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# Kyndryl Multicloud Management Platform: Enterprise Marketplace console

Self-service digital marketplace for  
business agility and cost control



# Contents

- 2 Summary
- 3 Capabilities
- 4 Use cases
- 5 Why Kyndryl?

## Summary

Multicloud adoption is critical for organizations to maintain competitive advantage and foster innovation. Yet, as enterprises migrate workloads to hybrid IT environments, there's a business need to balance self-service access to services with more IT control. According to a recent IBM Market Development & Insights (MD&I) report, 42% of IT leaders surveyed prioritized one-application access to multicloud services for portability and flexibility.<sup>1</sup>

How does a unified platform help enterprises simplify IT management? By providing security-rich, standardized access to hybrid IT environments through one system, organizations can reduce complexity and risk, including shadow IT and vendor lock-in.

The Kyndryl™ Multicloud Management Platform (MCMP) scales with your business and provides an open, security-rich experience to help maximize ROI. By using its four self-service, persona-based consoles, teams can consume, deploy, optimize and govern digital services across clouds and data centers. The Kyndryl MCM Platform: Enterprise Marketplace console specifically provides organizations with procurement and operations oversight, and access to multivendor cloud services in one ecommerce-like platform.



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### Key benefits

- Use the self-service capability to browse a comprehensive catalog, order and fulfill services across cloud and traditional IT providers.
- Control which services employees see based on their roles and access requirements.
- Facilitate budget compliance through a built-in technical and financial approval workflow and configuration management database integration.
- Control changes to assets through automated change management procedures as defined in IT service management (ITSM).

### Capabilities

Employees access standardized tools through a persona-based, self-service console, which can be customized.

### Governance controls

- Built-in financial and technical approval workflows
- Approver feedback visible to requesters
- Cloud spend to track orders against the budget

### Self-service experience

- Cloud services and pricing comparisons
- Fast order placement, tracking and fulfillment
- Bill of materials and cost estimate details
- Change management procedures defined in ITSM tools like ServiceNow to control asset changes
- Asset inventory management, using the MCMP platform, and ITSM configuration management database

### Enterprise Marketplace application

At the core of the console, is the Enterprise Marketplace application that allows teams to configure, buy, deploy and access curated cloud services from multiple cloud vendors, such as Amazon Web Services (AWS), Microsoft Azure, Google Cloud Platform, IBM Cloud® and VMware.

### Enterprise Marketplace capabilities

- Aggregation of leading applications and dynamic pricing from multiple cloud providers
- ServiceNow integration with Information Technology Infrastructure Library (ITIL) processes
- Self-service Day 2 actions on provisioned resources
- Quick access to preapproved APIs and services for ordering
- A catalog of services and configurations, and controlled visibility using personalization policies
- Templates to create organizational blueprints for multicloud services



59% of IT leaders say that ensuring security and compliance across IT environments is a primary challenge.<sup>1</sup>



# Use cases

## 1

### Reduce security risks

**Problem:** Business units use different tools, which leads to shadow IT.

**Solution:** Clients add preapproved services to the console to provide quick access to teams through integration with the cloud automation manager, which provides service composition.

**Business benefit:** Operations teams can correlate incidents and connect them to service impacts. The high-priority issues are immediately evident and traceable. The asset view of the estate is aggregated into one system of reference.

## 2

### Streamline employee experience

**Problem:** Employees expect a storefront-like experience.

**Solution:** Preapproved workflows, automated provisioning and add-on managed services empower employees to add services from one application to all clouds.

**Business benefit:** A streamlined experience supports ongoing innovation and compliance.

## 3

### Enhance cloud spend visibility

**Problem:** Financial approvers don't have visibility across clouds, which inflates costs.

**Solution:** A single interface gives approvers the ability to track orders against budgets and add catalog personalization policies.

**Business benefit:** Leaders have a holistic view of cloud spend for planning.

## 4

### Decrease complexity of tools

**Problem:** Operations are hindered by the complexity of using multiple tools.

**Solution:** Staff can initiate self-service, Day 2 actions on provisioned resources.

**Business benefit:** Operations teams can achieve quicker Day 2 outcomes.



## Why Kyndryl?

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. Kyndryl has 90,000 highly skilled employees around the world serving 75 of the Fortune 100.

To learn more about how the Kyndryl Multicloud Management Platform Enterprise Marketplace console can provide visibility, governance and automation to your end-to-end hybrid IT environment, contact your Kyndryl representative or visit us at [www.kyndryl.com](http://www.kyndryl.com)

Learn more



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#### Citations

1 "Multicloud Management Report." *IBM Market Development & Insights*, March 2021.