your organization adopt a strategic approach for device services transformation by providing infrastructure strategy, global logistics, and planning capabilities. We'll help you make better choices based on your user profiles/personas and business needs. By combining our understanding of your challenges and business needs with expertise gained from decades of experience delivering enterprise device solutions, we'll help you identify your capabilities and gaps and determine the readiness of your current end-user digital workplace environment.

Kyndryl has continued to expand a portfolio of services around the convergence of device management across platforms, and we have globally aligned ourselves with device-neutral business models that support multi-device user experiences (smartphones, tablets, Macs, PCs, laptops, wearables, and IoT devices). Managed Mobility Services from Kyndryl deliver integrated, end-to-end capabilities—including global logistics and device as-a- service—designed to reduce the risks and high costs that come with device refresh, as well as supporting and deploying organizational content and applications across diverse mobile platforms.

We manage complex hybrid environments through our enterprise-level mobile infrastructure solutions, while our ability to support a wide variety of devices and wireless endpoints further enables device choice for end users.

We live and breathe user choice

The Kyndryl CIO office is responsible for empowering employee productivity worldwide. The majority of our global employee population use mobile technology in their daily jobs. For smartphone and tablet operating systems, we support both iOS and Android. For laptops and desktops, employees have the choice of using a Mac or Windows operating system machine with full help desk support. Kyndryl supports both a corporate-managed mobile device program for approved employees and a BYOD program that provides a security-rich way for employees to connect their own devices to Kyndryl.

Through our own IT evolution, we have seen increased employee performance, improved loyalty, and greater satisfaction with the introduction of device choice for our own employees.

Why Kyndryl?

For more than 20 years, we have provided device management solutions for hundreds of customers—in addition to our own well-documented transformation into a mobile enterprise. We have a portfolio of robust device management solutions that help support global security, manage applications needs, and expand across leading device management platforms and devices. Kyndryl Device Management can help you build a UEM strategy tailored to meet your unique requirements and industry best practices. Our robust services, infrastructure, and global resources can deliver cost savings through our optimized solutions, with subscription pricing to help you proactively budget and maintain flexibility.

The depth of Kyndryl's solution-integration capabilities is supported by our rich business partner ecosystem. We've built a global network of Mobility Customers Innovation Centers and Strategic Delivery and Support Centers—integrated into our robust partner ecosystem to enhance tooling and global logistics services—that support millions of end users and manage millions of devices across 50 languages.

As a global company, Kyndryl's mobility portfolio can be sold, delivered, and supported across global regions with regional resources and/or resources from a global delivery center where there may be different customers, legal, or other requirements by region.

Kyndryl can also deliver custom solutions. We thrive on co-creating through partnership with our customers with unique and innovative contracting options.

For more information

Learn more about how Modern Device Management Services from Kyndryl can help your organization. Visit us at kyndryl.com

kyndryl.