

Endpoint Management Services with integrated Digital Experience Management for your Mobile Workforce

Prioritizing Employee Experience

In today's fast-paced digital environment, businesses rely on seamless mobile experiences to keep their workforce, and frontline workers in particular, productive and engaged. Frontline employees are often the first point of contact with customers, so ensuring they have the right tools and support is essential for delivering exceptional customer experiences. As the adoption and prevalence of iOS and Android devices enterprise operations continues to rise, so too does the need for robust tools that empower the workforce while maintaining security and efficiency growths.

These tools need to:

- Empower seamless user experiences by providing comprehensive actionable insights into ongoing app and device performance.
- Prevent business disruption and unplanned productivity hits through proactive issue detection and remediation.
- Enhance user satisfaction and engagement by offering robust support and feedback mechanisms that can be easily integrated into existing business as usual support models.

The Kyndryl and Riverbed Aternity difference

Kyndryl's endpoint management offers a holistic and forward-thinking solution that empowers your workplace by prioritizing and balancing user experience, security, and operational efficiency. We are able to support all device types across all ownership models, including mobile devices, workstations, laptops, and virtual desktops.

Thanks to integrated real-time performance monitoring from Riverbed, Kyndryl delivers unparalleled insights and proactive support, keeping your entire workforce connected and productive.

Our combined workplace solution includes:



Foundational device management: Kyndryl delivers consistent, globally standardized support for iOS and Android devices, including setup of over-the-air device enrolment, security and OS configuration, and ongoing management and compliance



Advanced Mobile DEX through Aternity Mobile: Unparalleled visibility with 150+ metrics on mobile app and device performance. This enables proactive issue detection for optimal device health and network connectivity for iOS and Android users



Proactive Experience Management: Kyndryl's solution continuously optimizes mobile environments using advanced analytics and self-healing capabilities for improved performance and user experience



Tailored security: Granular, persona-based access controls provide flexible yet robust security for mobile devices, safeguarding data without compromising access



Personalized Support: Kyndryl combines omni-channel support, intelligent insights, and robust enterprise security to elevate and personalize user experiences



Health-driven refresh cycles: Data-driven insights enhance and extend refresh cycles, reducing costs without degrading performance by aligning device replacement with health and performance metrics

Why Mobile DEX?

1

Boost productivity with proactive issue resolution

Kyndryl's endpoint management, combined with Aternity's detailed analytics, allows IT teams to pre-emptively address issues related to hardware, battery, and network connectivity, boosting overall productivity.

2

Enhanced employee experience and engagement

With real-time insights and contextual support provided by Aternity Mobile, employees receive immediate help and feedback, enhancing their experience and engagement.

3

Optimized costs and processes

Integrated management and analytics reduce operational costs by up to 30%, streamline processes, and optimize device lifecycle management.

4

Security and compliance ensured

Kyndryl's tailored security policies and Aternity's comprehensive monitoring ensure that corporate data is secure and that compliance standards are met.

5

Unified cross-platform observability

Riverbed's monitoring of all user devices (including rugged devices and mobile kiosks) can be combined through Kyndryl Bridge, an open integration platform that empowers data-driven insights. Our partnership along with decades of expertise, gives enterprises visibility across their technology estate with actionable insights that help understand, predict, and act for better business outcomes

Expected Outcomes

- **Minimize disruptions** through proactive issue management, leading to a 20% increase in employee productivity while enabling your team to focus on high-priority tasks.
- **Achieve a 25% improvement** in user satisfaction with personalized support and real-time feedback, resulting in higher employee engagement and reduced turnover rates.
- **Realize up to 30% savings** in endpoint management costs through integrated services and advanced analytics, freeing up budget for strategic initiatives and technology upgrades.
- **Streamline processes** and extend device lifespan by 15%, reducing overall management efforts and enhancing resource allocation.
- **Enable seamless support** and troubleshooting for remote employees, reducing downtime by up to 40% and improving remote work efficiency.
- **Decrease average issue resolution time** by 35% with detailed insights and proactive problem management, minimizing disruptions and improving overall operational performance.
- **Avoid project delays** and operational interruptions, enhancing your team's ability to deliver on time and maintain smooth business operations.

For detailed insights visit Kyndryl's Experience Services

Why Kyndryl?

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 committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business and working side by side with our customers to unlock potential.

For more information

To learn how Kyndryl Digital Workplace Services can help your organization, contact your Kyndryl representative or visit kyndryl.com.

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