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Digital Workplace

Workplace Collaboration Services

Highlights

– Kyndryl services the modern hybrid workplace, which can enable employees to collaborate effectively with a superior end-user experience

– Increase employee productivity to help reduce TCO

– Leverage as much of the Microsoft 365 ecosystem as you choose

– Enhance the security and compliance of your collaboration platform

The era of cubicle warriors working solo is over. Collaboration is where it's at. To stay ahead of the competition, your employees need to innovate and troubleshoot with colleagues, customers, and suppliers globally. From you, they'll need cost-effective, security-rich collaboration tools that facilitate connecting and sharing information in real time. Your collaboration solution needs to be highly scalable, support audio and video conferencing, and accommodate the latest technologies. Yet the total cost of ownership (TCO) of traditional collaboration solutions combined with a modern productivity suite remains high.

The paradox: how do you create an open collaboration system while still controlling security, privacy, new capabilities – and budgets? **The solution:** By ensuring that the deployment of Microsoft® Teams triggers the elimination of outdated platforms, and working to ensure maximum end-user adoption, Kyndryl™ can answer this question. We help you empower your employees to communicate, connect and innovate.

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Solution benefits

Think of Workplace Collaboration Services as a one-stop shop for updating and managing your hybrid workplace collaboration solution. Kyndryl is a leader in delivering Microsoft 365® flexible tools for collaboration across teams, devices, and operating systems. These services empower your employees to communicate, connect and exchange information, all in a cost-effective, security-rich environment across disparate locations and workstyles.

Workplace Collaboration Services offers a modular approach to collaboration, meaning you select only the services you need, and grow as your business needs evolve. With Kyndryl's IT-as-a-service (ITaaS) model, housed on an on-premises cloud, a public cloud, or a hybrid model of both, you get a platform that facilitates scalability and flexibility — along with the latest Microsoft 365 capabilities.

Increase employee productivity with managed collaboration tools — at a reduced TCO

Select the collaborative components you need now and expand as your business evolves

Enhance security and compliance across messaging platforms for both users and technical staff

Manage your collaboration solution with a one-vendor, one-shop approach

Customer challenges

Without effective collaboration tools, how does your organization support innovation, especially if your staff is geographically dispersed? Upgrading a traditional unified communications suite can be expensive and inflexible. Simply relying on an enhanced productivity suite may not address all of your communications requirements. Collaboration components of this solution include:

1. Security-rich email
2. Rich presence and instant messaging
3. Web conferencing
4. Integration with feature-rich enterprise telephony options and mobile video conferencing solutions
5. Integration with other social collaboration tools and digital workplace services
6. Hosted or managed services

Kyndryl has extensive experience migrating customers' workloads to the Microsoft 365 collaboration platform. Kyndryl can support your Microsoft 365 licenses (ordering, provisioning, and ongoing billing), workload migration projects and ongoing managed services for your tenant. We can help you increase employee productivity with managed collaboration tools — at a reduced TCO.

Select the components you need now and expand

Often, collaboration solutions are a package deal. You get — and pay for — all the components, whether you use them or not. Kyndryl Workplace Collaboration Services takes a modular approach, so you only buy the solutions and services your organization needs now. But what about down the road? Perhaps you're concerned with painful technology upgrades at considerable expense and effort?

No need to worry. Thanks to our flexible cloud-based approach, these services can easily scale up and down to accommodate your selected components and fluctuating usage rates. Your collaboration services keep pace with your latest business developments. With Kyndryl's global delivery model, you can deploy and support these services in multiple geographies.

A one-vendor, one-shop approach

When planning a Microsoft 365 solution, you may face the complexity of needing multiple resources from several organizations. Highly skilled resources are hard to come by in today's market.

A successful implementation of a collaboration suite typically involves evaluation, planning, building, deployment, and migration phases. Missing one of these phases dramatically increases the risk of a stalled or unsatisfactory Microsoft 365 deployment. Kyndryl's experienced consultants based in global delivery hubs will take you through the entire process and handle post-deployment support.

We manage your collaboration solution with a one-vendor, one-shop approach. That means you can progress from planning to steady state — while maximizing adoption.

We manage your collaboration solution with a one-vendor, one-shop approach. Select only the services you need, then grow as your business needs evolve. Progress from planning to steady state — while maximizing adoption. With Kyndryl's global delivery model, you can deploy and support services in multiple geographies.

Increase security, compliance, and reliability across collaboration platforms

The dilemma for many enterprises is how to be open and closed at the same time. You want an unfettered, creative exchange of information and ideas among your staff, but a security breach could be disastrous. Figure 1 demonstrates Microsoft 365's compliance, privacy and security benefits — benefits that are integrated into the solution and can save you the cost of engaging an outside vendor to enforce security measures. This solution is designed to help increase security, compliance, and reliability across collaboration platforms for both users and technical staff.

The management portal allows for proper governance, flexibility, and delegation of administration. In short, the solution helps deliver the security-rich and operational requirements that today's intense cybersecurity environment demands.

Workplace Collaboration Services

With a time-tested track record of successful implementations, Kyndryl is a leader in delivering the collaboration tools of Microsoft 365.

Kyndryl stands out for providing a solid delivery model for deployment and support across multiple geographies. With our skilled team engaged on your deployment, even complex implementations are provisioned with reduced user impact. And Kyndryl has developed a best-practices adoption management program which focuses on user training and streamlined adoption.

Data privacy and security

Legend:
- Microsoft 365 built-in security
- Microsoft 365 customer controls
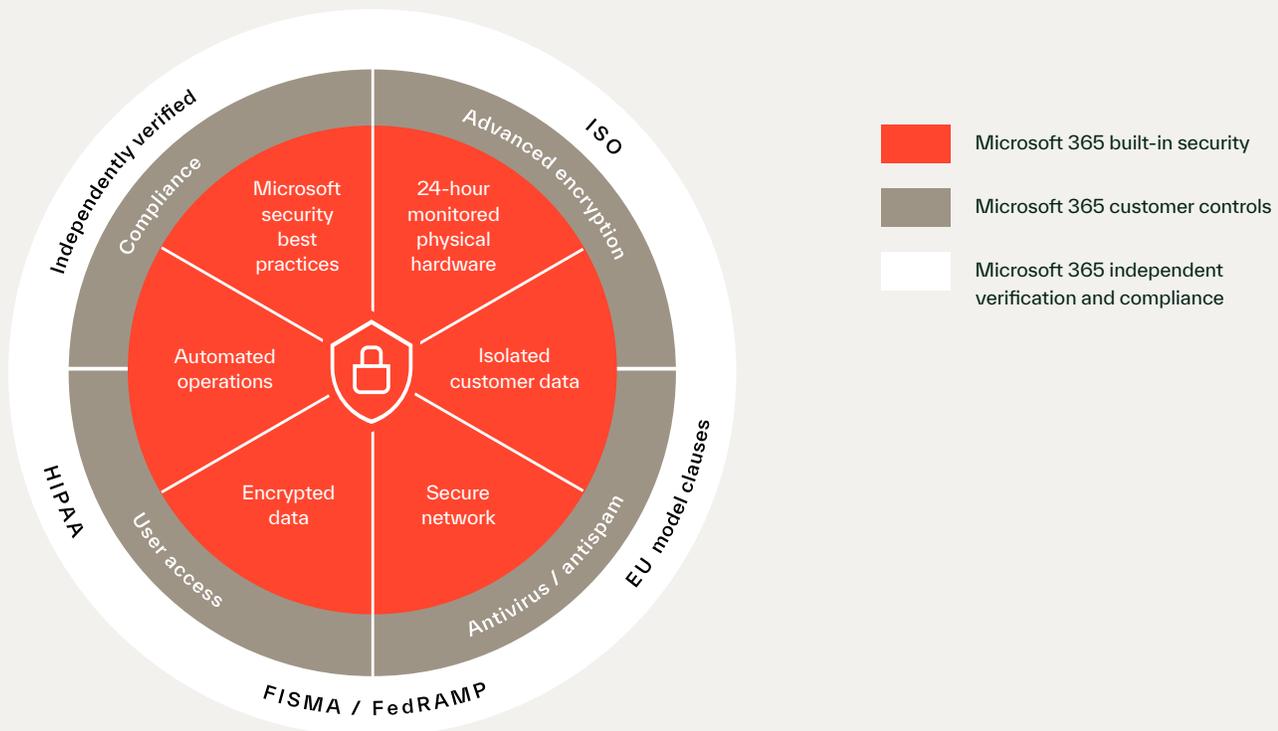- Microsoft 365 independent verification and compliance

Figure 1. Microsoft 365 contains built-in security, customer controls and independent verification and compliance.

Why Kyndryl?

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways:

– Bringing in the right partners
– Investing in our business
– Working side-by-side with our customers to unlock potential

Take the next step

Learn more about how Workplace Collaboration Services from Kyndryl can help your organization. Visit us at kyndryl.com.