



## Digital Workplace

# Kyndryl Workflow Orchestration

## Highlights

- Serves as a one-stop solution to enhance, improve and modernize the digital workplace experience for employees and customers
- Enhances efficiency, manages complexity and facilitates integration
- Enables organizations to quickly adapt to the ever-changing nature of the business landscape
- Plays a pivotal role in achieving operational excellence and maintaining a competitive edge

## Balancing automation and flexibility

The paradox lies in the tension between the desire for highly automated workflows to improve efficiency and the need for flexibility to adapt to changing business requirements. Over-automation may lead to rigid processes that struggle to accommodate variations, while too much flexibility may result in a lack of standardized procedures and decreased predictability.

Kyndryl™ Workflow Orchestration is a dynamic solution that addresses this paradox by combining the benefits of automation and flexibility to design workflows that are modular and configurable, allowing for the automation of routine tasks while providing flexibility to adapt to variations. Parameters and decision points within the workflow can be adjusted based on real-time conditions or changing business needs. This approach ensures a balance between the efficiency gained through automation and the agility needed to respond to evolving requirements.





## Organizational challenges

Organizations face myriad challenges in managing operations:

- Manual coordination of tasks becomes a time-consuming and error-prone process, leading to inefficiencies and a higher likelihood of mistakes
- Without a centralized system to automate and sequence tasks, dependencies between different processes are harder to manage and often result in bottlenecks and delays
- Lack of visibility into the overall workflow makes it challenging for leaders to monitor progress, identify issues and optimize processes
- Adapting to changes in business requirements or scaling operations becomes cumbersome without an automated mechanism to seamlessly adjust workflows
- Absence of workflow orchestration impedes organizational agility, hampers productivity and increases the risk of operational disruptions

## Our solution

Kyndryl Workflow Orchestration is a comprehensive modern orchestration solution that enables the automation, coordination and management of complex workflows and business processes to provide more control over organizational capabilities with an enhanced experience.

Our generative AI-powered digital workplace solution is designed to help organizations automate and enhance agility with a one-stop solution for streamlining essential business processes and modernizing the digital workplace experience for employees and customers.

Today's organizational landscape continues to evolve with a focus on providing:

- Employee-centric business processes
- Personalized employee experience
- Effective human-machine collaboration

## Solution benefits

Kyndryl Workflow Orchestration goes beyond traditional automation solutions, catering to multiple business processes, complex systems and rapid integration with existing applications.

The service combines AI-based ticket insights and pre-built workflows that can be deployed with minimal customization using low-code or no-code platforms. It is supported by specialized industry experts who understand unique business challenges and tailor the workflow orchestration to address specific customer requirements.



Fully automate requests to require zero manual intervention, thereby reducing mean time to resolve



Eliminate human error from manual processes and free up staff to focus on strategic initiatives



Gain more insights and analytics to manage and improve operations



Reduce time to deploy using pre-built workflows that are continuously maintained and enhanced



Improve overall employee experience and productivity

**“With this solution, we aim to address our customers’ need for efficiency improvement and the ability to scale to evolving business demands.”**

*– Mark D. Henry, Kyndryl Director and Client Partner for a global healthcare company*

**“This was the easiest and most intuitive device upgrade experience I’ve had in 14 years.”**

*– An employee at a leading Australian telecommunications and technology company*

**“Overall collaboration between my teams has improved drastically.”**

*– An employee at a leading UK consulting company*



## 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. We're building on our foundation of excellence by creating systems in new ways:

- Bringing in the right partners
- Investing in our business
- Working side by side with our customers to unlock their potential

Unlock unparalleled efficiency, streamline your business processes and experience the future of seamless operations.

## Take the next step

Learn more about how **Kyndryl Workflow Orchestration** can help your organization, contact your Kyndryl representative or visit us at [kyndryl.com](https://kyndryl.com)



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