



## Delivered by Kyndryl; powered by Lakeside

**With the rise and transition to remote and hybrid work, technology now plays an even more critical role in employee engagement, satisfaction, and productivity. In fact, more than 35% employees admit that they've considered leaving their employer because of poor digital experience, according to Lakeside's Digital Workplace Productivity Report.**

Kyndryl and Lakeside Software have a long-standing strategic alliance that collaboratively delivers improvement to employee working experiences. Kyndryl's digital experience services, empowered by Lakeside SysTrack, proactively identify and remove negative events that impact employee productivity. Furthermore, by implementing remediations and service improvements, including the deployment of automation and device self-healing, we continuously drive customer value and increase employee satisfaction.

### Our solution difference.

Across both organizations, we have a deep heritage spanning all verticals, with decades of experience improving outcomes for leading global organizations and millions of end users.

The unique combination of Kyndryl's global scale and services expertise, which includes market thought leadership on Experience Level Agreements (XLAs) and achieving business outcomes, deep understanding of experience impacts across complex hybrid infrastructure, and strong capabilities creating customer and application-specific automation and sensors, delivers impactful business transformation. With Lakeside's global leadership and presence in the End User Experience Management (EUEM) and Digital Employee Experience (DEX) markets, patented and unique data monitoring approach, and clear data advantage – offering the deepest market breadth, depth, and completeness of data – we truly empower the future world of AI and machine learning to drive elevated employee and customer experiences.

### Our powers combine.

Kyndryl and Lakeside offer proven execution today and a compelling combined vision that will deliver long-term customer value and scale for the future.

Kyndryl designs, builds, manages, and modernizes the mission-critical systems that the world depends on every day. Utilizing data-driven insights is a key aspect of reducing complexity, in turn driving agility and delivering business impact for its customers. Leveraging Kyndryl Bridge, its open integration platform, organizations gain actionable insights to help them understand, predict, and act to deliver enhanced business outcomes. The collaboration with Lakeside combines the wealth of essential user endpoint data - which provides observability of digital employee experience and IT endpoint health - to the wider infrastructure and network performance to correlate and quantify impacts and enable clear decisions to be taken. Together, Kyndryl and Lakeside accelerate the path to predictive and autonomous IT, driving true enterprise performance and impactful outcomes.

