

Kyndryl Services for Microsoft Dragon Copilot

Customer challenges

Healthcare organizations are under increasing pressure to improve clinician efficiency while maintaining high standards of care, governance, and data security. Many organizations face challenges such as:

- Excessive administrative and documentation workloads across physicians, nurses, and care teams
- Fragmented clinical workflows that interrupt patient interactions and increase cognitive load
- Difficulty operationalizing ambient and generative AI in production clinical environments
- Limited clarity on governance, consent, and success criteria for enterprise AI adoption
- Concerns around patient data security, privacy, regulatory compliance and responsible AI use

Solution highlights

Kyndryl provides advisory, design, and implementation services aligned to Microsoft Cloud for Healthcare, enabling secure and compliant deployment across complex enterprise environments and clinical workflows.

The Microsoft Dragon Copilot Enterprise Readiness Workshop by Kyndryl helps healthcare organizations prepare for and operationalize Microsoft Dragon Copilot as a scalable clinical AI platform, moving beyond a limited pilot.

The no-cost, time-bound workshop is designed to accelerate adoption while addressing clinical, operational and governance requirements.

A joint working session with key stakeholders focuses on:

- Alignment to critical business metrics, success criteria and enterprise governance

- Confirmation of executive and clinical sponsorship, including identification of clinical champions across care teams
- Technical and infrastructure readiness for Dragon Copilot deployment
- Integration requirements across EHRs and supporting clinical systems
- Validation of patient consent workflows and alignment with privacy, security and responsible AI standards
- Assessment of extensibility opportunities using Microsoft Copilot Studio and partner AI agents integrated into Dragon Copilot
- Timelines, dependencies and delivery approach to support production-ready adoption

Customer benefits

By engaging in a structured Dragon Copilot readiness workshop, organizations can confidently evaluate and operationalize clinical AI while minimizing disruption and risk. Customers benefit by enabling:

1. **Clinician wellbeing:** Reduce administrative burden and cognitive load for physicians, nurses, and care teams to improve work-life balance and reduce burnout.
2. **Operational efficiency:** Streamline clinical documentation and workflows, reduce time spent on after-hours charting and improve throughput across care settings.
3. **Improved patient experience:** Enable more focused, conversational patient encounters with less screen time and improved access to care.
4. **Financial and organizational impact:** Support accurate documentation, improved revenue integrity, clinician retention, and scalable AI adoption.



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.

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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