



## Hybrid edge AI for a future-ready digital workplace

Empowering enterprises to accelerate AI adoption with Intel® AI PCs from Kyndryl

### Highlights

- Accelerate AI response times and AI-driven self-healing capabilities, increasing user productivity
- Reduce operational expenses and minimize reliance on cloud infrastructure
- Strengthen data privacy, sovereignty, and compliance with regulatory standards
- Improve sustainability outcomes and boost energy efficiency with Intel® AI PC and Intel® Endpoint Management Assistant (EMA) technology

As enterprises accelerate AI adoption, many are running into constraints created by cloud-only and overly centralized AI models. Escalating and unpredictable costs, latency, and scalability limits are making it harder to deliver consistent value at scale, while data privacy, sovereignty, and trust requirements continue to block broader deployment.

At the same time, the energy demands of centralized AI are raising sustainability concerns, enterprise-ready AI use cases at the endpoint remain limited, and device management is still largely reactive and resource-intensive. Adding to these challenges is the need for AI to operate reliably across both connected and intentionally disconnected environments.

## Unlocking endpoint intelligence

Hybrid edge AI for the digital workplace allows enterprises to unlock the full value of AI by extending capabilities directly to employee endpoints. Intel AI PCs with integrated neural processing units (NPUs), such as Dell AI PCs powered by the newest Intel processors, introduce the endpoint as a new compute tier. This approach helps create faster, more responsive experiences for employees while reducing reliance on centralized infrastructure.

This solution supports a hybrid edge AI architecture that allows organizations to place AI workloads where they deliver the greatest impact. Large models and training remain centralized, while latency-sensitive, privacy-aware, and context-rich inference runs locally on the device. The resulting flexibility allows enterprises to optimize AI execution based on performance requirements, data sensitivity, connectivity limitations, and cost controls, rather than forcing all workloads into a cloud-only model.

## Modernizing digital workplace architecture

Beyond performance and cost benefits, hybrid edge AI modernizes the digital workplace itself. Intelligent, self-healing endpoints reduce support overhead and operational burden on IT teams, while a consistent governance model helps maintain security, compliance, and control across hybrid and air-gapped environments. The result is a future-ready digital workplace architecture capable of delivering measurable business outcomes while providing the flexibility and resilience enterprises need to scale AI responsibly over time.

## Driving productivity, cost efficiency and data privacy with hybrid edge AI

By bringing AI closer to where work happens, hybrid edge AI can improve productivity through faster response times, lower operational costs by reducing cloud consumption, and strengthen data privacy by keeping sensitive information at the source. The solution also supports more sustainable AI adoption through improved energy efficiency and drives resilient operations in disconnected or high-security environments where cloud access is limited or restricted.

Hybrid edge AI with AI PCs enhances digital workplaces by extending AI capabilities directly to employee endpoints, improving responsiveness, reducing costs, and strengthening data privacy. This approach supports a balanced AI architecture that optimizes workload placement between cloud and edge for better performance and compliance.

Enterprises don't just deploy AI PCs — they gain a future-ready digital workplace where AI is operationalized, governed, and optimized across cloud and endpoint environments.



# Why Kyndryl?

## Strategic partnership with Intel to operationalize AI PCs for the enterprise

Kyndryl's close partnership with Intel goes beyond hardware alignment to jointly operationalize real-world enterprise AI use cases on Intel AI PCs. By aligning Intel's NPU capabilities and endpoint manageability with digital workplace requirements, Kyndryl helps AI PCs deploy as part of an integrated, enterprise-grade architecture.

## End-to-end operationalization of AI PCs at enterprise scale

Unlike point solutions that stop at enablement, Kyndryl integrates AI PCs, local AI models, and manageability directly into existing digital workplace operations. This comprehensive solution includes device management, digital experience monitoring, lifecycle services, and support workflows. As a result, customers can adopt AI PCs without introducing new silos, duplicative agents, or disruptive rip-and-replace tooling. This approach helps accelerate time to value, reduce operational risk, and allows enterprises to scale endpoint AI using the same governance and operating models they already trust.

## Proven digital workplace scale with hybrid edge AI integration

With a global digital workplace practice supporting millions of devices and users, Kyndryl brings the operational maturity required to scale endpoint-based AI across complex enterprise environments. Kyndryl positions endpoint AI as part of a broader hybrid edge AI ecosystem, integrating cloud AI, endpoint inference, and operational intelligence under centralized governance and lifecycle control. This helps AI remain consistent, protected, and manageable across connected, disconnected, and high-security environments, while giving businesses the flexibility to evolve their AI strategy over time.

## Improve employee productivity with personal AI through hybrid edge AI integration

Personal AI assistants help employees stay focused by embedding fast, context-aware support into daily workflows. With hybrid edge AI, privacy-sensitive tasks can run on-device using NPU-based inference, while larger or shared workloads can be handled by centrally governed cloud models. This approach improves response time, reduces unnecessary data movement, and supports compliance and data sovereignty without slowing work in low-connectivity or restricted environments. Kyndryl helps define and integrate these workflows into Personal AI and operationalizes them with enterprise-grade governance, monitoring, and lifecycle management across the device fleet.

## Next steps

Need a digital workplace expert?

[Reach out for a consultation](#) to learn more.

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