

## Digital Workplace IT Support Services

### Highlights

- An integrated, omnichannel platform that provides personalized experience
- Analytics driving a data-centric approach for proactive recommendations
- Cognitive and omnichannel engagement that provides users with a non-IT experience to get what they need to be more productive
- Automation focused on workflow orchestration to maximize experience value

Kyndryl IT Support Services delivers innovation into a support infrastructure to help reduce costs, increase productivity, and enable a superior, personalized, and consumer-like user experience.

Employees expect frictionless, intuitive, and intelligent technology that knows them and works with them to improve their effectiveness on the job. They want technology that proactively resolves issues before they occur, and, if needed, delivers support that's similar to what they experience as a consumer.

With these heightened user demands comes the realization that the modern workplace employs up to five different generations. From a support perspective, this reality means a wide range of user expectations—from those who started their career in an office with a computer and phone on their desk, to those who use mobile devices and whose offices are wherever they are across the globe.



Satisfying these different user groups can be challenging, but a key competitive differentiator is the empowerment of employees through the infusion of digital services and devices into their daily work. That's why support organizations have become so vital to today's companies, supporting critical initiatives like optimizing user experience, accelerating the scope of value, and delivering positive business outcomes.

The other new reality is that the workplace is no longer a place but rather a virtual space where applications, services, and information converge with each user request. Think of it as a composable location where each employee creates their own workplace, with access to the technologies they need, when they need them, and from wherever they're located.

Technology continues to give us more choices and better tools to do our work; however, the impact on the service desk is much more complex, with continuous pressure to lower costs. The ongoing, dynamic growth of mobile workers and devices, as well as different platforms and compatibility issues, places significant stress on support organizations to keep pace and deliver a personalized experience that can scale across the enterprise in a cost-effective manner.

Workplaces that opt for the same traditional, on-premises approach for support often find themselves focusing energy on work-arounds and constantly reacting to the next fire drill—which is where Kyndryl™ IT Support Services can help.

Kyndryl's Service Desk platform is a multichannel support offering that addresses workplace challenges through a combination of solutions.



**Intelligent cloud contact center platform**



**Digital experience management**



**Workflow orchestration services**



**IT virtual agent**



**Insights and dashboards**

The Service Desk platform is designed to scale on demand and support the ability to drive hyper-personalized user experiences with governance from industry-leading service practices.



## Kyndryl's intelligent cloud contact center

Intelligent cloud contact center platform provides modern, state-of-art technology and integrations with other IT support tools to enable a superior end-user experience. Workers today expect to address IT issues like password resets, ticket status checks, and software requests in an automated way rather than talking to an agent. They want a personalized and seamless IT support experience on any device and on any channel. Through this platform, Kyndryl can provide this omnichannel support.

Kyndryl also offers a robust set of integrated management applications, including workforce management, reporting, quality management, and supervisor tools. The solution is built using a multi-tenant architecture and delivered in the cloud.

This platform is designed to integrate with a comprehensive suite of applications used by agents, supervisors, and administrators. Its ability to integrate with ServiceNow and enablement of computer telephony integration (CTI) allows for dynamic interactive voice response (IVR) capabilities like greeting caller by name, getting ticket status, transferring to the last spoken agent, and more.

Additionally, the intelligent cloud contact center platform can help deflect high-value, high-volume tickets by pivoting an inbound call to a digital interaction and creating a visual interface that elevates the traditional IVR experience with visual IVR. This capability is both desktop and mobile friendly and configurable through zero-code or no-code means.



Kyndryl also offers a robust set of integrated management applications, including workforce management, reporting, quality management, and supervisor tools. The solution is built using a multi-tenant architecture and delivered in the cloud.



## Digital experience management

Digital experience management is an analytics-driven managed service designed to deliver a superior user experience and drive priority-focused business outcomes by identifying and understanding user issues and impacts—including those that go unreported. Our solution gathers and analyzes data on everything that may impact user experience and business productivity, then uses the identified insights to reinforce and enhance workplace support and management services through proactive remediation, service augmentation, and defining transformative initiatives to optimize and rationalize the environment.

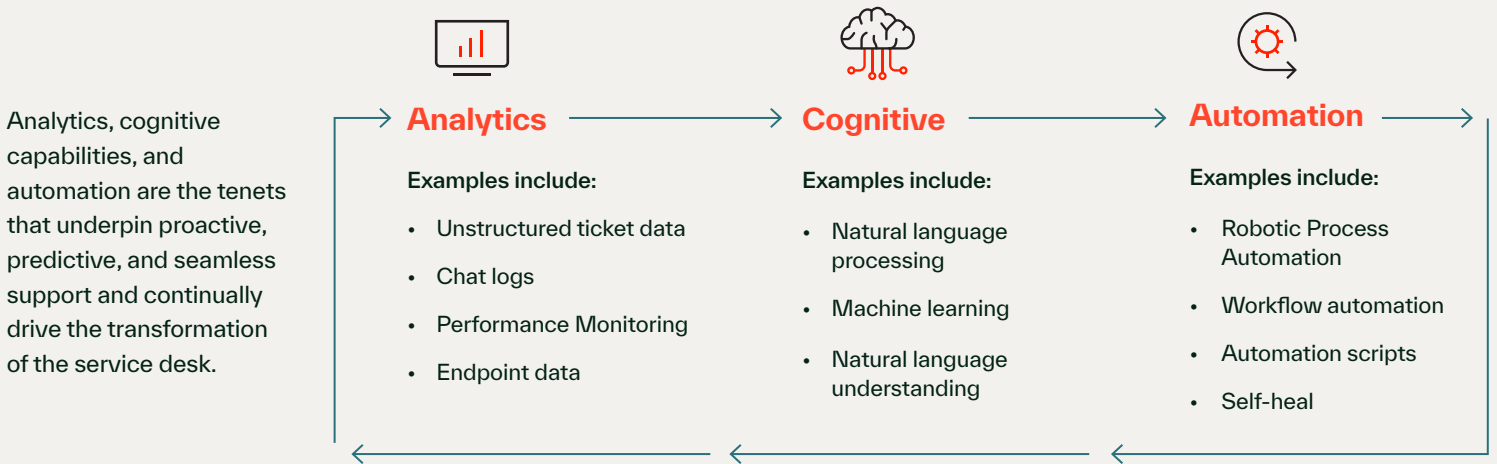
The benefits of digital experience management extend across Kyndryl Digital Workplace Services, including Level 1 service desk, Level 2 remote technical support and onsite field services, device management and lifecycle, virtualization, and collaboration services. Beyond the scope of Digital Workplace Services, the digital experience management solution also provides benefits across software license reclamation, asset spend optimization, and user productivity.

Kyndryl's digital experience management solution includes the following service components:

- **Managed services for Lakeside SysTrack, Riverbed Aternity, and Nexthink environment:** Includes the installation, support, and maintenance for each of these environments
- **A Kyndryl specialist and analytics assessment architect:** Identifies opportunities for automation, such as self-heal capabilities, and designs agent dashboards based on digital experience management data to improve issue resolution
- **Reporting:** Provides regular reports that identify problems, problem-avoidance actions, and right-to-left improvement opportunities
- **ServiceNow integration:** Adds critical user and computer data to the ServiceNow ticket and appends a snapshot view into the state of the user's device with actionable insights for resolver groups
- **Self-heal:** Identifies, prioritizes, and implements high-value scriptlets



# Modern Workplace Support Services



## Workplace Automation Services - Workflow Orchestration

Driven by digitalization and evolving employee behaviors, the modern workplace is undergoing an unprecedented disruption that is dramatically changing the way we live and work. To keep pace with shifting trends and stay competitive, organizations need to transform employee workspaces into secure, highly collaborative, and productive environments powered by intelligent automation solutions.

Kyndryl's workplace automation services offers an end-to-end workflow orchestration solution for task-based service requests, including but not limited to joiners, movers, leavers, asset requests, and other common service requests. The service's modular, technology-neutral framework lets you start small and then scale automations based on business needs.

Our approach to automation goes beyond a traditional automation solution, cutting across multiple business processes and systems and integrating with existing applications to:

- Reduce the time it takes to resolve service requests from days to minutes while lowering costs
- Eliminate human error from manual processes and allow staff to focus on strategic initiatives
- Gain more insights and analytics to manage and improve operations
- Reduce time to solution deployment using prebuilt auto-book bundles
- Improve overall employee experience and productivity
- Reduce or eliminate backlog of requests for support teams
- Enable handling of temporary or seasonal spikes in service request volumes without causing delays or increasing staff





## IT virtual agent

Our IT virtual agent is a web application that employees can access by clicking on a button in Microsoft Teams, the ServiceNow Portal, or Skype for Enterprise through a web URL. Employees can interact with the virtual agent using natural language, as if they were chatting with a human. The virtual agent understands intent and context, with the ability to ask questions to refine the problem or to clarify the question.

Our virtual agent managed solution delivers much more than a chatbot with preprogrammed responses. It's built on a cognitive chat platform that's integrated into an intelligent support infrastructure, which learns continuously through each interaction. As a result, users receive a superior personalized experience when they access its ubiquitous, persona-oriented infrastructure that can provide support as they move from one channel to the next.

## Analytics that transform unused call data into highly valued knowledge

Powerful analytics capabilities derive deeper insights about where to invest and focus energy to optimize the support environment and identify efficiencies to reduce costs. Our next-generation technology enables a wide breadth of services that can help improve employee experience.

**Semantic text analytics** focuses on both unstructured and structured ticket data to reveal service issues not identified by standard cause codes or by analyzing keywords in ticket data.

**Clustering** uses sophisticated algorithms to identify patterns in data. These patterns are centered around a specific point, which is applied to ticket data descriptions to help identify the top drivers of service desk calls.

**Periodic ticket analysis** gathers structured and unstructured ticket data that uses semantic text analysis and clustering to identify top call drivers. This end-to-end process requires only a few clicks to automatically deliver results to a dashboard that offers excellent visualization.

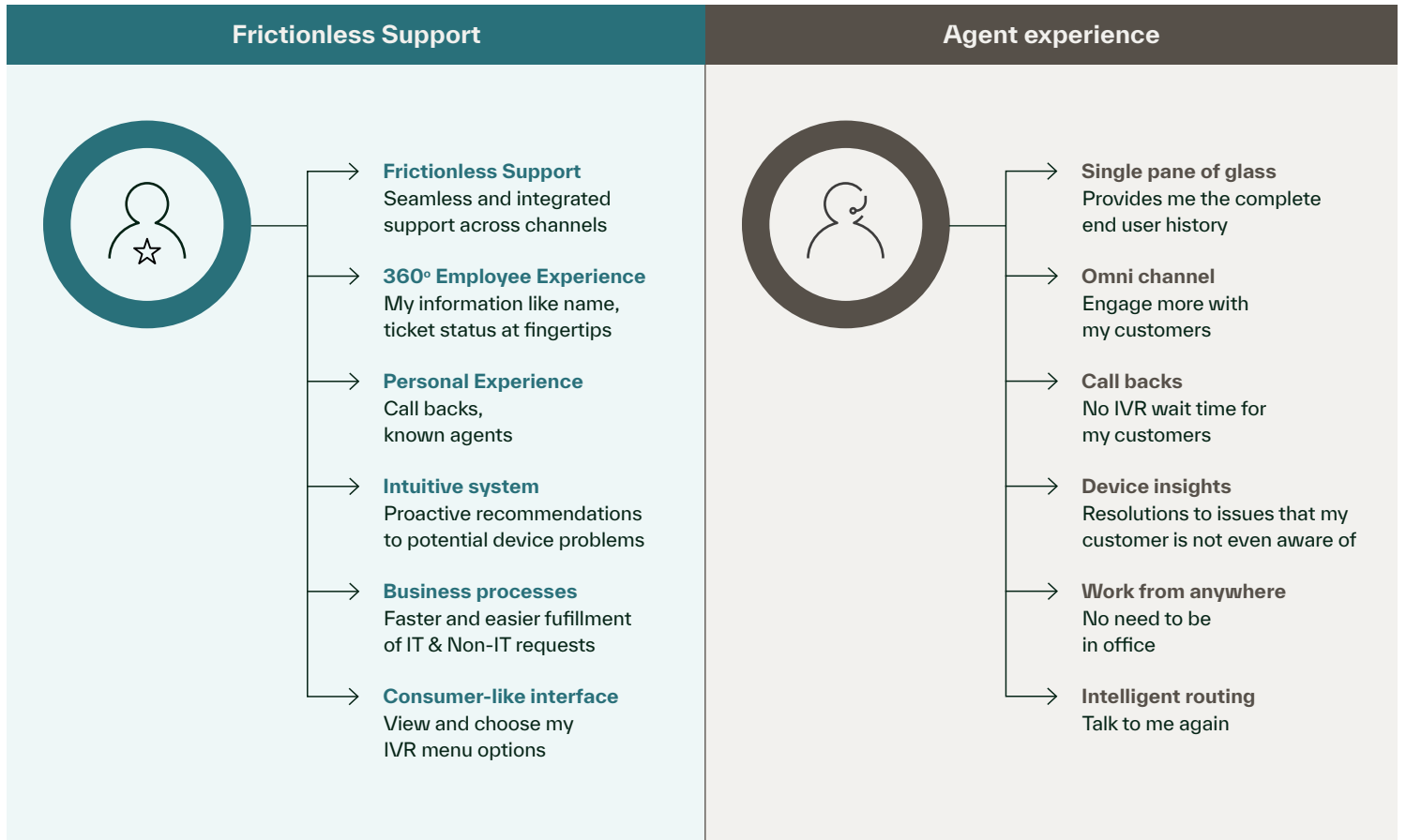
**Digital experience management** gathers intelligence on the health of IT services and devices that impact user experience and performs ongoing analysis to determine how well the organization's business objectives are being met.

This analytic suite of capabilities is used by Kyndryl's cognitive and automation technologies to continuously improve and transform support infrastructure.

## Cognitive is shifting technology's role from enabler to advisor

What makes a cognitive system different? Training. Cognitive systems can understand, reason, and learn through human interactions. These systems don't give pre-determined responses; instead, they use algorithms to generate reasoned arguments and recommendations that can assist workers in their jobs. Our virtual agent is a cognitive-based, personalized self-help solution that enables interactions even on mobile devices and drives exceptional user experiences in up to eight languages.

Kyndryl Workplace Support Services is an integrated service that combines our managed workplace services into a comprehensive support solution. By incorporating all the workplace support services elements, Kyndryl enables a "shift-left" journey that proactively drives positive user experiences, quicker resolutions, and flexible support options. Based on user experience and consumer-based expectations, our workplace support platform enhances user experience for employees and service desk agents alike.



# Workplace Support Services benefits



## Frictionless support

Seamless integration allows users to engage through their preferred support channels, such as messaging, chat, and voice.



## Personalized experience

Streamline problem resolution by connecting the end user with the same agent who helped them before. Users can request a call back at their preferred time.



## Intuitive system

End users get proactive resolutions, even for issues on their device that are unknown to them.



## Consumer-like Interface

Users get all the IVR system features from the PC visually, without having to dial through a phone.



## Omnichannel support

Service desk agents can engage with their customers on their preferred support channel, with access to modern channels like messaging.



## Single pane of glass

Service desk agents can get information from multiple data sources like ITSM or Digital experience management in a single pane of glass, helping them to assist their customers with data-driven solutions and maintain customer journey continuity.



## The system knows me

End users are greeted by their name and can access ticket status. They are also informed about their position in queue and wait time.



## Intelligent routing

Connect the caller to the same agent who helped them earlier, enabling the service desk agent to build better rapport and assist them better.



## Call backs

Avoid long queue wait times by enabling users to request a call back at their preferred time.



## Business processes requests

Move away from traditional high-touchpoint experiences to a much lower touchpoint experience due to automation.



## Device Insights

The ICCC platform provides service desk agent with wealth of device insights, allowing them to provide solutions to issues that their customers are not yet aware of.



## Work from anywhere

Service desk agents do not have to go to the office and log in to physical phones anymore. Our workplace support platform allows them to do their job over a softphone, as all the technology is connected to the cloud.



## Take the next step

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. As digital transformation weaves itself into all areas of business functions and applications, we will continue to innovate, develop, and adopt enterprise support solutions across more than 30 global delivery centers while working side-by-side with our customers to unlock potential.

To learn more about [Kyndryl IT Support Services](#), please contact your Kyndryl representative, or visit [Kyndryl.com](#)



© Copyright Kyndryl, Inc. 2022

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.

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.