kyndryl

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:



Increased productivity

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



Reduced costs

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



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%

77%

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

150%

growth in desktop-as-a-service (DaaS) users

reduce digital workplace service staff time spent on endpoint support by 30%.⁷

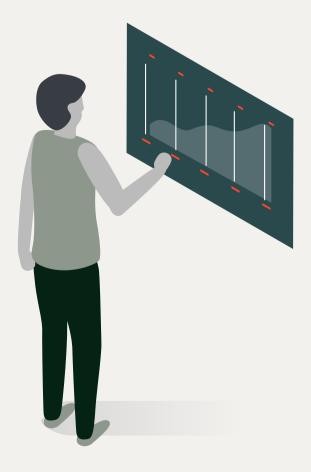
will be seen by 2023 due to employee demand for secure remote access.⁷

Only 52%

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

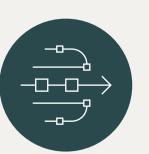
The benefits of Digital Workplace Services

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 or contact your Kyndryl representative.

Visit the website

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- 2 Digital acceleration, IBM Institute for Business Value, November 2020
- 3 IDC's Global DataSphere Forecast Shows Continued Steady Growth in the Creation and Consumption of Data, Business Wire, 8 May 2020.
- 4 Predictions 2021: Automation, Forrester Research, Inc., October 22, 2020.
- 5 Work-at-Home After Covid-19–Our Forecast, Global Workplace Analytics, Date accessed 2 November 2020.
- 6 Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time, Gartner, 14 July 2020.
- 7 Predicts 2021: Digital Workplace Infrastructure and Operations, Gartner, 07 December 2020.
- 8 2020 Talent Trends, LinkedIn Talent Solutions, January 2020.