



# Raising user satisfaction while lowering costs with Digital Workplace Services (DWS)

International financial services company |  
Financial services



## Business opportunity

Designing experiences that improve employee productivity isn't just about profitability — studies show it also improves morale leading to increased employee satisfaction. For one international financial services company, frequent outages were impairing operations, frustrating employees and customers.

The company's leaders reasoned that improving digital experience for employees would increase employee satisfaction and thereby enhance their ability to attract and retain talent. Equally, by gaining better control over end-point devices, the company could more efficiently verify compliance with security standards, reducing risk.

With internal IT staff already overstretched, the group looked for external expertise to modernize and transform its corporate IT landscape.

## Technical challenge

The group's reliance on outdated tools hindered its ability to monitor and manage its aging infrastructure and end-point devices used by its 30,000 employees. As a result, the business was experiencing priority-one (P1) issues almost monthly, often causing widespread loss of connectivity for users.

Limited monitoring made it hard for the team to offer anything but reactive support. Compounding the challenge, many problems effectively remained invisible; users were applying their own workarounds or suffering in silence rather than raising tickets.

## Our solution

Together, the company and Kyndryl mapped out a plan to modernize the IT estate and introduce new best practices. As a crucial first step in the process, they deployed Kyndryl's Digital Experience Management (DEM) program leveraging Lakeside SysTrack. The DEM solution provides:

- Continuous monitoring of digital experience and performance.
- Identification and root-cause analysis.
- Proactive software fixes and compliance updates across the IT estate.
- Quantified business impact reporting and ranked recommendations.
- End-to-end support, including for Microsoft 365.

Through DEM, Kyndryl's experience advisors quickly uncover actionable insights to proactively improve employee experience.

## The power of partnership

Using SysTrack, Lakeside Software's digital experience solution, along with their Digital Workplace Connected Experience Framework, Kyndryl established ongoing strategic experience measurements that aligned to key business priorities for the financial services company. Kyndryl experience advisors used SysTrack to continuously enhance digital workplace services for their customer from baselines set on endpoint health, IT incident volume and resolution time, and employee productivity and satisfaction.

## What progress looks like

By replacing the existing reactive support practices with a proactive approach, backed by new tools, Kyndryl has rationalized the environment both to reduce cost and create operational stability for the financial services company. Outages are now rare, which in itself boosts productivity and the efficiency of customer service. Specific indications of progress include:

- 90% user satisfaction and 4.4/5 rating for Kyndryl support.
- \$2.6M annual savings through optimized spending in Azure.
- 79% increase in performance for security applications.
- 60% of issues involving non-compliance with security policies resolved automatically.

*“Kyndryl’s performance has not only surpassed our expectations but also positively impacted our VDA Workspace project and outcomes.”*

- Director of the international financial services company



## Meet the team

**Chris Kirkpatrick**

Director of Offering Management, Kyndryl



**Giovanni Forgione**

Senior Lead, Enterprise Architecture, Kyndryl

**Jason Stewart**

Global Service Line Owner - Digital Experience Management (DEM), Kyndryl



**What's your next digital business challenge? Let's tackle it together.**

**Start a conversation.** →

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