Organizational Change Management for Microsoft Copilot

Customer challenges

At Kyndryl, we understand that change is not just a one-time event, but an ongoing process that requires a thoughtful and purposeful approach that puts people at the center of the change. For customer planning a roll-out of Microsoft 365 Copilot, incorporating organizational change management is a must due to:

- Ineffective or insufficient communication
- Employee resistance
- Change fatigue
- Low employee adoption
- Limited change management support or Investment

Solution highlights

- Tailor an effective OCM strategy to ensure a successful user enablement and adoption
- Clarify the impacts and risks associated with the change through in-depth analysis and change assessment
- Enable employees in embracing and adapting the change, short- and long-term
- Monitor the progress of the change initiative, evaluate effectiveness, and make necessary adjustments to mitigate risk and drive adoption

Customer benefits

1 Transform the way your colleagues interact and identify solutions while leveraging your investment in Microsoft 365

2 Improve employee experience and loyalty with 24/7 self-service support options

3 Reduce operational costs and increase efficiency by automating repetitive and mundane tasks

4 Deliver consistent and personalized experiences that enhance your business' reputation

5 Generate insights and feedback from employee interactions to improve Copilot responses and services

Why Kyndryl and Microsoft?

About Kyndryl

Kyndryl is the world's largest provider of IT infrastructure services, serving thousands of enterprise customers in more than 60 countries. As a focused, independent company, we're building on our foundation of excellence by bringing in the right partners, investing in our business, and working side by side with our customers to unlock their potential.

Kyndryl and Microsoft advantage

Kyndryl and Microsoft provide the services and solutions to meet customers wherever they are on their cloud journey: on

Providing undisputed leadership

6.7M mainframe installed MIPS

360K network devices managed

576 exabytes of customer data backed up annually

73K+ WAN devices managed

23M service desk contacts annually

4.1M LAN ports managed

Empowering thousands of enterprise customers, including:

60% of the Fortune Global 100 and more than half of the Fortune Global 500

Microsoft Advanced specializations

→ Kubernetes on Microsoft Azure
→ SAP on Microsoft Azure
→ Analytics on Microsoft Azure
→ Microsoft Azure VMware Solution
→ Microsoft Windows Virtual Desktop
→ Microsoft Low Code Application Development
→ Adoption and Change Management
→ Meeting and Meeting Rooms for Microsoft Teams
→ Calling for Microsoft Teams

Solutions Partner designations

→ Solutions Partner for Business Applications
→ Solutions Partner for Infrastructure (Azure)
→ Solutions Partner for Data & AI (Azure)
→ Solutions Partner for Digital & App Innovation (Azure)
→ Solutions Partner for Modern Work
→ Solutions Partner for Security

25,000+ Microsoft certifications

premises, across multiple clouds, or on the edge. With our joint expertise, we work with customers to manage complexity and modernize their operations for rapid business outcomes. We bring together deep design, delivery, management, and cloud technology expertise, supported by an expansive ecosystem, to unlock our customers' potential for long-term business impact.

Next steps

Learn more at kyndryl.com.

Microsoft Partner | Azure Expert MSP

kyndryl.