



Digital Workplace

Device Procurement and Deployment Services

Highlights

- Global end-to-end solution leveraging an industry-leading logistics network
- User-focused model that supports users wherever they are working—home, office, or somewhere else
- Integrated user experience management and innovative, health-driven refresh cycles
- IT and HR process automation for seamless user onboarding and offboarding
- Centralized inventory reporting for consistent information across all devices in the organization

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. Analysts predict there will be 75 billion connected devices by 2025¹—that's approximately 10 devices for every person alive on the planet today. On-demand access to data and services is dissolving the four walls of the enterprise. Users now require and expect a consumer-like experience across 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 enterprise data available 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 now 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 connecting from 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

- Workers want the ability to choose the 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, hybrid, and remote working options to improve employee satisfaction.
- 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.
- Traditional IT management systems, tooling, and device deployment technologies are typically inadequate to support the latest new platforms, leading to a sub-optimal experience when receiving or refreshing an end-user device.
- Managing infrastructure is increasingly complicated due to the proliferation of platforms and devices, each of which comes with its own requirements and IT skillsets.
- IT teams face the continuous need to improve business agility and reduce device lead times with reliable, seamless, integrated solutions.
- It's harder to find cost-effective solutions that can manage the complexity of procuring, deploying, and managing devices, including secure wipe and disposal through the device lifecycle.
- Understanding user experience and productivity issues is increasingly complicated, often requiring a broader view of what is happening at the time—using integrated analytics to monitor working environments is essential.

Manage the myriad of devices for employees, clients, and agents more efficiently

Device Procurement and Deployment Services from Kyndryl™ offer a more streamlined way to manage the acquisition process for employee devices such as smartphones, ultra-mobiles, notebooks, laptops, desktops, and ruggedized devices.

Our specialists work with you to define and document tasks for acquisition, deployment, and lifecycle services.

How it works

- 1 A user places an order for a device through the device selection portal or catalogue.
- 2 Kyndryl handles order procurement, fulfillment, and tracking the order to completion.
- 3 If the device is not already in stock, the hardware vendor delivers the order to one of our global partner network of device logistics centers.
- 4 The logistics center receives the device, enters it into inventory as defined with our customers, tags it and outfits it with accessories, and more.
- 5 Additional device configuration—including imaging, application loading, charging batteries, and performing functional tests—can be included as required.
- 6 We arrange delivery of the device to the user with live tracking information to their home or office location.

Based on our deep experience with existing customers, Kyndryl can help reduce your procurement and deployment time while capitalizing on a centralized global or in-country model.



The Kyndryl CIO office is responsible for providing employee productivity worldwide. The majority of Kyndryl's global employee population uses mobile technology in their daily jobs. Smartphone and tablet operating systems include iOS and Android. For laptops and desktops, employees have the choice of Mac or Windows operating system machines with full help desk support. Kyndryl supports both a corporate-managed mobile device program for approved employees and a BYOD program designed to allow employees to connect their own devices more securely into Kyndryl to conduct business.

Handle the device lifecycle

Our end-to-end device lifecycle solutions can cover all your employees' needs—whenever and wherever. We'll help you reinvent your workplace and transform the employee experience. Rather than focus on disruption, which is reactive, we provide an opportunity for innovation with a more proactive stance and flexible, consistent support services for all potential work locations.

The shift to a more holistic workplace perspective is resulting in a growing trend of support services with either global logistics, in-country inventory through stock forwarding locations, depot services, onsite client centers, and same-day advanced replacement for defective devices in-person or via a smart locker. These lifecycle services are designed to avoid the logistical challenges of exchanging or retiring mobile devices that no longer work, are no longer needed by the user, or have reached the end of their useful lives.

Additionally, our services can also reduce the complexity of support, easing the burden on your in-house IT staff.

Reinvent the user device deployment experience

Device Procurement and Deployment Services from Kyndryl are designed to deliver an innovative, consistent, and seamless user experience with a single point of contact for the entire device lifecycle.

Our one-stop shop works to:

- Offer a global program that meets your requirements and ensures the right set of tools for each user.
- Deliver a user-focused model to improve user experience consistently across all business, home and remote working locations.
- Help ensure a cost-effective solution with optimal discounts from device hardware providers.
- Implement process automation through API integrations with IT and HR systems for user onboarding and offboarding, reducing the need for Level 2 resolver groups to act on support requests.
- Increase user satisfaction with up-to-date information, tracking, and reporting.



Why Kyndryl?

For more than 20 years, our Kyndryl Digital Workplace Services (formerly IBM Digital Workplace Services) has provided device management solutions for hundreds of clients—in addition to our own well-documented transformation into a mobile enterprise. Our portfolio of robust device management solutions helps support global security, manage application needs, and expand across the leading device management platforms and devices.

Kyndryl can help you build a unified endpoint management (UEM) strategy tailored with industry-leading best practices to meet your unique requirements. Our tried-and-tested services, global resources, and infrastructure can help deliver significant cost savings over in-house management and subscription pricing that allows you to proactively budget and maintain flexibility.

As a global company doing business, Kyndryl's mobility portfolio can be sold, delivered, and supported across global regions with regional resources and resources from global delivery centers. Where there may be different business, legal, or other regional requirements, Kyndryl can sell, deliver, and support custom solutions, including solutions with multiple resource delivery options.

For more information

Empower your workers with the user experience they need to be productive without boundaries. To learn more about how [Device Procurement and Deployment Services from Kyndryl](#) can help you reduce costs, simplify device management, and deliver a security-rich, consumer-like experience to all of your employees and their devices, please contact your Kyndryl representative or visit [kyndryl.com](https://www.kyndryl.com)



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1 Device-as-a-service market: Global forecast to 2026, MarketsandMarkets, May 2021