

NerdioCon

2025

— PALM SPRINGS





The Kyndryl connected experience:
**A partner journey to
higher margins and
happier customers**

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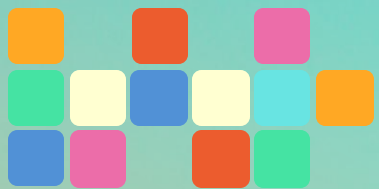


About Kyndryl

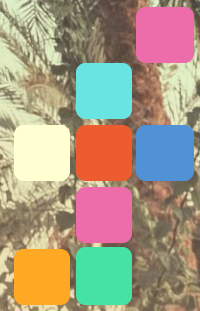
250+
clients
supported

**World's
largest**
provider of IT
infrastructure
services

Over
20 years
of desktop
virtualization
services



The connected experience



The connected experience

A holistic solution that is user-focused, secure, and sustainable, supporting employees wherever they want or need to work.



Where productivity peaks and
experience is maximized



Connected experience framework

Understand how all the experience touchpoints correlate across your hybrid infrastructure to empower true enterprise performance.

Enable a 'future state' where:

- Employee experience is intentionally connected to business outcomes.
- The wealth of employee data is used as the listening post of poor experience.
- Shift-left is accelerated through a proactive approach.
- Experience measurement includes infrastructure, app, and network monitoring to empower true observability.
- Sustainability objectives are foundationally aligned.



Connected experience for a connected world

Employee experience



Personalization with artificial intelligence

Measurable with demonstrable business outcomes

200+

Customers' end-user data on bridge, expanding to all DWS customers in FY26

Productivity & efficiency



Unlock new insight and talent

Agentic AI that empowers employees through business process orchestration

230+

Data attributes from the employee's experience of IT, expanding to 1,000+ in FY26

React proactively



Managed observability

Be ready for the challenges you know to expect

10+

Partners' data integrated, expanding to more in FY26



The connected experience

Our vision for end-user experience



Access anytime, anywhere on any device

Work is no longer a location. Access the workplace securely any time of day and change the approach to work/life balance. Windows 11 PC, Win 365, AVD, or mobile devices—managed by Intune/Nerdio.

Personalized



It's all about you!

Persona/user-type related service delivery that provides the look and feel of “personalized” services for all colleagues (both **frontline and back-office workers**) through the **Kyndryl Vital** approach.

Secure & compliant

Cloud-enabled Collaboration



What I need, when I need it

Cloud-enabled service from **Microsoft 365**, productivity applications, collaboration tools, and generative AI tools, such as **Copilot**.

Self-healing & reacting proactively

Automated updates and upgrades, anticipation of needs through **digital experience management** and the use of **advanced endpoint analytics**.

Advanced analytics



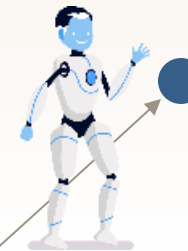
Scalable digital care



Contextualized help

Supported by omni-channel access supported by **Remote Help** (remote takeover), live chat, **Copilot studio** virtual agents, and knowledge-centered services.

The future of work



XLAs



Empowered employees

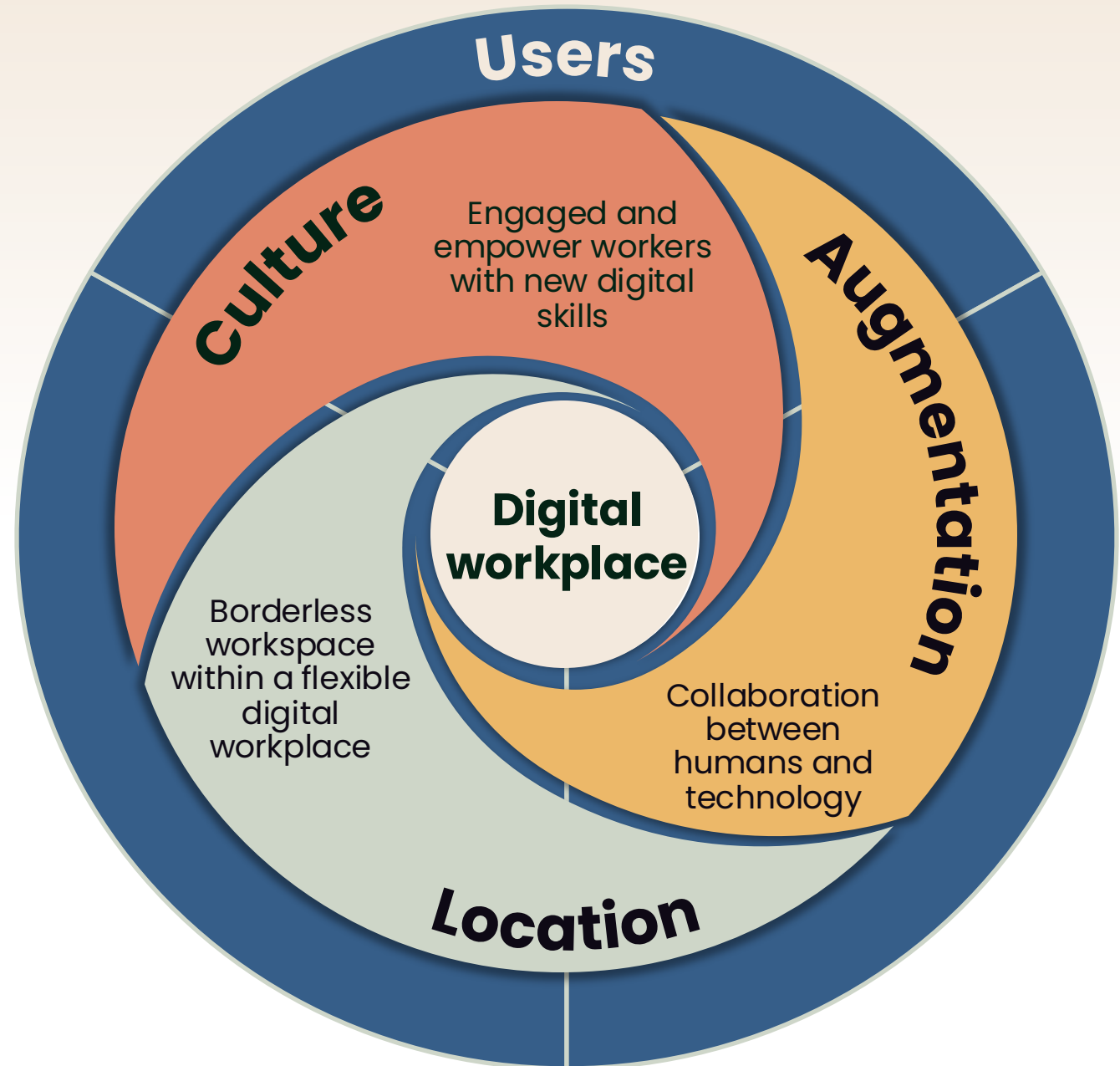
A modern workplace with easy adoption of new ways of working and green IT led services. A sustainable working environment that attracts new talent and drives efficiency and user productivity—the **connected experience**.

Future workplace

What is the future of end-user computing?

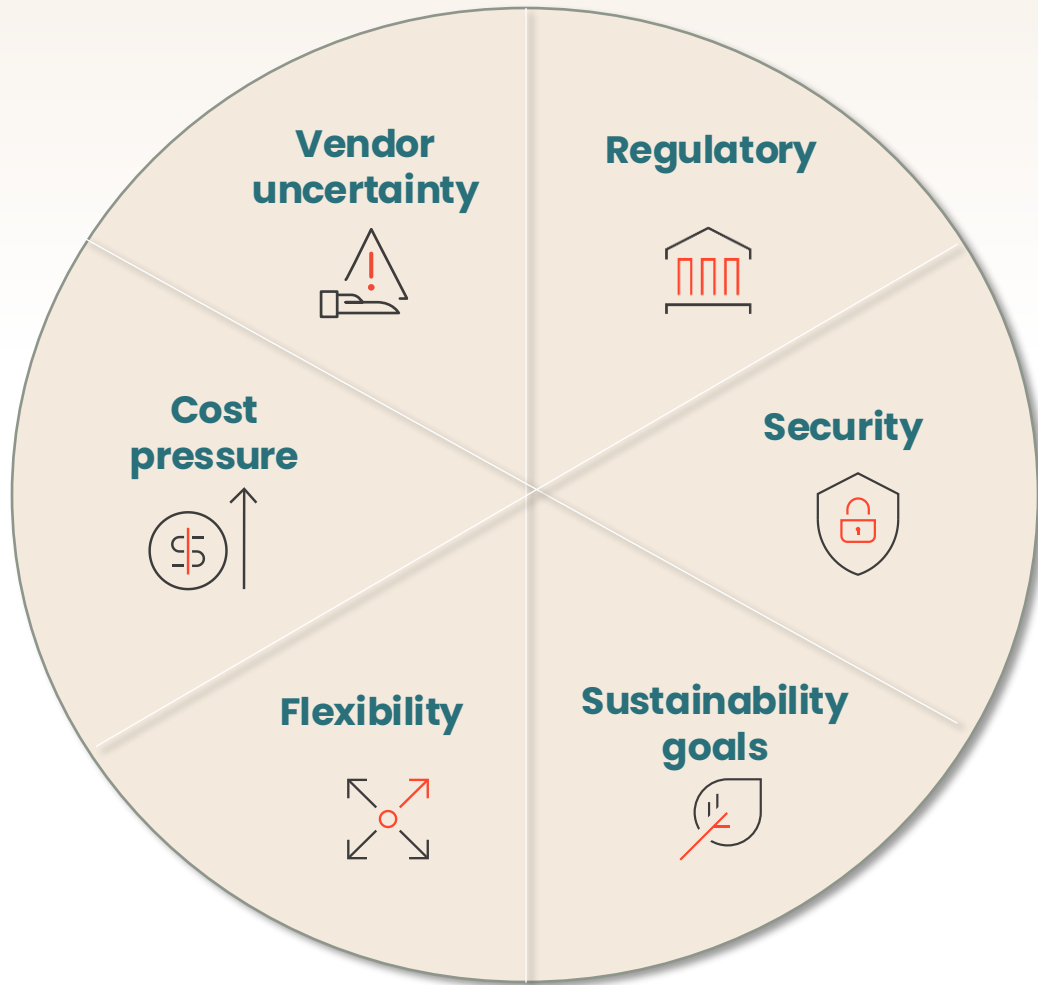
Developments powering the user experience will provide:

- A human-centric gen AI collaboration.
- Improved productivity with new skills and worker experiences.
- A flexible workplace within a fully supported borderless digital workspace.



Kyndryl & Nerdio

Addressing today's desktop virtualization challenges



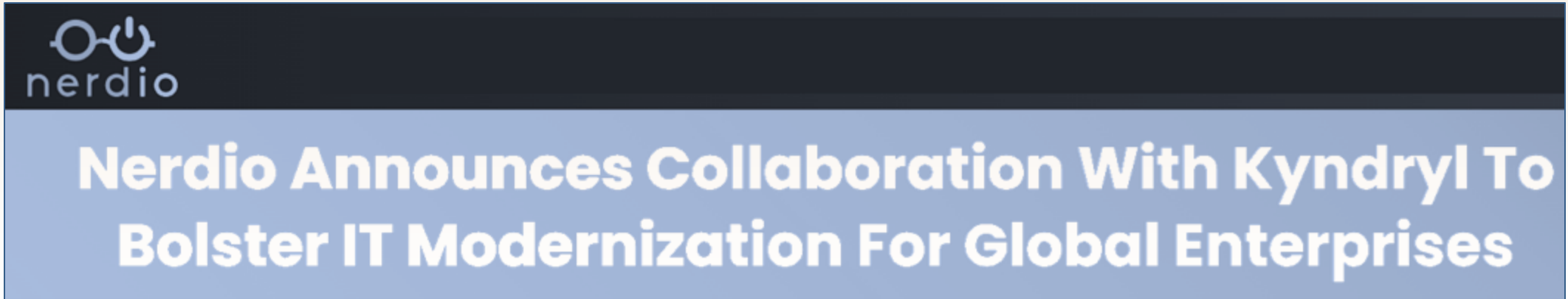
Influences are driving the partner opportunity

- Public cloud migration
- Hybrid and dynamic workforces
- Simpler and common endpoint management systems
- Increased data security and regulatory demands
- Financial pressure to reduce device refresh cost while rolling OS and AI updates

kyndryl™

 nerdio

Kyndryl & Nerdio–Partnership story



August 5, 2024 • 3 min read



CHICAGO – August 5, 2024 – [Nerdio](#), a premier solution for organizations of all sizes looking to manage and cost-optimize native Microsoft cloud technologies, today announced it is partnering with Kyndryl, the world's largest IT infrastructure services provider, to support businesses and IT modernization for customers. Through planned joint activities, including solution co-creation, technical integration, and knowledge sharing, both companies are poised to unlock new opportunities and drive innovation across diverse industries.

This partnership enhances Kyndryl's capabilities in delivering tailoring solutions across Azure Virtual Desktop, Windows 365, and Microsoft Intune customers' unique environments and business needs.

Citrix to AVD for a global insurance company

- **Value proposition:** Provide new automation, self-help, and self-service options, transform to modern management (Intune, software catalog, PCaaS, packaging/distribution) and migrate legacy Citrix desktop virtualization to an AVD DaaS solution.
- **Solution components:** Intune, Azure Virtual Desktop, Nerdio, & Kyndryl IP.
- **Business challenge:** Customer's renewal of Citrix licenses was quoted at drastically increased cost from the vendor, so client explored other options. They also wanted to incorporate automation, image management, self-help, self-service capabilities, and a move to modern management.

The Kyndryl solution:

Kyndryl recommended a transformation of 15k virtual desktops to AVD, partnering with Nerdio for automation, self-service, self-help, and as a means to optimize Azure spend. The resulting AVD environment will be managed by Kyndryl with Nerdio and Intune tools.

Connected experience customer outcome:

Customer is expected save **\$20M** in Citrix license costs over 5 years. By leveraging Nerdio to implement the new automation, they will see 60% reductions in Azure spend and 15% reduced staffing/support levels.

Kyndryl-developed IP was used to integrate ServiceNOW to the AVD environment, providing self-serve and self-help options to improve the end-user experience.

Optimizing AVD at a global marketing firm

- **Business challenges:**

Following a successful AVD deployment by Kyndryl, customer wanted to further de-risk their Citrix deployments and expand AVD to many other business units. Challenge was to ensure that expansion was optimal and drove cost savings. The customer also wanted to increase their level of automation to improve AVD management and enable a wider self-service automation goal, with rapid scalability and flexibility to address new, emerging use cases.

- **Value proposition:** Deploy Nerdio Manager for Enterprise to add automation, enhance management, and cost optimize for the customer's AVD deployment to add additional benefits from a successful deployment of AVD for new business areas.

Solution components: Intune, Azure Virtual Desktop, Nerdio, Kyndryl IP

The Kyndryl solution:

Kyndryl proposed using Nerdio as a tool to add enhancements and features for managing AVD and Azure resources, creating integrations with Intune and other application delivery vendor platforms. Kyndryl deployed Nerdio to the environment, integrated it with Azure services, and then used the platform to analyze and configure existing and in-progress AVD resources.

Connected experience customer outcome:

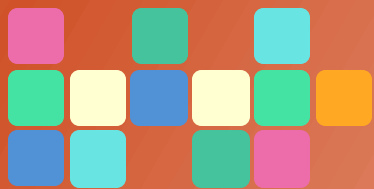
Partnering with Nerdio to help customer to add AVD automation, enhance configuration and management, and reduce Azure expenditure, Kyndryl has delivered an initial savings of over **\$360k** rising to over **\$1.5m/yr** by moving off the Citrix platform and migrating to an optimized AVD platform alone. Further savings are still anticipated.

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The value of IT is greater
than the sum of its parts.

A connected experience from the employee's perspective is where the value of Kyndryl is felt, business outcomes are realized, and innovation thrives.





Thank you

