

# Desktop Virtualization Modernization using Microsoft DaaS

## Customer challenges

Organizations face pressure from rising virtualization costs and rigid licenses, while supporting hybrid work and maintaining on-premises investments. This strains finances and operations as desktop environments become harder to scale, secure, and manage. Key challenges include:

- Escalating licensing and infrastructure costs driven by legacy virtualization vendors
- Long-term commercial commitments that limit flexibility and budget predictability
- The need to support hybrid work without degrading performance or increasing risk
- Inability to fully transition to cloud desktops due to compliance, data locality, or application constraints
- Managing mixed on-premises and cloud environments without disrupting users

## Solution highlights

Kyndryl's Desktop-as-a-Service (DaaS) modernizes desktop virtualization with Microsoft Windows 365 and Azure Virtual Desktop across cloud, on-premises, and hybrid environments. We provide a fully managed, cost-effective, secure desktop ecosystem aligned with business and technical needs. Key solution features:

- Flexible deployment options spanning cloud, on-premises, and hybrid architecture
- Full lifecycle services, including assessment, design, deployment, migration, and operations
- Cost-optimized DaaS leveraging Microsoft bundled pricing and partner technologies
- Automated, high-performance environments supporting

advanced workloads, including GPU

- Secure, compliant architecture backed by Microsoft partnership and global managed services

## Customer benefits

Kyndryl's Microsoft-powered DaaS offers enterprises predictable costs, improved agility, and a secure, consistent user experience—without losing existing investments. Your organization benefits from:

1. Hybrid flexibility to modernize at the right pace while protecting current infrastructure
2. Reduced operational complexity through expert-managed migration and operations
3. Strengthened security and compliance through best-practice architecture and governance
4. Enhanced user experience with consistent performance and rapid provisioning anywhere
5. Lower total cost of ownership via optimized licensing and right-sized infrastructure





**8 Million devices**  
under direct management



Consistent  
**99.9%+ SLA attainment**



**20-30% savings**  
for our clients based on time-tested metrics and modernization initiatives to optimize through cloud



**6 Million end users**  
supported through our support services



**7k+ employees**  
driving digital workplace experience, across  
**30 delivery centers in 50 languages**



Proven methodology and customer experience across  
**Over 1.5k transformations**

**29,000+** Microsoft Cloud certifications

**17,000+** Unique Microsoft certified employees

**60+** Countries with Microsoft Cloud certified employees

## 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 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).

© Copyright Kyndryl, Inc. 2026

Kyndryl is a trademark or registered trademark of Kyndryl, Inc. in the United States and/or other countries. Other product and service names may be trademarks of Kyndryl, Inc. or other companies.

Microsoft, Windows, Windows NT, and the Windows logo are trademarks of Microsoft Corporation in the United States, other countries, or both.

This document is current as of the initial date of publication and may be changed by Kyndryl at any time without notice. Not all offerings are available in every country in which Kyndryl operates. Kyndryl products and services are warranted according to the terms and conditions of the agreements under which they are provided.

The performance data and client examples cited are presented for illustrative purposes only. Actual performance results may vary depending on specific configurations and operating conditions.

## Microsoft Specializations

### Azure

- AI Platform on Azure
- Microsoft Azure VMware Solution
- Infrastructure & DB Migration to Azure
- SAP on Microsoft Azure
- Microsoft Azure Virtual Desktop
- Analytics on Microsoft Azure

### Business Applications

- Low Code Application Development
- Intelligent Automation

### Modern Work

- Copilot

### Security

- Identity & Access Management

### Other programs

- Private Cloud Solutions Partner
- Member of Microsoft Intelligent Security Association (MISA)

**kyndryl.**

Microsoft Partner | Azure Expert MSP  
