

Customer challenges

CIOs face unprecedented pressure to modernize and transform their technology in increasingly complex business and IT landscapes. The scope of their responsibility is expanding, as is the number of stakeholders they must engage with. The pressure to demonstrate the value that IT provides to their organizations has never been greater. CIOs must meet these rising expectations against a backdrop of complexity:

Technology complexity - Fueled by technical debt of legacy technology and the surge of innovation like generative AI, technology complexity is growing.

Organizational complexity - Finding and retaining the right staff to support IT objectives has become a significant challenge for CIOs.

Business complexity - Regulatory and security landscapes are becoming more complex, and businesses are increasingly relying on CIOs to play an active role.

Solution highlights

Kyndryl helps reinvent how organizations run and transform increasingly complex technology environments to accelerate growth, orchestrate functional teams, optimize spending and reduce risks. At the core is Kyndryl Bridge, an AI-powered, open-integration digital business platform that allows customers to observe, integrate and orchestrate across their entire technology environment. Kyndryl Bridge empowers organizations with actionable insights to continuously innovate, achieve higher levels of operational maturity and provide a foundation for current and future digital business.

Customer benefits and outcomes

Kyndryl Bridge comes with, and is integrated with, Kyndryl's services—setting Kyndryl apart from other infrastructure services providers. Kyndryl Bridge delivers a powerful modern foundation to enable customers to work in entirely new ways:

- 1 Integrate** - Kyndryl Bridge's open architecture integrates new and existing technologies to get more from IT investments. Seamlessly integrate over 100 technologies such as AWS, Datadog, Elastic, Google Cloud, Microsoft® Azure®, ServiceNow and Splunk.
 - Maximize the value you get from your existing investments with the ability to integrate new technology.
 - Optimize your IT performance with the integration of extensive metadata and patterns through Kyndryl's years of experience as the world's largest IT services provider.
- 2 Observe** - Kyndryl Bridge provides a holistic view across your technology estate, providing unparalleled control and real-time, actionable insights. With Kyndryl Bridge, aggregate and analyze data across applications, infrastructure and cloud services to provide a single view of your technology landscape.
 - Gain visibility and control of your IT estate to manage the most complex multi-cloud and hybrid landscapes.
 - Identify inefficiencies, optimize resource allocation and drive more engaging customer and employee experience.
 - With over 3.1 million AI-driven actionable insights monthly, make better decisions faster to help reach your business objectives.



3 Orchestrate - Orchestrate teams, technologies and processes and integrate data across your financial, sustainability, security operations and app development.

- Manage your technology in a new way to continuously innovate and achieve higher levels of operational maturity.
- Optimize your IT estate with more than 1,800 predefined leading practices.
- Seamlessly access an ecosystem of 100+ services using our Marketplace catalog.
- Improve speed and performance and run more stable and reliable operations with automation.

Real results

Kyndryl Bridge has delivered nearly \$2 billion in annual savings for our customers.¹ By using Kyndryl Bridge, customers are experiencing:

- Fewer IT-related disruptive incidents, with manufacturing firms achieving up to a 95% reduction, logistics companies seeing up to a 93% reduction, financial services firms realizing up to a 92% reduction and public-sector entities benefiting from an up to 86% reduction.
- Kyndryl Bridge AIOps can start providing insights within 72 hours of receiving customer data

Enable continuous business transformation

At Kyndryl, we harness the combined power of people and technology to deliver exceptional business outcomes for our customers. Kyndryl helps customers modernize for efficiency and growth, innovate with differentiated experiences, and increase security and resilience for continuity and faster recovery. We continuously learn from every engagement and apply intelligence to engineer and optimize the world's most complex technology estates.

Kyndryl empowers thousands of enterprise customers, including 60% of the Fortune Global 100 and more than half of the Fortune Global 500. Our global network of skilled professionals includes 35,000 public cloud certifications including Microsoft®, Google and AWS.

We understand the role technology plays for our customers in driving business value. With thousands of patents, Kyndryl has the strategy, capabilities, IP assets and expertise to help organizations attain their goals.

For more information

To learn more about how **Kyndryl Bridge** can help your organization, please contact your Kyndryl representative. Visit kyndryl.com

kyndryl bridge™

© Copyright Kyndryl, Inc. 2024

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, Azure, 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.

1. Kyndryl Bridge drives nearly \$2 billion in annual savings for customers and delivers improved mission-critical IT outcomes