IDC

The Business Value of Kyndryl's DRaaS and Resilience Orchestration Services

Interviewed organizations reported that they have significantly **reduced business and operational risk** with Kyndryl's services, formerly IBM Infrastructure Services, while making teams responsible for **business continuity, IT security, and compliance more efficient.** Based on your inputs, overall, IDC projects that you may achieve a **five-year ROI of 167%.**

KEY RESULTS

83%
Lower cost of business risk, lost productivity and revenue

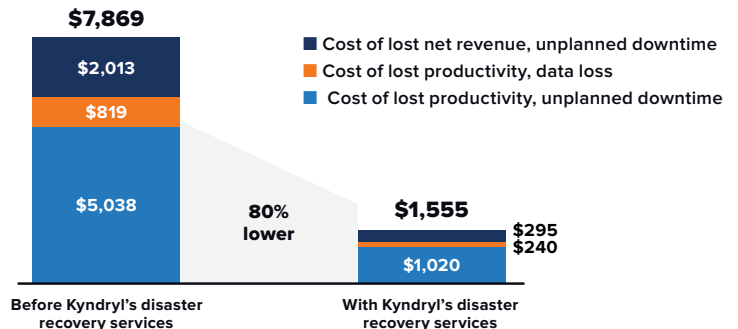**167%**
5-year ROI

12 months
Payback on investment

CUSTOMER QUOTE, RETAIL COMPANY:

❝ We can guarantee more higher uptime with Kyndryl's services and haven't had any data loss events in the last four years. ❞

Performance and Efficiency Benefits

80% less unplanned downtime, saving $7.5M per organization in lost productivity and avoiding $12.4M in net lost revenue per year

71% lower impact of data loss, saving $413,733 per organization in lost productivity per year
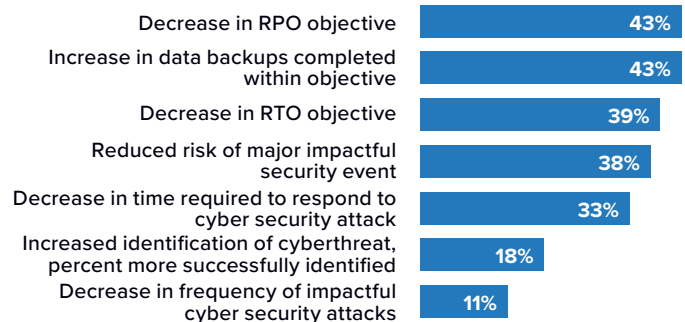
$7,869

$2,013	■ Cost of lost net revenue, unplanned downtime
$819	■ Cost of lost productivity, data loss
$5,038	■ Cost of lost productivity, unplanned downtime

80% lower

$1,555
$295
$240
$1,020

Before Kyndryl's disaster recovery services

With Kyndryl's disaster recovery services

n = 8, Source: IDC 2021

Benefits and KPIs with Kyndryl's DRaaS and/or resilience orchestration services

IT and Compliance Team Benefits

Team	% Efficiency	Value per Year Per Organization
Cybersecurity	27%	$8.3M
Data backup / recovery	24%	$9.2M
Compliance	12%	$6.3M
IT Infrastructure	12%	$6.9M
Help desk	49%	$5.8M

Business Continuity and Risk KPIs

Decrease in RPO objective	43%
Increase in data backups completed within objective	43%
Decrease in RTO objective	39%
Reduced risk of major impactful security event	38%
Decrease in time required to respond to cyber security attack	33%
Increased identification of cyberthreat, percent more successfully identified	18%
Decrease in frequency of impactful cyber security attacks	11%

(% improvement)