

Kyndryl Virtual Assistant: Intelligent Front Door to Support Services

Customer challenges

Modernizing IT and workplace support is hard when employees expect instant, personalized help while service teams must manage complexity, scale and cost:

- Fragmented employee support across channels, tools and knowledge sources.
- Inconsistent service quality and long resolution times during peak demand
- Limited 24/7 and multilingual coverage at enterprise scale
- Difficulty integrating automation and AI with existing ITSM workflows and systems
- High volumes of repetitive requests consume Service Desk capacity and reduce employee productivity

Solution highlights

Kyndryl Virtual Assistant provides an intelligent, agentic AI front door to enterprise support, helping employees get what they need faster while reducing Service Desk workload through contextual, automated resolution across channels and systems.

- Built on Microsoft Copilot Studio, Microsoft Power Platform, and Microsoft 365 Copilot
- Understands intent and context to deliver goal-driven, outcome-focused support (not just answers)
- Takes action across enterprise systems (for example, ITSM, CRM, line-of-business apps) to execute end-to-end tasks
- Delivers personalized, always-on, multilingual experiences at enterprise scale
- Extensible to orchestrate advanced agents using Microsoft Azure AI Foundry for more complex scenarios

Customer benefits

Kyndryl Virtual Assistant modernizes IT and workplace support by delivering faster, more consistent outcomes for employees, while reducing Service Desk workload through intelligent automation and end-to-end orchestration.

1. Deflect up to 40% of live support interactions through agentic self-service, reducing ticket volume and freeing up Service Desk capacity for higher-value work
2. Improve productivity and resolution speed from day one with proven automation outcomes (for example, 54% issue resolution rates) and reduced mean time to repair (MTTR)
3. Accelerate employee support via natural language, outcome driven interactions in the user's native language, minimizing time spent navigating portals, knowledge bases, and queues
4. Lower cost to serve by automating routine request actions end to end (create, update, track requests; trigger workflows; retrieve system data) across enterprise platforms
5. Provide a scalable foundation for autonomy, enabling a phased journey from reactive support to proactive, increasingly autonomous AI-driven operations



Providing undisputed leadership



6.1M mainframe
installed MIPS



270K network
devices managed



5,200+ WAN
devices managed



3.5M LAN
ports managed



3.5+ exabytes of customer
data backed up annually



14K+ SAP
instances managed



675K+ VMware
instances managed

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.

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kyndryl.

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)

Microsoft
Partner

Azure
Expert
MSP

