

# Quick Start Modules



## QSMs

### Test-Drive New Solutions

**Quick Start Module (QSM)** is a pre-packaged Minimum Viable Product type of solution with a defined scope for Clients to experience and experiment innovative solutions based on Kyndryl's strategic offerings with low risk and minimal investment

**Fast & low risk "test-drive"** of Kyndryl strategic offerings with minimal investment

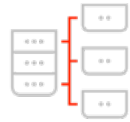
**Realistic validation** of fitment and benefits to inform larger decisions on transformation

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# How we deliver

An integrated **portfolio of solutions** to help you reach your transformation goals



## Cloud

Enable digital transformation with a controlled, expert-led transition through cloud modernization

- Deliver operational agility and flexibility with a clear focus on business outcomes
- Reduce risk of failure with proven processes and methodologies

## Core Enterprise & zCloud

Manage mission-critical workloads seamlessly by modernizing mainframes to handle high-volume, always-on computing

- Benefit from secure, compliant and resilient environments, end to end – with a global leader in IBM Z and IBM managed services
- Capitalize on expertise of 8,000+ practitioners managing 61% of the IBM Z MIPS in the service provider market <sup>1</sup>

## Digital Workplace

Enhance user experience and work location flexibility by providing a consumer experience to employees

- Reduce device management and support costs
- Shorten time to process service requests
- Speed up device deployment

## Application, Data & AI

Improve business outcomes through data management and AI-infused operations that yield intelligent insights

- Ensure seamless migration with an end-to-end program management
- Reduce risk with a proven service design backed by years of experience

## Security & Resiliency

Maintain business continuity and constantly adapt to new threats and regulatory standards

- 80% lower cost of business risk, lost productivity and revenue<sup>1</sup>
- 800+ predefined recovery automation patterns for faster implementation, reliability and scalability

## Network & Edge

Prepare for the next wave of cloud with 5G-enabled edge and software-defined networking (SDN)

- Adopt a modern, agile approach focused on software-driven virtualization and cloud adoption across access, edge and core
- Build strong, carrier-neutral solutions with a highly programmable network

Advisory Services

Implementation Services

Managed Services



QSM#1



## Managed Red Hat OCP on Public Cloud including IaaS

A demo to show a sustainable and scalable Enterprise ready containerized service in the Dev and Test environments prior to adoption in Production

Kyndryl has helped more many customers in Europe, across various industries with their Container Adoption journey

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### Client Scenarios

A Client has decided to adopt or try container platform and has started the application containerization journey, looking to start small to confirm the benefits and fitment to their cloud journey

A Client is under pressure to rapidly develop and release new applications into the market

A Client needs to rapidly scale up / down to handle steep transaction volume variations due to seasonal demand

A Client is an IT Service Provider and needs a scalable container platform to allow their end customers to deploy production applications

### Key Benefits

Kyndryl Services to build and manage systems on Client's behalf and shorten the time compared to in house teams

Application deployment to Red Hat OpenShift Container Platform on IBM Cloud and benefit from its features

Integrated tooling to provide operational visibility to the Client on the platform and the applications deployed

### Timeline Summary

- Workshop, 1 week
- MVP Platform Build, 1week
- Manage container platform, 10 weeks

### Related Personas



Client Developer

Wants to test application on the container platform without managing the technology challenges



Client Operations

Challenged for the right level of skills to support container platform and lack of an operational framework for the cloud Ops



Client CTO / CIO

Aims to spend lower cost on a validation platform





QSM#2



## Managed Container Platform for Prod workloads

An MVP to build an Enterprise Ready containerized service that can be scaled to host Clients initial containerized apps in a Production environment

Kyndryl has helped more many customers in Europe, across various industries with their Container Adoption journey

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### Client Scenarios

A Client has decided to adopt or try container platform and has started the application containerization journey, looking to start small to confirm the benefits and fitment to their cloud journey

A Client is under pressure to rapidly develop and release new applications into the market

A Client needs to rapidly scale up / down to handle steep transaction volume variations due to seasonal demand

A Client is an IT Service Provider and needs a scalable container platform to allow their end customers to deploy production applications

### Key Benefits

Short implementation times: Kyndryl Services will build and manage systems on Client's behalf and shorten the time compared to in-house teams

Proven container architecture and managed services: Low-risk approach to introducing and adopting platforms for production workloads

Production & Enterprise Ready Containers: Integrated tooling for operational visibility on the platform and the applications deployed

### Timeline Summary

- Design, 3 weeks
- Build, 1 week
- Manage container platform, 4 weeks

### Related Personas



Client Developer

Wants to test application on the container platform without managing the technology challenges



Client Operations

Challenged for the right level of skills to support container platform and lack of an operational framework for the cloud Ops



Client CTO / CIO

Aims to spend lower cost on a validation platform



QSM#3



## Central console to manage Ops across cloud and non-cloud

Allows IT admins to analyze by provider, application or environment, inventory and health of their data center and multi-cloud estate including:

Multi-Cloud service inventory, health and management  
Integration with ITSM / Service Management and DevOps management

### Client Scenarios

A Client has ended up with multiple dashboards from different tools and environments, and difficult to get "one version of the truth"

A Client is facing increased resolution times due to increased complexity with workloads across cloud and non-cloud environments without a consolidated view of systems and issues

A Client has started their cloud journey, but IT Ops team is facing challenges in managing and monitoring cloud estate due to legacy tools and capabilities

### Timeline Summary

- Overall Duration: 6 months

### Key Benefits

Enable Self Service and the Visibility in Datacenter and Multicloud environment Inventory, Health and Service Management using a single control plane experience

Use Top Insights to proactively reduce incidents, improve MTTR and quickly identify applications and infrastructure high risks based on high volumes of incidents

Optimize application uptime and resource usage using our performance tracking features

Low-risk and low investment experience of AIOps with a pre-configured environment for the Client to explore various use cases and journeys

### Related Personas



CIO

Dashboard Sprawl - Requires one dashboard which identifies my problem, guides me and initiates actions



Site Reliability Engineer

Decision Accuracy – wants guidance in deciding with reasoning and evidences behind it



IT Operations Director

Enables Agile – Needs to connect domain experts across ITOps and SRE's for always-on with low touch ops



QSM#4



## Managed Services Try & Buy for Container Platform

CaaS is a cloud service model that allows users to upload, organize, start, stop, scale and manage containers, applications and clusters

Kyndryl has helped more many customers in Europe, across various industries with their Container Adoption journey

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### Client Scenarios

The Client has started the application containerization journey and needs an expert partner to help managing the existing Red Hat OpenShift clusters

The Client is under pressure to put applications in production in OpenShift and needs to shift efforts from managing the platform to building and managing applications

The Client needs to accelerate the digital transformation and lacks key skills to manage OpenShift and other containerized components

The Client is suffering from stability and reliability issues on their OpenShift environments

### Key Benefits

Proven Managed Service: Enterprise-grade management services for container platforms following Kyndryl Services best practices

24x7 Operations: Pre-integrated systems and service management toolset, delivered remotely from Kyndryl operations centers in Europe

Premium Support: Get access to experienced skills for container platforms and container-related technologies... “How can I do XYZ ...” and Q&A

### Timeline Summary

- MVP duration of 2 months – 2 more weeks in advance for due diligence and connectivity prerequisites

### Related Personas



Client Business

Monitor and maintain my applications continuously available



Operations

Challenged for the right level of skills to support container platform and lack of an operational framework for the cloud Ops



Client CTO / CIO

Spend lower cost on a validation platform



QSM#5



## Improved Resiliency with Cyber Recovery for Data & Platforms

A MVP for data and/or platform to proof how automation and orchestration can reduce time to recover from a cyber incident

Kyndryl Cyber Recovery as a Service is an automated and orchestrated recovery service that can deliver up to 80% faster recovery compared to manual recovery solutions

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### Client Scenarios

The Client is concerned about their cyber resiliency preparedness due to recovery plans and procedures built on manual processes, which lead to error-prone and slow recovery in the event of any incidents or cyber attacks

### Timeline Summary

- Month 1: Data collection MVP infrastructure setup, configuration & activation
- Month 2: Provide Cyber Recovery as a Service (CRaaS) for MVP scope
- Demonstrate usage and functionality, and Client testing Deliver CRaaS MVP Report and agree on next steps

### Key Benefits

- Complete lifecycle automation with intelligent workflows
- Significantly reduces the impact of a breach
- Highly reliable and scalable
- Single console monitoring and management
- Real-time insight into data loss and recovery time
- Improved RTO and RPO
- Audit reporting and documentation
- Heterogeneous support for hybrid, multi-vendor environments
- Around the clock support and continuous access to data

### Related Personas



CIO

Concerned that a Ransomware attack could render my data inaccessible



Site Reliability Engineer

I have a route to knowing if a Cyber Attack is happening, and if one happens knowing which recovery point to restore to



IT Operations Director  
Concerned that if an attack occurs, my recovery will take a very long time, and I won't know which data point to restore





QSM#6



## IBM Cloud Jumpstart

An MVP to design and build an IBM VCS VMWare on IBM Cloud and migrate up to 20 workloads to this new environment

This Quick Start Module is ideal for Clients who would like to move workloads to IBM Cloud leveraging all their benefits

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### Client Scenarios

The Client needs to understand how to move workloads to IBM Cloud

The Client is willing to explore data centre hybridity

The Client is considering building a new cloud environment

### Timeline Summary

- Week 1: Set up the VCS environment in IBM Cloud
- Week 2: Set up NSX and HCX in IBM Cloud and customer Data Centers
- Week 3 : Move up to 20 workloads into IBM Cloud (recommended environments test/dev/pre-prod initially)

### Key Benefits

Fast, low-risk validation of the migration process for small workloads to test feasibility and benefits coming from IBM Cloud environment

E2E migration showcase to proof all steps of the migration process before production workloads are touched

Proof of concept demonstrating a hybrid setup in practice with the opportunity to test the new environments before committing to a full-scale migration

Understanding of migration tools and concepts for different types of workloads as well as additional offerings related to IBM Cloud

### Related Personas



CIO

Concerned that the capital costs of running data centres and refreshing hardware are. Under pressure to move expense to the Opex line but requires confidence in Cloud technology



Client Developer

Wishes to explore the tools, techniques and processes which IBM Cloud provides to improve developer productivity



IT Operations Director

Concerned that capacity is running short and there is no way of providing extra compute to cope with peaks of demand



QSM#7



## MCMP Cost & Asset Management Console

Central Governance Console to obtain a single pane of glass for Hybrid Cloud cost and asset management

This module provides an integrated dashboard with insights for managers to view cloud / non-cloud resource costs and consumption and take actions

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### Client Scenarios

To view currently consumed cloud resources, gaining an accurate understanding of which assets belong to which departments

To be able to proactively manage IT resource utilization, costs and budgets across all cloud service providers to avoid underutilized or over any budget resources

To set up utilization and budget policies and run reports allowing for proper mitigation of underutilized or over any budget cloud resources

### Timeline Summary

- MVP of up to 2-3 months period

### Key Benefits

Low Risk / Low Investment Experience of CAM: Pre-configured environment for Clients to explore various use cases and journeys for cloud / non-cloud resource governance

End to End MultiCloud Cost Analysis: Compare Cost vs Budget and see forecast

Asset Visibility: Filter Assets by Region, Location & Datacenter across Multiple Clouds and view what Asset are used

Bulk Tagging: Create Tag key value pair in CAM and search or Filter assets by criteria

Optimization Opportunities: Find Underutilized assets which are significantly higher in Cost for Cost Optimization

### Related Personas



CIO

Has to identify opportunities for cost optimization and to know all cloud usage for our enterprise (Public & Private)



Project Manager

Demands to see all Cloud usage for my Project (Team, Business Unit, etc)



Enterprise Finance

Requires a comprehensive bill of IT spend across multiple cloud providers, to be included as a resource in other financial reports



QSM#8



## MCMP Enterprise Marketplace Console

Central Self-Service Console to obtain a single pane of glass for Hybrid Cloud catalog consumption

This module provides a single, user-friendly, self-service catalogue for users to search, order and provision cloud and non-cloud resources in accordance

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### Client Scenarios

Client has started on cloud journey, but IT Ops team facing challenges in managing and monitoring cloud estate due to legacy tools and capabilities

Client is facing increased resolution times due to increased complexity with workloads provisioning across cloud and non-cloud environments without a consolidated view of systems and issues

Client wants to configure services to his specifications, view his shopping cart and estimated bill of cloud spend, before submitting the order enabling agile and flexible development and deployment of applications

### Key Benefits

Low Risk / Low Investment Experience of Store: Pre-configured environment for Client to explore various use cases and journeys for cloud / non-cloud resource consumption

Integrations with Public Clouds and ITSM tools: Out-of-the-box integrations with leading public cloud provisioning engines, ServiceNow and VMWare vRealize for automated self-service provisioning of cloud and non-cloud resources

Compliance with enterprise policies: Configurable workflow engine and rules to drive approvals and compliance with policies

### Timeline Summary

- Up to 2-3 months period

### Related Personas



Client Developer

Wants to obtain a single catalog to search what they need and be able to order it



IT Administrator

Needs to process the requisite approvals and ability to perform automated fulfillment



Digital Service Architect

Have to create and publish new catalog items, bundles of different services and associated workflows



QSM#9



## Hybrid Connectivity

Hybrid Connectivity is the right step into an eco-system of a global managed network

Hybrid Connectivity is the right step into an eco-system of a global managed network

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### Client Scenarios

A Client has separated Service Providers interlocks to connect his data engines or cloud environments. The distributed landscape is fragmented and misses full security & compliance

IBM utilizes its global network infrastructure to deliver various services as managed offerings and provides a multi-provider managed hybrid connectivity start into locations, data sources and clouds

This module helps you to jump-start into a Managed World of Services through a Global Network connecting Clients into hybrid options

### Timeline Summary

- Workshop, 1 week
- MVP Platform Build, 1week
- Manage container platform, 10 weeks

### Key Benefits

Secure, managed infrastructure to access hybrid cloud services

Location-independent structure to interact with Client facilities

Relationships with leading providers and on global partnership with AT&T

Use of proven eco-system consumed by all categories of top indicators

Managed architecture using standards and End-to-end integration

Compliance and Security standards on highest levels

Reference architecture using the largest DC environment for interaction for all clouds

### Related Personas



Client CTO / CIO

Challenged to achieve the right compliance and security levels around the network infrastructure



Client Operations

Concerned how to obtain a global eco-system of Managed Infrastructures in a seamless way



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Providing a robust link to major telco providers and leveraging its global partnership with AT&T





QSM#10



## Discovery for Containerization

Tool based  
Containerization helps  
Clients to quickly  
containerize their  
applications

Discovery for Containerization QSM is an assessment and Proof of Concept program for customers who are looking to containerize their homegrown monolithic application components into a container

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### Client Scenarios

For Clients requiring to quickly re-factor a home-grown monolithic application into a container without the need of re-architecting the selected application into microservices.

This QSM covers assessment of 10 homegrown applications and performs an MVP for 1 apps

### Timeline Summary

- Weeks 1 to 4: Deploy RHAMT / Transformation Advisor & Initiate Application Assessment
- Week 4: Deploy CloudHedge Appliance
- Weeks 5 to 8: Containerization MVP for 1 Apps & UAT

### Key Benefits

Access the cloud faster through a 25% reduction in migration lifecycle

Increased ROI for application containerization

Reduced TCO for infrastructure and application management

Integrate legacy apps and cloud-native apps into a single operating model and environment

Increase developers' productivity by containerizing applications

Reduced time in provisioning workloads under container environment

### Related Personas

CIO / VP IT



What is the business case for adopting containers? How does the target operating model – tools, technology, people & process look like post containerization?



Application Owner

How does modernization using containers help in eliminating environmental inconsistencies, makes debugging less complex, faster and improves application development productivity?



CISO

How will I address security challenges associated container platforms and post application modernization?



QSM#11



## Initial Assessment and MVP Upgrades for RHEL

Upgrading RHEL OS will keep the Client's servers under system currency & OEM support

This QSM covers assessment for up-to 100 RHEL servers & performs a MVP upgrade for 10 servers

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### Client Scenarios

Effective November 2020: RHEL v5 do no longer have Extended Lifecycle Support (ELS) and RHEL 6 will enter product retirement and require ELS. This means that bug fixes, security fixes, hardware enablement, or root-cause analysis that has been provided for RHEL 5 will cease, potentially putting critical workloads at risk

### Timeline Summary

- Weeks 1 & 2: Deploy Kyndryl Scripts & Gather Data
- Weeks 2 to 6: Perform Analysis & Compatibility Reports
- Weeks 6 to 10: O/S Upgrade MVP for 10 RHEL servers

### Key Benefits

68% less unplanned downtime; 26% faster deployment of new business applications

Faster, more consistent delivery on any deployment footprint with full coverage native automation

Move to leading security-focused platform in any cloud infrastructure and for emerging workloads

Seamless, non-disruptive migration process for existing Red Hat Enterprise Linux Deployments

Ease transition to, and fuel adoption of containerized workloads with the inclusion of new containerization tools in the future

### Related Personas



IT Director

How to rationalize and optimize the utilization of infrastructure and application resources? How do I remediate or rollback during the upgrade process?



VP IT

How to plan and execute an operating system upgrade without impacting the business operations. Do we have all the necessary skills to deliver these types of projects?



CISO

How to ensure risks from technology debt from the operating systems are addressed in the timely manner



QSM#12



## Initial Assessment and MVP Upgrades for Windows OS

Upgrading Windows OS will keep the Client's servers under system currency & OEM support

This QSM covers assessment for up-to 100 Windows servers & performs a MVP upgrade for up-to 10 servers

### Client Scenarios

Windows 2008 & 2008R2 extended support ended in Jan 2020; 2012 and 2012R2 are under extended support. This means that bug fixes, security fixes, hardware enablement, or root-cause analysis are not available for OS that are not under support. Clients would need to invest more on securing extended support from Microsoft

### Timeline Summary

- Weeks 1 & 2: Deploy Kyndryl Scripts & Gather Data
- Weeks 2 to 6: Perform Analysis & Compatibility Reports
- Weeks 6 to 10: O/S Upgrade MVP for 10 Windows servers

### Key Benefits

Hybrid capabilities with Azure allows a Client to extend their datacentre to Azure to maximize investments and gain new hybrid capabilities

Advanced multilayer security - Elevate security posture by protecting the datacentre, starting with the operating system

Faster & continuous innovation for applications - Enable the creation of cloud- native apps, and modernize traditional apps using containers and microservices

### Related Personas



IT Director

How to rationalize and optimize the utilization of infrastructure and application resources? How do I remediate or rollback during the upgrade process?



VP IT

How to plan and execute an operating system upgrade without impacting the business operations.



CISO

How to plan and execute an operating system upgrade without impacting the business operations. Do we have the skills to deliver these types of projects?



QSM#13



## Discovery for Migration

Successful migration is an enabler to drive growth, innovation and cost savings

Workload Discovery will help Client's to understand their application and server landscape and develop their migration plan to any target across cloud platforms and on-prem

### Client Scenarios

For Clients wanting to plan their Journey to Cloud by understanding their server and application landscape. This QSM answers this question by providing server to application affinity mapping and begin a migration plan to a selected target

This QSM supports discovery for up-to 250 x86 systems

### Timeline Summary

- Weeks 1 to 4: Deploy CloudScape, initiate network scanning, inventory
- Weeks 3 to 7: Ascertain application to server mapping
- Weeks 6 to 12: Application Assessment High-Level Plan & Migration Wave Groups

### Key Benefits

Accelerates migration and modernization to multicloud platforms by 25% of migration lifecycle

Discovers the source environment to be migrated, capturing the relevant metrics to baseline the IT infrastructure assets

Analysis of the inventory data to mapping applications to servers and application inter-dependencies of the workloads

Reports generated to assist in detailed planning for migration of the workloads to the target environment

### Related Personas



CIO

How can I maximize the business benefits in my journey to Cloud? Will my operations management tools, processes, and procedures change after the transformation journey?



Architect

How will I address migration methodology for different types of workloads - Eg. Lift and shift, conversion, recoding, rewriting applications?



CISO

What risks and remediations do we need to plan as the business moves to adopt cloud targets





QSM#14



## Ansible Automation

Kyndryl Automation Services aims to accelerate your time to value in as little as 12 weeks

Our solution is built on Red Hat Ansible: a simple, agentless IT Automation that anyone can use. Average costs improvements observed on 1000 Clients using Kyndryl automation services

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### Client Scenarios

For Clients wanting to make their first big win in their automation journey

Kyndryl will install Ansible and complete one of your biggest automation challenges, providing you also with the foundation on which your new DevOps culture can be built and presenting you with a backlog of automation opportunities

### Timeline Summary

- Weeks 1: Workshop to identify use-cases. Live demo
- Weeks 2 to 6: Demo platform connected to customer servers

### Key Benefits

A jumpstart in adopting Ansible automation with a minimal investment

Speed & Agility that allows developers to integrate with their existing DevOps environment

Provide an open, secure, portable platform for flexibility, security and scalability

Identification of automation opportunities while helping you understand which ones are good fits and quick wins

Guidance in using Ansible as a true DevOps enabler instead of just another automation tool or script

### Related Personas



CIO

The size of IT is expanding while the size of IT Operations Organizations are shrinking, I believe automation is the only way to keep up



Architect

How can I get assistance, experience and consultant guidance so this journey will not take months or years to develop sacrificing a competitive edge?



CISO

I need an alternative for traditional, proprietary IT automation tools that encourage lock-in and enforce legacy processes



QSM#15



## Rapid Resilience Assessment

Resiliency Advisory helps integrate resilience capabilities to protect critical workloads in the Multicloud world

Rapid Resilience Assessment helps Clients understand their evolving Operational Resilience risks arising from Cyber, pandemic and IT risks, and what to do about them

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### Client Scenarios

For Clients who want to be confident in their resilience capabilities in the presence of the triple threat of a pandemic, cyber resilience and IT risks

Kyndryl will conduct a discovery to examine the six main components of an effective business continuity program and provide a high-level rating of the Client's described current state based on a five-level maturity scale

### Timeline Summary

- Week 1: Workshop to examine the 6 main components of an effective business continuity program
- Week 2 to 4: Summary scorecard and gaps identification

### Key Benefits

Highlighting highest risk findings along with an understanding of the current capability for management and control

Providing objective risk ratings against industry best practices

Identification of unknown gaps and vulnerabilities

Identification of ready-to-deliver remediation projects to enable rapid and effective risk management

High-level road map for required actions

### Related Personas



CIO / CTO

I want to ensure that the business is properly protected and understand what is working and what is not working relative to resilience risks



IT Operations Manager

I am concerned about the ability to deliver IT services in the event of cyber attack or any other unexpected outage. How can I make sure we are prepared?



DR Manager

How can we assess rapidly changing risks while continuing to protect critical IT services from any unplanned disruptions?



QSM#16



## Data Center Assessment

Data Center Advisory provides strategic advice and insight via assessment of IT facility environment

Kyndryl provides a comprehensive assessment of the infrastructure to facilitate decision-making for achieving highly resilient, energy-efficient and optimized data center

### Client Scenarios

For Clients who need to quickly assess their current data center capacity and need to design and deploy the right and efficient technology

Kyndryl will assess the facility support systems and provide recommendations for achieving high reliability and suggestions for future growth

### Timeline Summary

- Weeks 1 to 6: Conduct analysis and assessment of the data center facilities infrastructure and provide a final report

### Key Benefits

Helps get a clearer picture of data center availability, reliability, and capacities

Creates roadmap for future growth, upgrades, and expansion

Gives the ability to effectively budget for the upgrade in advance

Helps benchmark current energy consumption with peers in the industry and recommend strategies

Provides a high-level roadmap for required actions

### Related Personas



CIO

I want to know what is working in terms of data center resilience risks, fix gaps as soon as possible and be confident that our business is protected



CFO

I am concerned about rising data center costs and possible inefficiencies in the data center management. I have limited budget and resources



IT Facilities Manager

I am facing challenges with old and outdated data center infrastructure resulting in a risk of failure of facility equipment and potential business impact



QSM#17



## Low-Cost Server Build

Build systems in an agile manner through automation to increase speed and optimize costs

Kyndryl provides a multicloud development solution enabling enterprises to transform infrastructure and modernize their applications. Focus on agility, efficiency, security and predictability

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### Client Scenarios

For Clients who need to build/modernize their infrastructure quickly and efficiently with a desire for standard platform built through automation patterns

Kyndryl will provide provisioning workflows and integrations according to the highest security standards

### Timeline Summary

- Week 1: Technical Workshop
- Weeks 2 to 4: Design documentation
- Weeks 4 to 5: Implementation
- Weeks 6 to 7: Testing Week 8: Delivery Handover

### Key Benefits

Enables low-cost server builds across private and public clouds

Provides infrastructure as a code (IAC) with inbuilt IaaS and PaaS

Offers customized solutions that go beyond platform deployment to meet varying business needs

Allows integrations to Client environments for authentication, day-2 operation tools, and resiliency

### Related Personas



CIO

How can I modernize my business, speed up workflows and optimize cost when building or scaling up my operations? Is there an efficient way?



CFO

I am concerned about significant cost associated with new infrastructure build due to duration and labor required to deploy the systems



IT Manager

Can I provision new servers on Cloud which are fully integrated with our existing environment and can be set up quickly to adapt to the growing business need?





QSM#18



## Data Fabric for Machine Data - Application Insights

Demonstrates how data across an application stack can help drive business impact by enabling proactive application intelligence

Kyndryl provides a multicloud development solution enabling enterprises to transform infrastructure and modernize their applications. Focus on agility, efficiency, security and predictability

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### Client Scenarios

A Client is having intermittent outages & application performance issues on critical business applications

A Client has embarked on a journey to consolidate all data generated through IT & application components

Client has siloed IT teams and finds it difficult to get consensus on issues & root cause during triage meetings

### Timeline Summary

- 4 Week MVP

### Key Benefits

Get detailed assessments:

- Get detailed understanding of AS-IS state. Identify critical gaps to enable desired TO-BE state

Get first hand experience:

- Get experience in deploying & building an MVP along with our engineers & learn how to scale easily

Get immediate benefits:

- Ingest data from across application stack and create business aligned metrics to drive immediate benefits
- MCDS makes the customer journey to cloud agile, efficient, secure, and predictable

### Related Personas



Application Owner

I do not have a real-time view into how my application is performing & contributing to the business



DevOps SME

I need a solution which helps me quickly identify issue to take remediation actions - problem determination



IT Manager

My teams find it challenging to access, navigate, process & correlate metrics, logs & traces across the application stack



QSM#19



## Operational Data Analysis

Identify automation opportunities for Incident Management and resolution for service quality improvement

Kyndryl builds a multi-cloud development solution enabling enterprises to transform infrastructure and modernize the applications. MCDS makes the customer journey to cloud agile, efficient, secure, and predictable

### Client Scenarios

Client has decided to adopt or try incident treatment automation solutions and has started the journey to accelerate automation adoption. He is looking to start small, thus with few but very pertinent automation, to confirm the benefits and fitment to the Client's automation journey

### Timeline Summary

Overall Duration: 5-6 weeks

- Sprint 1: Kick-Off
- Sprint 2: Data Collection
- Sprint 3: Data Quality and Study Perimeter Review
- Sprint 4: Data Preparation and Analysis
- Sprint 5: Data Analysis Results Presentation

### Key Benefits

Improve efficiency in incident ticket management: identification of frequent incidents, seasonality, most impacted IT components, escalation path, etc.

Explore incident tickets data and provide recommendations for improving data and service quality

Identify automation opportunities for incident tickets diagnosis and/or resolution

### Related Personas



CIO

Aims to decrease cost on incident treatment and resolution



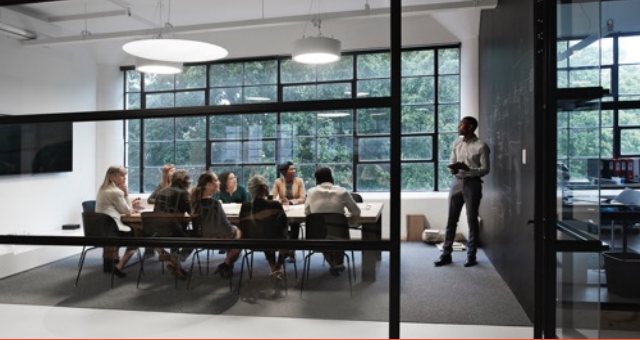
COO

Struggles to identify and find the right level of skills to explore automation platform and its possibilities



IT Manager

Is curious to test automatic resolution or diagnosis of incident tickets without needing to execute systematic, low value actions



QSM#20



## SAP Modernization Assessment

Ensure the best fit of the ERP system to your business needs, current and future, recommending the right modernization approach for each SAP application

Kyndryl will conduct 1-day workshop as an initial assessment of SAP modernization, which can be scaled out to full SAP Modernization & Maturity Assessment

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### Client Scenarios

Client looking to modernize, and rationalize their ERP processes while taking cost out of their current ERP operations

Client interested in moving SAP to S/4HANA and any cloud platform, moving Oracle to the latest release and/or Oracle Cloud Infrastructure (OCI), or merger/divestitures transactions impacting ERP systems

Client needs functional ERP application support, testing, enhancement and modification services

### Timeline Summary

- Overall Duration: 3 weeks

### Key Benefits

Structured Assessment: 60 min preparation meeting and 4 workshop sessions during one day

Well defined deliverables: Standardized documents with Client-specific information for informed decision support

Fixed cost: Module delivers the service at fixed cost regardless of SAP complexity

Scalable: Initial assessment can be scaled up to full SAP Modernization & Maturity Assessment

### Related Personas



CIO

Simplification: Kyndryl deals with the complexity of running enterprise applications like SAP, freeing your staff to focus on higher-priority tasks



CFO

Business agility: Faster SAP module implementations help drive a faster time to market



IT Manager

Is curious to understand the opportunities for the ERP systems and processes and how an improvement can be achieved through modernization



QSM#21



## Automated Platform Build

Build enterprise-grade systems in an agile manner through automation, security policies, compliance thus reducing manual effort and optimizing costs

Kyndryl will build a multicloud development solution enabling enterprises to transform infrastructure and modernize the applications

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### Client Scenarios

Client needs an automated build of cloud-native infrastructure using OpenShift Kubernetes and DevOps integrations for cloud application modernization

Client needs a build of an automation platform using vRealize Automation or Red Hat Ansible with agility

Client needs a consistent, repeatable, and uniformity in builds of infrastructure layers, be it container platforms, virtual machines, or orchestration and automation platforms

### Timeline Summary

- 2 weeks across three phases (Design, Build, Run)

### Key Benefits

Agility: over 10x-100x improvement in speed

Efficiency: Automate the build of the platform (end-to-end stack) based on the requirements for both on-premise and cloud environments

Predictability: Design solutions to automate and enable on-demand deployment of both, infrastructure and related components

Cost Optimized: All-inclusive automated and modular builds with integrations and compliance for enterprise-grade servers

Base OS patterns, Databases /App Server/Web Server/ Middleware & Agents/tools that are generally available can be added to the platform builds

### Related Personas



CIO

Aims to optimise cost and utilize automation to scale and manage all infrastructure layers address



COO

Requires to manage all operations in an efficient, agile and automated way by utilising different technology stacks



IT Manager

Needs fast and automated way to provision infrastructure in order to manage business, Client and market demands at all times, requires various platforms to satisfy the demand





QSM#22



## Multicloud Migration for Advanced Workloads

Moving to a hybrid Multicloud will remove the Client's responsibility to own and operate their own IT infrastructure

Kyndryl will migrate workloads to a hybrid Multicloud environment including AWS, Azure, GCP and IBM Public Cloud

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### Client Scenarios

Client is thinking about a migration to a hybrid Multicloud environment but is unsure of the costs and/ or the dependencies associated with a large migration program

Client wants to test migration capabilities of IT Service Provider

Client wants to start with a smaller migration program to identify the main challenges and solve them before migrating critical workloads

Client needs to understand cost and business impact of migration to a hybrid Multicloud environment before investment and commitment

### Timeline Summary

Duration: 10 weeks

### Key Benefits

68% less unplanned downtime;  
26% faster migration to target Cloud environments

Faster and more consistent delivery on any deployment footprint with full coverage native automation

Reports generated to assist in detailed planning for migration of the workloads to the target environment

Seamless and non-disruptive migration process for existing workloads as proof for the larger migration

Ease transition to and fuel adoption of Cloud-native workloads with the scope for containerization in the future

### Related Personas



CIO

Aims to understand costs and dependencies associated with large hybrid Multicloud migration programs



COO

Needs to forecast the challenges and impact of a large-scale migration on the business operations



IT Manager

Is concerned about the production workloads and the business performance during and after the migration to a hybrid Multicloud environment



QSM#23



## Hybrid Data Fabric

Demonstrates how a modern data platform powered by Cloudera can accelerate data to insights journey and remove substantial performance bottlenecks

Kyndryl will provide an assessment and an MVP of a modern data platform using Cloudera to facilitate data-driven insights and identified issues in legacy data processing environments

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### Client Scenarios

A Client is facing performance issues/bottlenecks in their existing data environment – queries are getting dropped, data refreshes are delayed, analysts do not get enough on-demand processing capacity, etc.

A Client is struggling to enable next-generation business and analytics-oriented use cases like IoT data integration, 3rd party unstructured data processing, Real-time Analytics, Production Machine Learning pipelines, etc.

A Client's existing data ecosystem has bloated resulting in data proliferation, constraint resources, cost overruns, poor governance & inconsistent data delivery. The Client is finding it very challenging to manage & sustain such an environment

### Key Benefits

Get detailed assessments, obtaining a full transformation roadmap for a Modern Data Platform

Get a first-hand experience, allowing you to see how existing bottlenecks can be resolved and how they will not reappear using the new solution

Get immediate benefits, thanks to how new features in CDP can enable new use cases

### Timeline Summary

Duration: 4 weeks

### Related Personas



Business Analyst

Needs a platform which able to provide on-demand query acceleration & execution without any bottlenecks



Business Leader

Requires a self-service platform that provides on-demand access to data products to reduce waiting time and delays



Data Scientist

Wants to create on-demand sandboxes and proceed with self-deployment of data pipelines into production



## QSM#24

### SIAM Discovery & Planning

Helps identify existing gaps in the hybrid IT Services ecosystem landscape and provides insights on the integration of the supplier ecosystem into a single entity

Kyndryl will provide an assessment of Client environment across 6 dimensions, provide gap analysis and recommendations for future operating model

### Client Scenarios

Client needs to identify the gaps in their landscape as they modernize their infrastructure and workloads

Client has multiple IT providers, and they are looking for an optimal way to coordinate the providers

Client needs a standard processes and tools platform that can integrate with their existing ecosystem seamlessly

Client is uncertain about their current Service Integration and management capabilities and reluctant to make investments on the SIAM services

### Timeline Summary

- Duration: 2 months

### Key Benefits

Low-cost baseline assessment across Hybrid IT service ecosystem to meet the customer needs

Build a comprehensive business case to deliver the expected multisource benefits and addressing ongoing end-to-end performance management costs

Create a blueprint with target operating model to assist in detailed planning for successful Service Integration & Management implementation and transformation

Integrations to customer environments and the supplier ecosystem into a single coordinated entity

### Related Personas



CIO

Aims to decrease cost by optimizing the IT Services landscape and various service providers



COO

Needs to improve coordination and flow of IT operations to improve the performance of the IT operating model

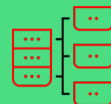


IT Manager

Is concerned about IT production environment across multiple dimensions and potential gaps impacting the IT systems performance



QSM#25



## Hybrid Cloud Monitoring Modernization

Modernize the infrastructure monitoring across hybrid and multi-cloud IT infrastructure

Kyndryl will provide modern monitoring tools to help Clients increase availability and operational efficiency, minimize issues in the infrastructure and improve visibility across all organizations

### Client Scenarios

Clients have applications deployed across multiple technologies and requires to quickly diagnose issues in the infrastructure

Clients have a DevOps team and needs to easily identify bottlenecks, performance, and issues in the infrastructure

Clients need to quickly deploy and scale its monitoring capabilities

Clients are looking to simplify their monitoring infrastructure

Clients require a consolidated view of systems and issues

Client have started their cloud journey, but the IT Ops team is facing challenges in managing and monitoring the end-to-end infrastructure

### Key Benefits

Simplify implementation and monitoring

Enable end to end monitoring across multiples technologies

Expedite and Scale rapidly

Increase Business Service visibility

### Timeline Summary

Duration: 3 months across three phases (Design, Build, Manage)

- Phase I - Design - 2 weeks
- Phase II - Build - 2 weeks
- Phase III - Manage- 7 weeks
- Final Report - 1 week

### Related Personas



CIO

Struggles to manage costs and business performance due to low visibility of the infrastructure performance



COO

Needs to understand all operations in the end-to-end infrastructure in order to manage and efficiently control the performance



IT Manager

Struggles to monitor infrastructure, identify problems and bottlenecks and resolve performance issues across multiple platforms and technologies





QSM#26



## Cloud Native Data Fabric

Demonstrates how a modern data platform powered by GCP Data & AI PaaS can empower new high impact use cases like IoT & real-time analytics

Kyndryl will implement Data Anomaly Detection Using GCP PaaS to showcase efficiency, scalability and cost benefits Clients can get by using a Cloud-native data fabric

### Client Scenarios

Clients are considering or are currently in process of migrating business applications from legacy environments into the cloud and they are eager to understand how this would affect their Data lake/DWH environments

Clients are looking to capture data from IoT, 5G & other connected devices to provide real-time insights, but the existing data environment is not equipped/designed to serve such use cases

Clients are considering modernizing their existing Data lake/DWH environment to reduce costs, improve agility in the data products development cycle, improve use satisfaction & offload management overheads

### Key Benefits

Get detailed assessments: Get a transformation roadmap on Cloud-native data fabric

Get first-hand experience: Get to see how a real-time analytics use case is powered via GCP PaaS in a very short time frame

Get immediate benefits: Get to see how moving to Cloud Native Data Fabric will free up resources, reduce costs and improve data products cycle time

### Timeline Summary

- 4 weeks including advisory services and a roadmap for Cloud-native data fabric

### Related Personas



Business Analyst

Needs to bring in any data source and merge it with existing data sources using low code capabilities



Business Leader

Aims for the data platform to be able to connect, collect, process and transform any kind of data without bottlenecks



Data Scientist

Wants to create on-demand sandboxes and proceed with self-deployment of data pipelines into production



QSM#27



## Managed SAP S/4HANA on AWS

Allows to experience managed SAP S/4HANA on Cloud. It provides a digital user experience with a single management portal with business-class SLAs needed for SAP

Kyndryl will configure S/4 HANA environment on AWS hosting platform and manage the service for the Client for 2 months

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### Client Scenarios

Clients are thinking on moving their current SAP systems from on-premise to Cloud, but lacks the resources/skills needed to manage SAP on Cloud

Clients wants to experience how a fully managed SAP service would work on Cloud

Clients wants to try a managed SAP S/4HANA to understand the capabilities and performance of the tooling provided by Kyndryl

### Timeline Summary

- 3 months across four phases (AWS configuration, infrastructure setup, S/4 HANA configuration, management)

### Key Benefits

Simplified operations

Reduce time and increase quality with IBM's SAP Automation Manager

Digital first experience (single portal for managed services and cloud IaaS)

Reduce risk and increase productivity (business class SLAs on cloud)

### Related Personas



CIO

Needs to move the current SAP systems to Cloud but lacks the right resources and skills in the teams to do it successfully



COO

Requires to move the operations to Cloud as a part of bigger transformation journey but is concerned about SAP functionality after the migration



IT Manager

Needs to understand how the managed services for SAP will work on Cloud and what the main benefits and capabilities of the service provider are



QSM#28



## Cyber Resilience Maturity Assess

Helps Clients to determine their level of preparedness to respond to and recover from a cyber-related event as well as the corrective actions required

Kyndryl will conduct a remotely facilitated one-day workshop to examine the five phases of the cyber resilience lifecycle based on the NIST Cyber Security Framework and provide a high-level rating maturity scale

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### Client Scenarios

Rapidly changing cyber resilience threat vectors and increasing numbers of cyber attacks are forcing companies to improve their ability to detect when an attack is happening and resume regular operations as quickly as possible.

The increase in number of attacks and skyrocketing cost per event has reduced the level of confidence business leaders have in their cyber resilience capabilities.

Organizations need to quickly assess these new cyber risks, understand where existing resilience capabilities are sufficient, where there gaps, and establish the roadmap required to achieve the correct levels of cyber resilience.

### Key Benefits

Quickly measures the level of maturity in your Cyber Resilience capabilities and provides prescriptive recommendations for improved readiness:

Ties Cyber Resilience to your vision & mission

Identifies blind-spots and areas for improvement

Discovers the integration and overlaps in existing solutions to enable fine-tuning

Provides an accurate view of where you are vs where you think you are for 128 different Controls across 23 key Categories

### Timeline Summary

- Duration: 2 to 4 weeks depending on Client's resource availability

### Related Personas



CTO/CIO

Understand what's working and not working relative to cyber resilience, identify and fix gaps and restore confidence that the business is properly protected



IT Ops Manager

Concerned about the ability to deliver IT services in the event of a cyber attack or other unexpected outage



Disaster Recovery Manager

Challenged from cyber-specific skills and capacity to assess rapidly changing cyber threats while ensuring quick recovery



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Thank You!

