

# Copilot for Microsoft 365 Extensibility

## Customer challenges

Your want to extend the benefits of your Microsoft 365 implementation. With Copilot services from Kyndryl you can:

- Access and analyze data from various sources
- Enhance user experience and engagement of copilot with custom features
- Tailor Copilot to the specific needs and preferences of different users, roles, teams or departments and provide personalized and relevant content and guidance
- Improve productivity and efficiency of Copilot users by automating workflows, tasks, and actions across multiple platforms

## Solution highlights

- Kyndryl offers a range of services to help you extend and evolve your Copilot for Microsoft 365 or create stand-alone Copilots
- Enhance security and reliability of Copilot extensions by leveraging Kyndryl's robust cloud infrastructure and expertise
- Reduce costs and complexity of Copilot extensions by utilizing our streamlined service delivery model
- Accelerate time-to-market and improved user experience by collaborating with Kyndryl Consult
- Expand market reach and opportunities of Copilot extensions by tapping into our global network and partnerships

## Customer benefits

- 1 Expert assistance in deploying Copilot extensions to Microsoft 365 or standalone Copilots
- 2 Training and support for users and stakeholders on how to use Copilot extensions effectively
- 3 Monitoring and measurement of the impact and outcomes of Copilot extensions on business goals
- 4 Maintenance and update of Copilot extensions to keep pace with changing needs and technologies



# Why Kyndryl and Microsoft?

## About Kyndryl

Kyndryl is the world's largest provider of IT infrastructure services, serving thousands of enterprise customers in more than 60 countries. As a focused, independent company, we're

building on our foundation of excellence by bringing in the right partners, investing in our business, and working side by side with our customers to unlock their potential.

## Kyndryl and Microsoft advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on

### Providing undisputed leadership



**6.7M** mainframe  
installed MIPS



**360K** network  
devices managed



**576** exabytes of customer  
data backed up annually



**73K+** WAN  
devices managed



**23M** service desk  
contacts annually



**4.1M** LAN  
ports managed

### Microsoft Advanced specializations Microsoft

- Kubernetes on Microsoft Azure
- SAP on Microsoft Azure
- Analytics on Microsoft Azure
- Microsoft Azure VMware Solution
- Microsoft Windows Virtual Desktop
- Microsoft Low Code Application Development
- Adoption and Change Management
- Meeting and Meeting Rooms for Microsoft Teams
- Calling for Microsoft Teams

### Solutions Partner designations Microsoft

- Solutions Partner for Business Applications
- Solutions Partner for Infrastructure (Azure)
- Solutions Partner for Data & AI (Azure)
- Solutions Partner for Digital & App Innovation (Azure)
- Solutions Partner for Modern Work
- Solutions Partner for Security

**25,000+** Microsoft certifications

### Empowering thousands of enterprise customers, including:



of the Fortune Global 100 and more  
than half of the Fortune Global 500

premises, across multiple clouds, or on the edge. With our joint expertise, we work with customers to manage complexity and modernize their operations for rapid business outcomes. We bring together deep design, delivery, management, and cloud technology expertise, supported by an expansive ecosystem, to unlock our customers' potential for long-term business impact.

## Next steps

Learn more at [kyndryl.com](https://kyndryl.com).

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