Partnering for Digital Growth and Modernization

CIO

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Introduction

Although today's business environment is fraught with challenges, opportunities abound for digital leaders who can effectively parlay key digital tools such as cloud, analytics, and automation to gain agility and improve employee and customer experience.

Increasingly, business leaders recognize that capitalizing on these new efforts can't be done alone. The complexity of the modern technology stack, driven by a hybrid multicloud landscape, a changing network perimeter, escalating cybersecurity challenges, and remote work, has put IT organizations in the hot seat.

With limited resources and a lack of expertise in critical areas, IT organizations need experienced service partners to augment IT resources and help lead the way on innovation. "This is a vast space with so many technologies — creating a big organization will only result in shadow IT and costwise isn't viable," notes Satya Prakash Chinnam, associate director – Data & AI, IoT, Multicloud Management at Kyndryl. "A better approach is to outsource to the right partner who can help navigate this dynamic space and walk you through the entire journey."

This paper explores how Kyndryl and its six global practices can help digital leaders capitalize on opportunity across a wide variety of industries, use cases, and scenarios.

Global Practice #1: Kyndryl Core Enterprise and zCloud

Making the Most of the Modern Mainframe

Despite warnings about the death of the mainframe, enterprise workhorses such as the IBM Z and IBM i are showing no signs of retiring anytime soon.

With the pressure to modernize infrastructure and applications to keep pace with digital transformation, organizations are ripe for new services and options that will optimize their investments in IBM Z and IBM i mainframe technology while freeing up IT to focus on value-add work and digital innovation.

These needs have sparked new services to keep these powerful processors in optimal condition, modernize applications at the customer's pace without downtime, and offer mainframe processing as a service to ensure that investments deliver value years into the future.

What Kyndryl offers:

• Global leadership in delivering IBM Z and IBM i managed services, including secure, compliant, and resilient environments end-to-end, from infrastructure and cloud platforms to site reliability engineering and application management

• Options that include end-to-end remote on-premises mainframe management or dedicated management on a Kyndryl site with expertise and proven cost-effective managed infrastructure-as-a-service (IaaS) solutions

• A cost-effective path to modernization leveraging mainframe application investments in lieu of migrating off platforms, while also retaining reliability and security of proven IBM Z and IBM i platforms (Kyndryl's mainframe and application modernization services ensure that mission-critical functions are optimized for a hybrid cloud environment.)

Global Practice #2: Applications, Data, and AI Cloud Services

Get Your Data House in Order to Support AI-Enabled Business

Being data-driven is a rallying cry for modern business, yet too few organizations are consistently leveraging the mantra to achieve measurable outcomes. The challenge isn't lack of data or dexterity with advanced analytics. It's that many leadership teams are still struggling to build and maintain a robust yet flexible data management foundation — and this struggle impedes efforts to unlock value from emerging data and AI initiatives.

As investment in big data and AI initiatives surges, IT and business leaders see powerful potential in the combination of data and AI to drive operational efficiencies, lower costs, and create a foundation for new business models. Despite the focus and

investment, however, many organizations still find it difficult to wring more value out of their data, AI, and analytics initiatives.

What Kyndryl offers:

• A full stack of data management and transformational AI services, delivered with automated workflows and built-in intelligence, to help unlock the true value of data

• A client-first approach that crafts fit-for-purpose solutions via modular services, from defining the right data strategy to modernizing a data ecosystem by using a data fabric framework mounted on hyperscalers

• Partnerships with hyperscalers and leading data platform providers that deliver a seamless product and services experience while also enabling early adoption of new services in the data and AI space

• An augmented data and analytics console, powered by a robust partner ecosystem and supported by open source technologies, that provides a single unified console across the hybrid cloud data estate

Global Practice #3: Digital Workplace Services

Building a Modern Digital Workplace

Today's IT organizations must support the modern workforce with tools that equip employees to work from anywhere while erasing barriers of time and space in support of organizational culture.

What's required is computing, network, and software resources to empower the distributed and digital workforce while also offering support and protection of critical data to ensure that virtual teams can come together to work productively.

With the employee at its center, the new digital workplace requires a data-driven approach to seamlessly integrate applications and data, simplify workflows, and enhance employee experiences. Changes forced on organizations by the pandemic also present an opportunity to rethink the way work is done.

What Kyndryl offers:

• Global experts who put the employee at the center of the hybrid workplace, using proactive experience management and predictive support for devices and applications

• An approach that is holistic, measurable, and data-driven, seamlessly integrating digital touchpoints and simplifying workflows to improve business outcomes and address the employee journey

• Measurement and continuous improvement of the employee experience across all digital touchpoints — including procurement, devices, applications, management, and support — to help co-create an integrated, seamless employee experience that fosters employee productivity and organizational culture

Global Practice #4: Security and Resiliency Services

Keeping Pace With Hybrid Multicloud Security and Resilience Risks

The movement to hybrid multicloud is well under way, but many customers are not adequately prepared to protect their business and services from outages and cyberattacks as they transition to a new computing landscape.

In-house skills shortages and disaster recovery and business continuity competencies have not kept pace with infrastructure growth and emerging technologies, creating challenges for organizations. In addition, there is increasing business expectation of near-zero downtime and data loss on top of continuously evolving regulatory requirements regarding data, security, and privacy.

The desire for cost benefits and agility has driven many enterprises to embrace public cloud and digitization of business, and the trend has been accelerated by the global pandemic. However, much of this shift has been done without adequate security and business continuity upgrades.

What Kyndryl offers:

• The ability to anticipate, protect against, withstand, and recover from adverse conditions, stresses, attacks, and compromises of cyberenabled business, underpinned by Kyndryl's cybersecurity framework, which includes:

• Security assurance services enabling customers to assess and benchmark resilience maturity, define target state, gain visibility into significant threats and vulnerabilities, and manage compliance

• Zero-trust services enabling customers to protect critical business data and applications in a security-rich infrastructure

• Security operations center and response services enabling customers to discover and respond to detected security events and incidents

• Incident recovery services to mitigate the impact of disruption with intelligent automation and AI capabilities to automatically recover critical business processes and data

• An expanding ecosystem of partners that enables Kyndryl to tailor a recovery automation platform to each customer's existing toolsets

Global Practice #5: Network and Edge

Evolving Networks: The Journey to SDN, Cloud, and the Edge

Organizations are moving from hardware-based network appliances and proprietary management to open software-defined networks (SDNs). These networks are crucial for modern scalable computing, management, and security across the cloud, WAN, and LAN. When coupled with high-availability, low-latency 5G cellular technology, they will usher in scores of "core-to-edge" applications and services.

Although network modernization is essential to enterprise success in the digital era, achieving a seamless core-to-edge architecture is a challenge for most organizations. Businesses simply aren't able to rip and replace existing LANs, WANs, and mobile networks, and the need for openness and interoperability — with both legacy network elements and software-defined networking systems — is a must. Most enterprises don't have the resources or the right skill sets to strategize, build, manage, and secure such diverse and complex environments.

What Kyndryl offers:

• Expertise, services, and technologies to help enterprises prepare for the next wave of cloud with agile, resilient, secure, scalable networks driven by 5G-enabled edge and software-defined networking (SDN)

• Ability to build your core-to-edge story, complete with an unbiased approach and unprecedented knowledge from Kyndryl, across technologies and solutions

• Assistance unifying the network environment by integrating campus/edge, data center/core, multicloud, WAN, and wireless networking into a seamless infrastructure to deliver agility; enhance end user experience; and reduce costs, complexity, and risks

• Enterprise Networking (SDN) services, through which Kyndryl advises, designs, builds, and manages a network transformation strategy encompassing on-prem, cloud, and WAN

• Nextgen Wireless (Private Spectrum 5G) services, which provide large-scale wireless connectivity at low cost

• Edge Computing services, enabling digital transformation by moving data processing in close proximity to sources

Global Practice #6: Cloud Services

Fast-Tracking the Cloud Modernization Journey

Coming off a period of pandemic-induced business transformation, companies have accelerated adoption of cloud-centric applications and infrastructure. Yet the complexity associated with a multicloud landscape and a widening talent gap is testing enterprise resources and putting desired business outcomes at risk.

Specifically, modernization challenges and complexities are limiting enterprises' ability to fully reap the rewards of their cloud investments. In some cases, enterprises are trading the limited capabilities and brittle nature of legacy applications and infrastructure for cloud complexity and chaos, limiting potential cost optimization advantages and adding to already weighty technical debt.

IT organizations, stretched by this outsize management task, lack the expertise and on-staff talent to handle the complexities of hybrid IT and multicloud, including the security, networking, and other components constituting the enterprise technology stack. Working across multiple providers and dealing with an array of niche technologies add further layers of management complexity and integration challenges.

What Kyndryl offers:

• Integrated building-block approach to help clients minimize risk and improve success, along with an engaged and innovative expert talent pool to lead IT modernization across all areas, including security, resilience, governance, and automation

• Expert knowledge of all cloud operational models and cloud providers to help select and tailor the right environment for specific business needs and workloads (Kyndryl's experts can augment an internal IT organization or take over day-do-day hybrid multicloud environment management and operations, enabling IT to shift focus to higher-priority initiatives and higher-profile innovations.)

• Services that accelerate digital outcomes with industry-leading core capabilities, reference architectures, and accelerators

• End-to-end services and a partnership approach that spans infrastructure, applications, platforms, and operations and is delivered through a digital self-service model

• Intelligent monitoring and preemptive management of hybrid multicloud environments to ease the management burden and reduce risk of failure

• A deep talent bench of cloud experts with vendor-recognized certifications across the full range of public hyperscalers and critical cloud technologies

In Summary

The mandate for IT modernization has never been stronger. Yet without a partner with end-to-end competencies across the entire advanced technology spectrum, companies have little chance of managing the complexity and excelling in the era of data-driven business. Kyndryl is the answer.

Visit our website for more information on Kyndryl services.