



Boost workforce productivity, save time and cut costs with Kyndryl Agentic Workflow Orchestration

Overview

Kyndryl Agentic Workflow Orchestration is designed to help organizations drive sustainable business benefits from deploying autonomous AI agents. By providing clear goals, structures and governance around agentic AI, the service cuts time-to-value and helps organizations avoid common pitfalls.

The solution is delivered through Kyndryl's Digital Workplace Services, which offer a transformative approach to AI through the Connected Experience framework. This strategy integrates Agentic AI to personalize user experiences, enhance productivity and optimize business processes. It combines managed observability with agentic workflow orchestration, enabling enterprises to move beyond traditional task automation.

The solution supports both human-interactive and autonomic-agentic capabilities, allowing for flexible deployment across IT, HR, business and customer workflows. Kyndryl's consultancy-led delivery model helps ensure that implementations are tailored to each organization's maturity and goals, using reusable agentic components and orchestration layers that integrate with partner ecosystems.

The challenges of agentic AI

Agentic AI – the use of autonomous AI agents that work together to accomplish goals – promises to boost productivity, save time, increase customer satisfaction and cut costs. However, putting the new technology into production can be difficult; common challenges include:

- High failure rates for AI projects due to unclear objectives and poor data quality
- Difficulty in aligning AI initiatives with measurable business outcomes
- Governance and compliance challenges in multi-agent environments.
- Integration complexity across legacy systems and modern platforms
- Escalating costs and lack of ROI visibility in AI deployments.

Gartner estimates that, by the end of 2027, 40% of agentic AI projects will be canceled because of escalating costs, unclear business value or inadequate risk controls.¹

Kyndryl Agentic Workflow Orchestration

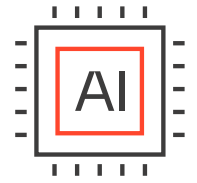
To help organizations achieve the promised benefits of agentic AI, Kyndryl's Digital Workplace Services offers Agentic Workflow Orchestration services. Delivered through our Connected Experience framework, our agentic AI strategy offers a transformative approach to enterprise automation and intelligence. It is designed to ensure measurable outcomes, operational resilience and responsible governance.

We're moving to an AI-native operating model where autonomous AI agents perform the sensing, reasoning, and execution – with our customers supervising outcomes, not tasks and processes. XLAs are an essential part of measuring the success of agentic AI on delivering business and customer outcomes.



Kyndryl design principles

Kyndryl's Connected Experience framework defines a set of priorities to help organizations implement Agentic AI successfully.



Outcome-driven personalization and discovery

Kyndryl begins each engagement with a rigorous discovery process that aligns AI initiatives with specific business objectives. By identifying personas and processes, Kyndryl designs industry-specific, value-driven use cases. This stage helps ensure that agentic workflows are not only technically feasible but also strategically relevant. By tailoring solutions to the unique needs of each organization, Kyndryl helps clients establish a clear proof-of-value statements that guide investment decisions and prioritize high-impact use cases. From the outset, Kyndryl highlights potential risks to achieving the expected return on investment (ROI).

Managed observability for continuous optimization

Through integrated telemetry and eXperience Level Agreements (XLAs), correlated to the desired business outcomes, Kyndryl enables real-time monitoring of agentic workflows. This managed observability layer is critically important in maintaining visibility of the potential risks identified at the outset. It also highlights performance, internal sentiment and ROI, enabling organizations to continuously improve their AI strategies and keep them aligned with business expectations. With governance established early and managed through observability, organizations can see where additional steps may be needed to drive process re-architecture or organizational change management.

Choosing the right technologies and controlling them effectively

Failure to achieve the target ROI is a key issue for an estimated 70% to 85% of AI projects, making it vital to choose the right technologies and manage them appropriately. Kyndryl's orchestration and control layers provide a robust governance framework for managing digital agents throughout their lifecycle. This includes onboarding, productivity tracking, quality assurance and decommissioning. The Kyndryl architecture supports multi-vendor agent ecosystems, enabling interoperability while maintaining control and compliance. This flexible approach is ideal given the rapidly evolving nature of AI, where organizations may wish to take advantage of new models and capabilities that emerge practically overnight. Naturally, data is also a vital element — here the Kyndryl architecture helps ensure data dependency and quality by performing adequate discovery, building ongoing metrics, and establishing a data focus before the build cycle of any project.

Cost-optimized, scalable automation across domains

Through a modular, multi-agent architecture, Kyndryl empowers organizations to scale automation across domains as diverse as IT, HR, business operations and customer experience. Our orchestration engine intelligently dispatches tasks to the most cost-effective agents — whether based on traditional AI, GenAI, or agentic AI — helping to optimize resource utilization and financial efficiency. Throughout the solution lifecycle, the framework prompts organizations to manage responsibility and security concerns, ensuring that data is handled correctly, hallucinations are controlled, and effective change-control processes are in place.

Kyndryl's approach to Agentic AI solutions

Focus on business outcomes

- Personalized experiences based on employee personas and industry solutions
- Ubiquitous AI and integrated agents provide transformational opportunities for enterprises
- Use cases designed around integrating platforms where employees operate

Anticipate future challenges

- Integrated governance and control, for high data quality and consistent execution
- Cross-platform multi-agent framework focuses on the future state
- Solutions based on responsible and ethical AI principles

People and observability

- Deep experience of AI implementation
- Prioritizing business outcomes over the latest AI trends
- Continuous monitoring of agentic AI utilization, performance and ROI

Benefits

By choosing Agentic Workflow Orchestration from Kyndryl Digital Workplace Services, organizations can achieve business value faster from their agentic AI projects.

Value-led deployment:

- Defined business value and measurable ROI for each agentic workflow
- Outcome-driven prioritization of potential use cases

Increased productivity:

- Smart agents work together to augment human employees
- Fast, seamless workflows keep business processes moving rapidly

Time savings:

- Always-on AI agents work tirelessly to accelerate processes
- Intelligent orchestration avoids idle time in workflows

Enhanced customer satisfaction:

- AI agents can work together to meet customer demands at any time
- Advanced reasoning and collaboration help ensure the right outcomes

Greater efficiency:

- AI agents take on repetitive, lower-value tasks
- Human experts are free to focus on higher-value priorities

Ongoing value:

- Ability to monetize existing investments in platforms such as ServiceNow, Microsoft, and Google Workspace
- Intelligent steering of workflows across different types of AI technology to maximize cost-efficiency



Kyndryl capabilities

Kyndryl stands out as a trusted transformation partner, combining deep expertise, innovation and ethical leadership to deliver AI-powered services at scale. We have the strategy, capabilities, intellectual property and expertise to help you attain your goals.

Proven track record:

10+ years of experience deploying AI-powered services globally

Industry recognition:

Named a Leader in the Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services, 2025²

Hyperscaler alliances:

Partnerships with AWS, Google, Microsoft and ServiceNow drive transformative hybrid cloud and AI innovations, offering scalable, co-created solutions to complex enterprise challenges

Reference customers:

Kyndryl works with 60% of the Fortune Global 100 and 50%+ of the Fortune Global 500

Global network:

Our worldwide team of skilled professionals hold more than 35,000 public cloud certifications

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 design, build, manage and modernize the world's critical technology systems. As the world's largest provider of IT infrastructure services, Kyndryl is committed to the health and continuous improvement of the vital systems at the heart of the digital economy. With our partners and thousands of customers worldwide, we co-create solutions to help enterprises reach their peak digital performance.

Next steps

To make your agentic AI vision a reality, please contact your Kyndryl representative or [schedule a complimentary consultation with a Kyndryl expert](#). Learn more about [Kyndryl Agentic Workflow Orchestration and other digital workplace solutions](#) or visit us at kyndryl.com.

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Sources:

1. [Gartner Predicts Over 40% of Agentic AI Projects Will Be Canceled by End of 2027](#), Gartner, June 2025.
2. [Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services, 2025](#), Gartner, March 2025.