

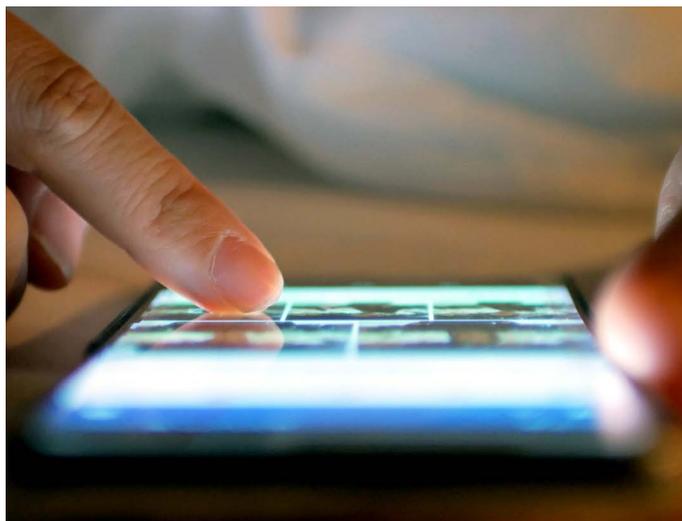


Kyndryl Consult Connected Experience: Intelligent Employee Console



Navigating information complexity and scale

For many organizations, sheer complexity and scale can leave employees feeling overwhelmed when navigating disparate systems and processes. Service portals are often unintuitive, leaving people unable to find what they need. Similarly, finding information can be slow and difficult, and a fragmented employee experience impacts their productivity, satisfaction and operational effectiveness.



Service description

The Intelligent Employee Console empowers employees with a personalized and secure AI-powered workspace that unifies tasks, workflows, and enterprise systems into a single experience. The console is delivered to employees wherever they are, using capabilities from Microsoft technologies (including Microsoft Copilot, Viva Connections, Power Automate, and SharePoint) or in the ServiceNow Employee Center. Kyndryl designs and curates tailored employee journeys that streamline daily tasks, elevate the agentic AI experience and reduce touchpoints, providing a centralized hub to host personalized AI agents, supported by streamlined and fully integrated workflows, and delivering a unified view tailored to each individual user.

As part of Kyndryl Consult's Connected Experience services, the console simplifies work and accelerates outcomes and can be customized for each client in an agile and iterative approach, consuming a range of modular capabilities. It integrates internal communications, essential resources, and critical updates, surfacing key information in a personalized, intuitive, easily accessible way. By delivering streamlined, integrated access to the tools and agentic AI agents that employees need, the Intelligent Employee Console reduces the friction caused by context-switching, and simultaneously enhances engagement and productivity.

Greater engagement, higher productivity

- Enhances the user experience with easier, faster access to information and services, and helps to boost operational productivity and efficiency
- Integrates what were previously isolated and fragmented line-of-business systems into a single, intuitive console that encourages engagement and collaboration
- Enables the seamless orchestration of IT, HR, and business processes across enterprise systems
- Provides rapid, direct access to important safety, learning, wellness, social, accessibility, and assistance programs
- Creates an omnichannel experience for information access, personalized by role, department, security clearance, or business function
- Enables employees to execute task-specific AI agentic workflows directly from Teams or ServiceNow, backed by foundational XLA measurement and Kyndryl Bridge AI agent performance observability
- Captures employee sentiment in a non-intrusive way into formal experience feedback loops and XLA measurement.
- Tracks progress on tasks, and empowers employees to take immediate action across approvals, onboarding, and requests — including at the tap of a finger on a mobile device

Integrated information combined with intuitive access

Intelligent Employee Console builds on the Microsoft and ServiceNow ecosystems, offering multiple connection and extension possibilities presented through the Microsoft Teams or ServiceNow Employee Center. For example, the solution enables data integration with social feeds, chatbots, end-point management, Microsoft Copilot AI, and more. Through industry-standard connectors and single sign-on, the Intelligent Employee Console provides a secure, accelerated launch point from any device into key applications including SAP, Workday, and Salesforce — as well as in-house CRM, financial, procurement, and operational systems.

Providing a single point of digital engagement for employees across IT, HR, and business systems, the Kyndryl solution boosts productivity by bringing relevant tasks to the forefront.

Creating a connected experience to drive efficiency

Acting as a personalized digital front door, the Intelligent Employee Console brings employees together through easier collaboration, shared information, and access to help when needed. A frictionless experience enables people to feel productive and satisfied, engaged and empowered to succeed, and emotionally connected as a seamless enterprise team. Overall, the console helps connect people to each other, guides employees to the right tools, actions, and information, and improves their experience.

In addition, the Intelligent Employee Console helps to support compliance with enterprise accessibility regulations including the European Accessibility Act, Accessible Canada Act, and Section 508 of the U.S. Federal Rehabilitation Act. By creating an integrated presentation layer for data from multiple line-of-business sources, the console can play a crucial role in simplifying accessibility right across the enterprise.

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

Discover how Kyndryl and Microsoft can help your organization transform employee experience and operational efficiency through intelligent, connected solutions. Visit us at <https://www.kyndryl.com/in/en/services/digital-workplace>

kyndryl.

© 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.

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.