



# Kyndryl Bridge Intelligence for IT Operations



## Customer Challenges

CIOs face growing pressure to modernize their technology in complex business and IT environments. They must protect their organization's reputation and trust, ensure that systems are always on and defend against automated, targeted attacks. A disruption to any of these areas can result in financial and reputational losses.

## Service description

Kyndryl Bridge Intelligence for IT Operations can help address these issues with unique insights into IT infrastructure and applications through comprehensive monitoring and analytics. It helps customers understand the internal state of systems across the entire IT environment to diagnose issues and improve performance.

This service, provided by Kyndryl Consult experts, uses data analysis, anomaly detection, predictive analytics and automation for proactive management and optimization of IT operations. Using one of the largest data sets in the industry and patterns built from Kyndryl's years as a managed services provider, it provides actionable insights for accurate forecasting, faster decision-making, enhanced visibility and comprehensive root cause analysis.

## Customer benefits

- 1 Enhanced operational efficiency:** Achieve significant time savings and streamline processes for better overall performance.
- 2 Proactive incident management:** Reduce mean time to repair (MTTR), improve service availability, resolve incidents faster, and reduce downtime.
- 3 Data-driven, actionable insights for better decision-making:** Make informed decisions, prioritize tasks effectively, and improve decision-making speed and accuracy.
- 4 Enhanced root cause analysis:** Identify root cause more quickly, resulting in faster incident resolution.

## Kyndryl Bridge Intelligence for IT Operations overview

Kyndryl Bridge Intelligence combines AI-driven insights from the Kyndryl Bridge platform with Kyndryl Consult, our global network of technology strategy and implementation consultants, architects and engineers.



- **Kyndryl Bridge** is an AI-powered, open-integration digital business platform that empowers organizations with actionable insights to continuously innovate and achieve higher levels of operational maturity.
- **Kyndryl Consult** accelerates our customers' digital transformation technology expertise underpinned by decades of mission-critical experience and a shared culture of continuous modernization.

Kyndryl partners with customers to understand operational and performance objectives. Using Kyndryl Bridge we generate insights based on customer data, which is then assessed by Kyndryl consultants. Next, Kyndryl consultants use these insights to provide customers with an enhanced understanding of this information and tailored recommendations aligned with their business goals.

## Flexible service options

Select the service that best fits your needs:

### 1. Bring Your Own Data (BYOD)

- Select from one-time or periodic BYOD analysis and recommendations.
- Use Kyndryl templates for simplified data transfer.
- Partner with Kyndryl experts to explore this analysis.

Analysis results in as little as 2-3 weeks from project start. Customers receive customized data-driven recommendations and a prioritized list of activities to improve IT performance.

### 2. Standard deployment on Kyndryl Bridge

- Use Kyndryl Bridge for direct data integration, real-time analysis and insight generation.
- Real-time analytics can lead to faster incident resolution and reduced downtime.
- Leverage existing technologies for better return on investment.
- Partner with Kyndryl consultants for ongoing, personalized guidance.

## 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, and working side-by-side with our customers to unlock potential.

### Connect with us

**Schedule a complimentary 30-minute consult with a Kyndryl expert** to see how this solution can generate AI-driven insights for operational efficiency and improved decision-making. Visit us at [kyndryl.com](https://kyndryl.com)

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