

Elevate Employee Engagement with Microsoft Viva

Customer challenges

Organizations are investing in Microsoft 365 and Microsoft Viva to improve employee experience, but fragmented tools, content, and workflows limit adoption and business value. A unified, scalable approach is required to reduce friction and enable action in the flow of work.

- **Disconnected information sources:** Employees switch across systems to find updates, resources, and next steps, slowing productivity and reducing Microsoft 365 value
- **High operational friction:** Manual processes and inconsistent workflows increase overhead across Microsoft Teams and SharePoint environments
- **Limited content visibility:** Communications and Microsoft Viva content are difficult to discover, reducing engagement and alignment
- **Inconsistent employee access:** Experiences vary across roles, locations, and devices, hindering adoption of Microsoft 365 capabilities
- **Restricted business agility:** Rigid experiences limit the ability to evolve workflows and services across the Microsoft 365 ecosystem

Solution highlights

Kyndryl delivers **Elevate Employee Engagement with Microsoft Viva** as a professional services offering to help organizations get started with or extend their use of Microsoft 365.

- **Services-led approach:** Advisory, deployment, optimization, and managed services aligned to Microsoft 365 and Microsoft Viva priorities
- **Assess & design:** Define an employee experience roadmap across Microsoft 365, Microsoft Viva, and business workflows

- **Deploy & integrate:** Implement Microsoft Viva Connections in Microsoft Teams and SharePoint to centralize content, tools, and actions
- **Adopt & activate:** Drive engagement through change management, training, communications, and experiences embedded in the Microsoft 365 workspace
- **Optimize & scale:** Use analytics, insights, automated workflows, and extensible Microsoft Viva capabilities to improve outcomes over time

Customer benefits

With Kyndryl services for Microsoft Viva Connections, organizations can simplify employee access, improve engagement, and increase the value of their Microsoft 365 investments.

1. **Accelerated Microsoft 365 adoption:** Structured services help organizations get started with or extend Microsoft Viva deployments
2. **Reduced operational cost:** Integrated workflows decrease manual effort across Microsoft Teams and SharePoint
3. **Improved employee engagement:** Centralized experiences increase visibility of communications and services
4. **Greater organizational efficiency:** Streamlined access enables faster decisions and actions across teams
5. **Future-ready workplace:** Scalable foundation enables ongoing optimization of Microsoft 365 and Microsoft Viva





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.

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)

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