

# Empowering the future of work

Creating an AI-enabled workplace

kyndryl. /  Microsoft





AI is something that's going to make customers' whole IT estate more complicated again. And where we do our best work is in super complex IT estates where customers need help managing across disparate architectures. So, there is a role for us to play with Microsoft in our joint customers in order to try things and then to run them over the long term.

**Martin Schroeter**

Kyndryl Chairman and CEO

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# Creating an AI-enabled workplace

As AI becomes more woven into society and **the market landscape**, its economic impact will be significant, and organizations are just starting to understand the ramifications on **the future of work**.



# The AI conundrum

AI poses a conundrum for organizations seeking to leverage its benefits while mitigating potential drawbacks. This conundrum is highlighted by the potential of AI to improve performance and decision-making, while raising concerns about job displacement, ethical implications, and the need to redefine and measure performance more effectively. As a Microsoft Responsible AI Partner, Kyndryl is dedicated to promoting responsible AI practices within the industry. Companies must consider AI's impact on:



Digital employee experience



Employee productivity



Talent retention



AI Decision-making and usage



# Transform your business with Generative AI delivered by Kyndryl, a testament to Kyndryl's enduring and strategic collaboration with Microsoft.

31% of executives are looking to AI to significantly improve productivity within their organizations.<sup>3</sup> The significance and expectations of data, Generative AI, and cloud investments continue to rise. Companies look to AI solutions, such as **Kyndryl generative AI services**, to enhance productivity, creativity, and the quality of work, while also simplifying complex tasks and improving information retrieval.<sup>12</sup>

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of executives are looking to AI to significantly improve productivity within their organizations.



# An AI chasm of needs

Business needs // Where do you start? To deliver on the AI promise, organizations find they need to:

## Optimize employee experience and productivity:

Utilize data to understand and optimize the employee experience, leading to positive business outcomes.

## Define the data governance:

Manage the organization's data to ensure its availability, usability, integrity, and security. This practice includes implementing policies and procedures to effectively use structured and unstructured information assets.

## Calculate and track ROI:

Track and calculate the return on investment (ROI) and determine the impact of AI use on productivity.

## Ensure regulatory compliance:

Adherence to the variety of regulations concerning data privacy, AI ethics, and industry-specific guidelines is essential as AI becomes more integrated into business operations. Non-compliance can result in penalties and harm the company's reputation.

## Cultivate and acquire AI and automation skills

Address the challenge of a lack of skills and expertise in AI and automation.

# An AI chasm of needs

Technical needs // Where do you start? To deliver on the AI promise, organizations find they need to:

## Elevate communications with insights:

Provide clear, effective, and timely communications throughout the management chain and technology systems. Deliver actionable insights from data at the right time.

## Solve technology challenges and infrastructure limitations:

Address integration issues, network connectivity, and the implementation of cloud strategies.

## Facilitate change management and deliver insights:

Manage process changes and ensure employee alignment for successful AI implementation. Clear communication and actionable insights from data are crucial.

## Streamline data management and accelerate digital transformation:

Manage the flood of data from digital processes and new input sources, requiring careful planning and execution.

## Bolster security:

Mitigate opportunities for security breaches across all cloud environments, both physical and cyber.

## Responsible AI:

As the leading IT infrastructure services provider, we leverage our data expertise to assist enterprises in implementing AI at scale to achieve business objectives by utilizing a risk-based approach by identifying and mitigating risks.



# Path to AI success

But more important than what companies need to do: they must understand the challenges they will face.

## These challenges include:

- Developing a **thoughtful and meticulous approach** to Generative AI adoption.
- **Navigating complex regulations** related to data privacy, AI ethics, and industry-specific guidelines.
- **Fulfilling the prerequisites** for a successful AI implementation.
- Balancing **technical prowess** with **user-friendly features**.
- Managing **change and adoption hurdles** users may encounter.
- **Communicating the complexities** involved in implementing Generative AI.
- **Managing significant changes** to business processes when implementing AI.
- **Calculating, reporting, and tracking** return on Generative AI investments.



# Kyndryl generative AI services

Kyndryl, in collaboration with Microsoft, offers Kyndryl generative AI services to boost workplace efficiency and improve employee experiences. We focus on advancing AI enablement, creating employee-centric digital workplaces, and facilitating data integration with AI. Starting with the Microsoft 365 Copilot Envisioning Workshop, the team provides AI strategies as an additional input to existing Kyndryl assessments and services. The Kyndryl generative AI services includes workshops, assessments, deployment and follow-on services.

**Microsoft 365 Copilot Envisioning Workshop:** This workshop is tailored to empower customers to embrace the revolutionary AI capabilities of Microsoft 365 Copilot. It helps organizations develop a thoughtful approach to Microsoft Copilot adoption and communicate the complexities involved in its implementation.

**Digital Workplace Experience Maturity Assessment:** This service is designed to elevate the digital workplace experience by providing proactive and predictive insights, addressing the need to balance technical prowess with user-friendly features and manage potential obstacles users may encounter.

**Device Management and Lifecycle Services:** By leveraging Kyndryl's deep expertise, this service empowers organizations to make informed choices that align with their unique requirements, addressing the challenge of managing significant changes to business processes when implementing AI.

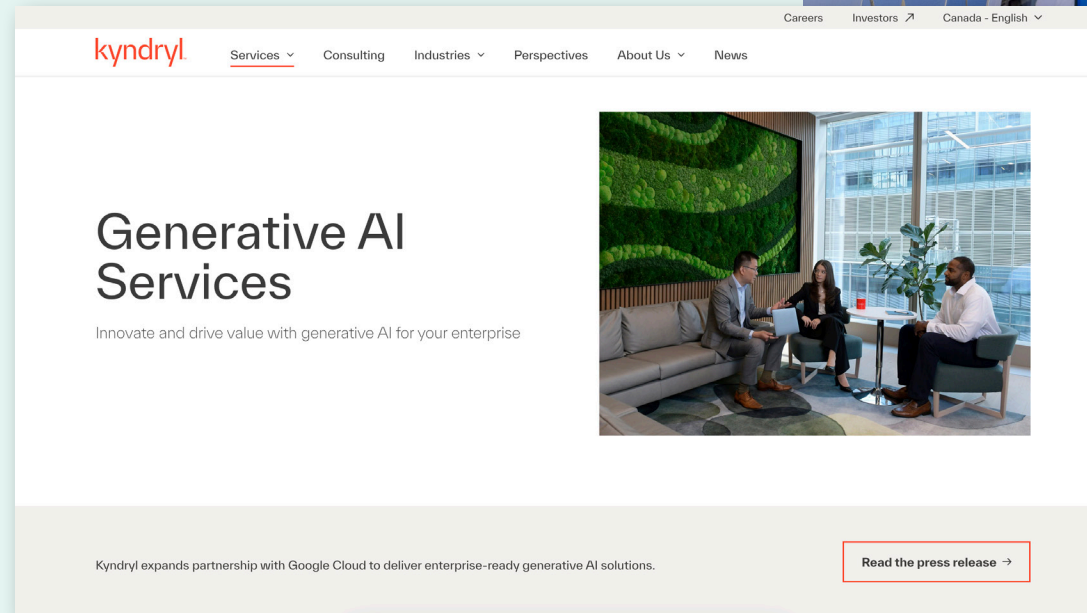
**Workplace Collaboration Services:** This service offers market-leading end-user experience for productivity solutions, specifically tailored to be implemented and managed with Microsoft 365 and Office 365. This service encompasses a comprehensive suite of offerings for Teams, Exchange Online, SharePoint Online, OneDrive, Stream, Yammer, Viva, and Power BI. It is designed to advise, implement, and manage the migration of legacy telephony and audio/video to enable employees to exchange information, locate experts, and become more productive.

# Kyndryl generative AI services, continued

Kyndryl generative AI services provide a trusted and comprehensive solution to address the multifaceted considerations involved in integrating Microsoft Copilot into the digital workplace.

## Kyndryl is a Microsoft FastTrack Ready Partner:

As a strategic Microsoft partner, Kyndryl participates in many Microsoft financial incentives including Microsoft FastTrack to support design, deployment, management, and adoption of Microsoft 365.



# As a Microsoft partner, Kyndryl participated in the highly selective and limited Copilot Jumpstart Program<sup>10</sup>

Generative AI experience is key. Our early-access participation, combined with the lessons learned in preparing data, navigating country-specific requirements, building use cases, and internally managing usage and deployment of Copilot, provides Kyndryl deep Microsoft Copilot skills in a market with limited available skills. Through our firsthand experience implementing Microsoft Copilot internally, we expedite the process for organizations to adopt Microsoft Copilot. This effort is supported by Kyndryl's profound expertise, customer-centric approach, global reach, commitment to innovation, and strong partner ecosystem.

The partnership enables Kyndryl to leverage the Microsoft Cloud and Microsoft expertise to:

**Empower people** with Generative AI technologies, including Microsoft Copilot to **amplify IT driven productivity** and achieve **purposeful outcomes** in the workplace.

# Empowered people

Energize your empowered employees and elevate their productivity and sense of accomplishment with Generative AI featuring Microsoft Copilot.

## 80%

**increase achieved in employee productivity**

through enhanced end-user experience and productivity at a global petroleum company with Kyndryl Digital Workplace.<sup>12</sup>

## 70%

**of Copilot users from the Microsoft Copilot early access programs were more productive,**<sup>12</sup>

with the best Copilot users saving more than 10 hours per month using Copilot.<sup>11</sup>

- **68%** of user participants in the Microsoft Copilot early access program felt it improved the quality of their work.<sup>13</sup>
- **64%** of user participants in the Microsoft Copilot early access program spent less time processing email.<sup>11</sup>
- **71%** of user participants in the Microsoft Copilot early access program saved time on mundane tasks.<sup>11</sup>
- **Non-quantified benefits such as enabling knowledge discovery and security, and helping individuals chart their career growth.**



**We enhanced our knowledge of the customer by 15%, by learning from Copilot's feedback, suggestions, and insights, and applying them to our work.**<sup>14</sup>

# Technology driving efficiencies and effectiveness

Drive positive business outcomes by enhancing productivity through Kyndryl generative AI services, delivering quantified efficiency and effectiveness benefits to organizations.

## 25%

### operating cost reduction

through streamlined device lifecycle management and user enrollment with a Kyndryl Digital Workplace Services solution (non-Generative AI).<sup>15</sup>

## 88%

### improvement in processing time

for IT support requests at a large Healthcare company with a projected reduction of IT cost of \$320K annually with Kyndryl Workflow Orchestration Services (non-Generative AI).<sup>16</sup>

- **50% decrease** in number of IT support incidents at a government agency with Kyndryl Digital Workplace Services (non-Generative AI).<sup>12</sup>
- **50% fewer** IT tickets/technical issues with Kyndryl Digital Workplace Services (non-Generative AI).<sup>12</sup>
- **96% decrease** in time to resolve IT service issues for a financial firm with Kyndryl Digital Workplace Services (non-Generative AI).<sup>12</sup>
- **\$8.2 M saved** through application and device stability based on a Forrester TEI of Kyndryl Digital Workplace Services (non-Generative AI).<sup>17</sup>
- The first hundred users of Copilot **saved at least 30 minutes a day**, with some saving up to three hours by a participating company in the Microsoft Copilot early access program.<sup>18</sup>

# Purposeful outcomes

Achieve market leadership, long-term success, and breakout opportunities<sup>20</sup> through the innovations derived from purposeful outcomes generated by Kyndryl generative AI services.

## Purposeful results included:

# 219%

### projected return on investment (ROI)

for improved Digital Employee experience over 3 years by Forrester TEI of Kyndryl Digital Workplace Services (non-Generative AI).<sup>17</sup>

## Reduced Kyndryl's sales cycle by

# 30%

by accelerating our communication, negotiation, and decision-making processes with our customers using Microsoft Copilot during the early access program.<sup>19</sup>

- **Improved customer satisfaction and retention rates by 20%**, by delivering more personalized, relevant, and timely solutions and interactions to our customers during Kyndryl's Microsoft Copilot early access program.<sup>19</sup>
- **Increased business agility through the deployment of 25,000 devices** in a public sector customer in a single week with Kyndryl Digital Workplace Services (non-Generative AI).<sup>12</sup>
- **Realized a 73% reduction in financial reporting generation time** and a 72% decrease in data quality validation duration for financial closing in a Microsoft Work Trend Index study.<sup>13</sup>
- **Achieved market leadership with an average 80% increase in customer satisfaction** and employee efficiency by eliminating manual processes and in-store warehouse visits with Kyndryl Digital Workplace and Canadian Tire.<sup>20</sup>

# The Strategic Kyndryl/Microsoft Copilot advantage

Kyndryl generative AI services, featuring Microsoft Copilot, aims to increase productivity and enhance employee experience, catering to the specific needs of each customer and prospect. This partnership supports customers through:



Kyndryl capabilities and portfolio



Kyndryl expertise



Kyndryl and Microsoft partner to power your progress





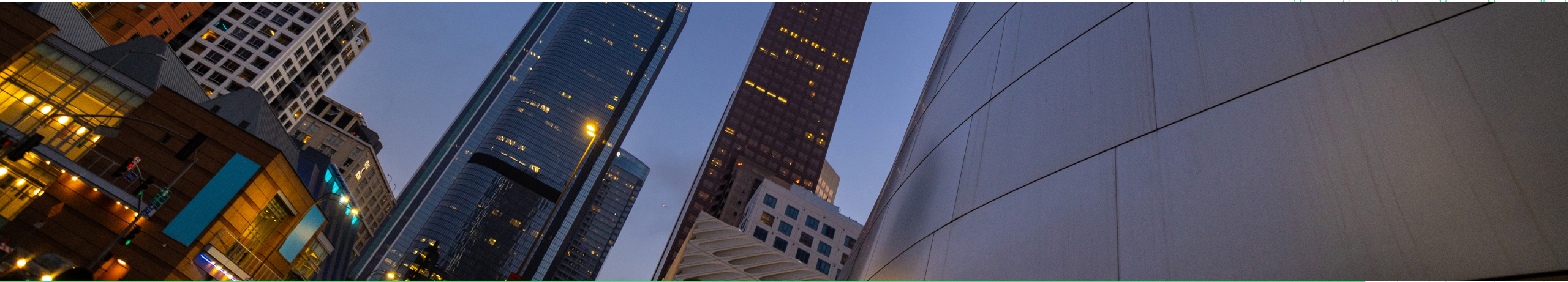
# Next steps

During the [Kyndryl Microsoft 365 Copilot Envisioning Workshop](#), Kyndryl Consult team will help customers:

- **Define the scope**, identify business stakeholders, and gather information on key business scenarios.
- **Complete an assessment**, review customer readiness scorecard, and share guidance.
- **Develop a plan** to implement recommendations based on prioritized use cases, including defining next steps and a timeline to develop and implement the solution.

Enhance productivity and achieve purposeful outcomes for your organization by [signing up](#) for your session today!

Contact us at ["Need a Digital Workplace Expert"](#) or through your Kyndryl Account Team.



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