



Kyndryl Digital Workplace Platform on Microsoft Azure



Client challenge

Organizations across the globe are getting feedback about their user experiences. Unfortunately, the input in many cases is not positive. Common issues include inconsistent new employee onboarding processes, low adoption of self-service capabilities and a poor end-user support experience. These challenges can impact productivity, retention, and overall employee engagement.

Kyndryl and Microsoft are working together to address these digital workplace challenges, with the Kyndryl™ Digital Workplace Platform on Microsoft Azure.

Solution features

- 1 Empowers your users by improving employee productivity and digital experience in a measurable way.
- 2 Drives business outcomes with strategic initiatives that provide visibility to end users and your business.
- 3 Lowers the cost of ownership through automation, self-service, and empowered agents.

How we help



Proactive: Optimize my environment

Proprietary optimization scripts for end-user workspaces, such as self-heal and agent assist

Dynamic device configuration and end-user application recommendations

While-you-wait support



Predictive: Know my experience

User, device, and application insights that recognize you when you call

Cross-industry insights across all our clients

Patented, intelligent refresh cycle for devices



Seamless: Make it easy for me

Quick access to the right advanced support through your preferred channel

User experience measurements (XLAs)

Workflow automation and on-demand capacity

Why Kyndryl?

Kyndryl works at the core of businesses that move the world. With more than 90,000 skilled professionals operating in over 100 countries, we design, build, manage and modernize the mission-critical technology systems that the world depends on every day. Working with Microsoft Azure and our customers, we co-create solutions to help enterprises reach their peak digital performance.

To learn more about how Kyndryl can help you provide a proactive, predictive and seamless digital workplace services running on Microsoft Azure, contact your Kyndryl representative or visit us at [kyndryl.com](https://www.kyndryl.com).

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