

Accelerate your digital transformation with Digital Workplace Services

A user-centric approach using analytics to help drive automation across the business



Almost every aspect of our work lives is being digitized

Now technologies like analytics, cognitive and AI are essential to creating a personalized, proactive and integrated digital workplace.

60%

of Forbes Global 2000 companies will use AI, machine learning, chatbots and digital assistants to measure key behavioral indicators and drive agility, collaboration, innovation and business outcomes by 2023.¹

6% points

of revenue growth is found in tech-saavy organizations compared to their industry peers.²

59 zettabytes

of data or more will be created, captured, copied and consumed in the world in 2020 alone, with a 26% compound annual growth rate increase through 2024.³

You and your team are rethinking how you work

Many organizations have three key goals:

1

Increased productivity

using automation and analytics across a diverse workforce that spans five different generations—all with unique technology preferences



2

Reduced costs

for management and support functions through self-service models that empower end users and modern IT management capabilities

3

Improved user experiences

that quickly meet consumer needs like speed, support and functionality, while balancing continuous environment optimization

And your teams have new expectations for how they want to work

25%

of remote employees will be supported with new forms of automation either directly or indirectly by 2022.⁴

77%

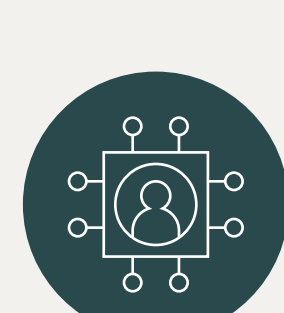
of workers are fully productive at home. And their employers agree.⁵

82%

of company leaders plan to permit remote working some of the time with 47% indicating employees can work remotely all of the time as employees return to the workplace.⁶

Let's work together to create a digital workspace designed to improve the employee experience

Using hybrid cloud, Digital Workplace Services provides the right tools, solutions and services to empower your global workforce to be productive, efficient and successful essentially wherever and however they want to work:



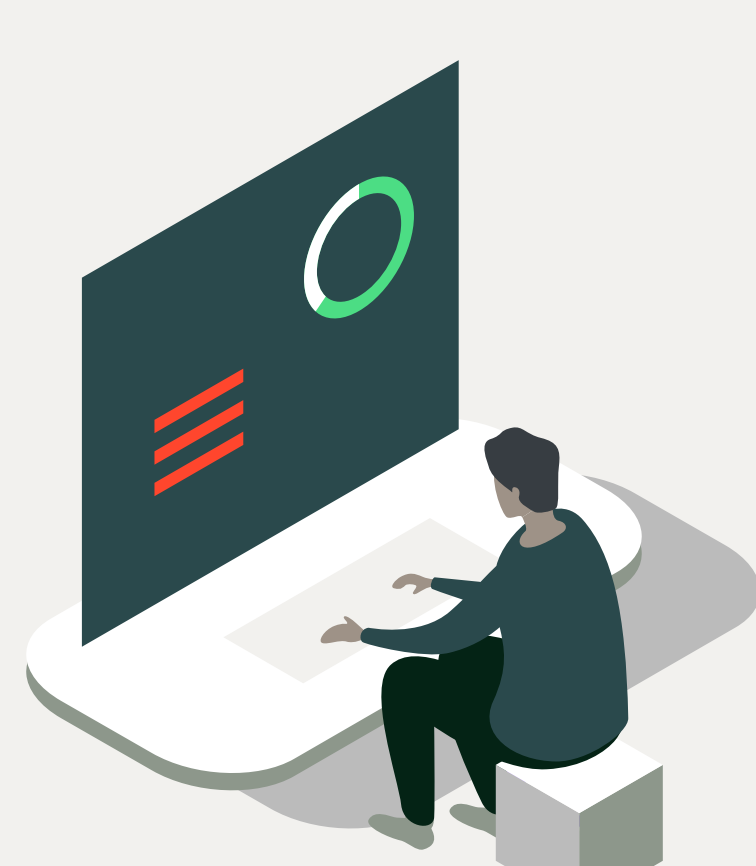
Workplace Support Services

can drive cognitive capabilities and automation into your IT support strategy based on your unique needs. These managed services, driven by analytics, help ensure an improved user experience and take advantage of the natural language processing of IBM Watson® technology.



Device lifecycle management services

helps provide a single, end-to-end management service for virtually all end user devices, operating systems and ownership models, including data and cloud backup, user data protection and compliance, device health refresh and integrated analytics.



Agile workplace services

can deliver cloud-based desktops and social collaboration tools in a fully managed suite of tools. Designed to enable access across devices and platforms and from virtually any location, this solution includes embedded analytics for continuous improvement on a subscription model.

We build modern workplace solutions that can transform critical business processes

By enabling your digital workforce and enhancing the employee user experience, we can create an intelligent support infrastructure that's continuously learning with each interaction by using analytics, cognitive and automation technology.

By 2024

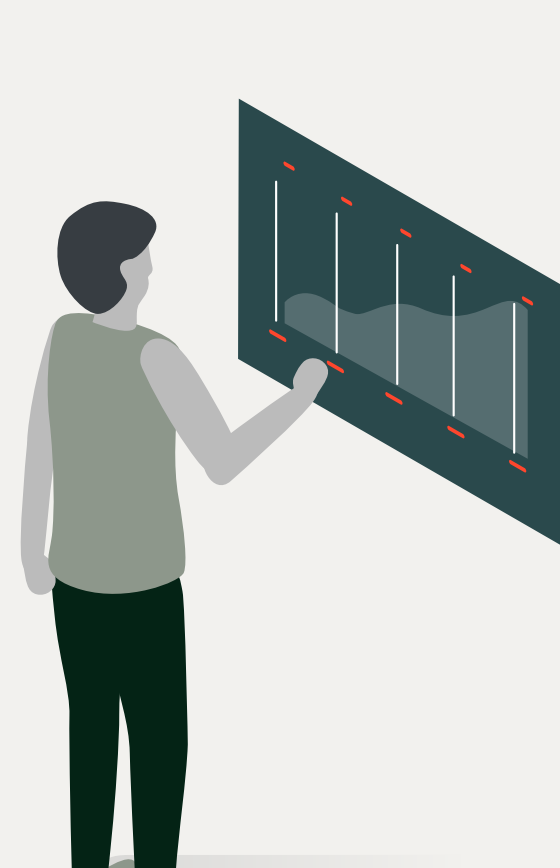
endpoint analytics and automation will reduce digital workplace service staff time spent on endpoint support by 30%.⁷

150%

growth in desktop-as-a-service (DaaS) users will be seen by 2023 due to employee demand for secure remote access.⁷

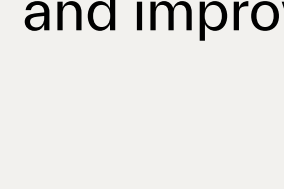
Only 52%

of employees say their company provides a positive employee experience.⁸

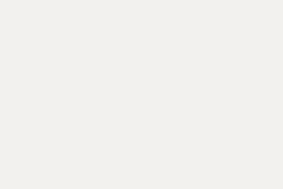


The benefits of Digital Workplace Services

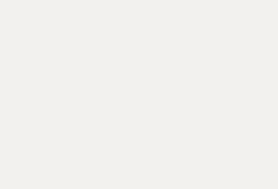
With our comprehensive set of offerings—across geographies and industries—we can reinvent your workplace, enhance the employee user experience and improve ROI.



Predictive
Know my experience



Proactive
Optimize my environment



Seamless
Make it easy for me

For more information, please visit [Kyndryl.com](https://www.kyndryl.com) or contact your Kyndryl representative.

[Visit the website](#)