

# IT Services: Cognitive & Self-Healing IT Infrastructure Management Services

## Kyndryl

### Report Abstract

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By John Laherty

Senior Research Analyst

NelsonHall

16 pages

### Contents of Full Report

1. Background
2. Revenue Summary
3. Key Offerings
4. Delivery Capability
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## Who is this Vendor Assessment for?

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NelsonHall's cognitive & self-healing IT infrastructure management services profile on Kyndryl is a comprehensive assessment of Kyndryl's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of digital services and cognitive & self-healing IT infrastructure management services and identifying vendor suitability for RFPs
- Vendor marketing, sales, and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in the IT services sector.

## Key Findings & Highlights

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Kyndryl supports hybrid IT through its Kyndryl Services Platform, which delivers automation, AI, and analytics to manage and optimize IT infrastructure services delivery. Its Digital Experience Management (DEM) enables unified self-service support across all Kyndryl services. It does this through a single pane of glass (integrated with Kibana for dashboards), including visualization across all vendors providing managed services to the client.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Kyndryl's cognitive & self-healing IT infrastructure management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery locations.

## Cognitive & Self-Healing IT Infrastructure Management Services Vendor Assessments also available for:

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- Atos
- Cognizant
- DXC Technology
- Getronics
- Infosys
- Kyndryl
- LTI
- Mindtree
- Mphasis
- NTT DATA
- TCS
- Unisys
- UST Global.

## About The Author

John is a Senior Research Analyst at NelsonHall. He is a member of the global IT Services research team with shared responsibility for IT Services research with Dominique Raviart, Eric Levine, Kishore Gorti, and Mike Smart.

John assists both buy-side and vendor organizations in assessing opportunities and supplier capability in IT Services. John covers IT Services research in the areas of Digital Workplace, Cognitive IT Infrastructure, and Cloud Infrastructure Brokerage, Orchestration, and Management.

John can be contacted at:

- Email: [john.laherty@nelson-hall.com](mailto:john.laherty@nelson-hall.com)
- Twitter: [@JohnL\\_NH](https://twitter.com/JohnL_NH)



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### Boston

Riverside Center, 275 Grove Street, Suite 2-400, Newton Massachusetts 02466  
Phone: +1 857 207 3887

### London

Unit 6, Millars Brook, Molly Millars Lane, Wokingham, RG41 2AD  
Phone: + 44(0) 203 514 7522

### Paris

115 rue de Reuilly, 75020 Paris  
Phone: + 33 (0) 6 23 81 17 54

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