

Kyndryl Managed Services for M365 Copilot

Customer challenges

As organizations scale M365 Copilot, they often face operational challenges — particularly around governance, capacity, support sustainability, experience consistency, and visibility into adoption and value. Challenges can include:

- Lack of a governed, enterprise operating model with defined ownership and accountability
- Limited capacity to configure, govern and operate Copilot at scale — especially as new features, agents and use cases are introduced
- Difficulty sustaining support as adoption grows across the organization
- Inconsistent Copilot experience across users and teams
- Limited visibility into adoption, usage and performance

Solution highlights

Kyndryl helps you scale Copilot with clear ownership, governance-aligned support, and transparent outcomes so you can move forward with confidence.

- Guided onboarding to steady-state operations
- Use-case validation and readiness checks
- Day-to-day Copilot support with clear ownership
- Monitoring and feedback to guide improvements
- Governance-aligned, secure Copilot use

Customer benefits

- 1 Faster time to value from Copilot with a structured, low-risk path to steady-state operations
- 2 Better employee experience with consistent Copilot support
- 3 Lower overhead through standardized, automated support
- 4 More confidence with governed delivery and shared accountability
- 5 Actionable insights to optimize Copilot continuously





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)

© 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.

kyndryl.

Microsoft
Partner

Azure
Expert
MSP

 Microsoft