



IT Services: Advanced Digital Workplace Services

Kyndryl

Report Abstract

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By John Laherty

Senior Research Analyst

NelsonHall

17 pages

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Who is This Vendor Assessment For?

NelsonHall's digital workplace 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 workplace 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

Kyndryl focuses on experience across digital workplace services. It places the user at the center of everything it does to drive closer alignment to business outcomes. The company sees EX's downstream effect on its clients' CX. Everything Kyndryl does across the digital workplace is data-driven, with analytics guiding what it is doing and being predictive regarding what the end-user experience needs to be and facilitated through its cognitive channel.

Scope of the Report

The report provides a comprehensive and objective analysis of Kyndryl's digital workplace 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.

Digital Workplace Services Vendor Assessments also Available for:

- Atos
- Capgemini
- Compucom
- Computacenter
- DXC Technology
- Fujitsu Services
- Getronics
- Infosys
- LTIMindtree
- Movate
- Mphasis
- NTT DATA
- Sefanini
- T-Systems
- TCS
- Unisys
- UST
- Zensar.

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, David McIntire, 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
- Twitter: @JohnL_NH



About NelsonHall

NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at guy.saunders@nelson-hall.com

Boston

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

London

29 Rose Hill
Binfield
Bracknell, RG42 5LH
Phone: +44(0) 208 638 7282

Paris

4 place Louis Armand,
Tour de l'Horloge,
75012 Paris
Phone: + 33 1 86266 766

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