

kyndryl.

# Kyndryl Multicloud Management Platform: Overview

Simplified, optimized  
hybrid IT management





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## Summary

Technology transformation for the enterprise is paramount to moving business forward. Yet, while shifting workloads to hybrid, multicloud infrastructures provides competitive advantages, it can add IT complexity. That's why controlling risk without sacrificing agility and innovation is top of mind for many IT leaders.

Consider that 98% of all businesses plan to adopt multicloud architectures by 2021.<sup>1</sup> Only 38% have the processes in place to manage a hybrid IT environment.<sup>1</sup>



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## Paving the way for digital transformation

At the same time, the way IT services are consumed, delivered and governed is changing. There's a need for simplifying complex hybrid IT environments, systems and tools. Self-service, continual delivery and security strategies are all pivotal steps for technology transformation.

The Kyndryl™ Multicloud Management Platform (MCMP) scales with your business and provides an open, security-rich experience to help maximize ROI. By using four self-service, persona-based consoles, teams can consume, deploy, optimize and govern digital services across clouds and data centers. The system automates security controls, integrates DevOps and provides teams with quick access to a preselected catalog of compliant tools, so they can innovate faster.

## Digital operations for hybrid IT

Organizations are under pressure to increase IT agility and get to market quicker. Development can't wait for technology constraints. Yet IT leaders and operations teams need visibility into their multicloud landscape to effectively govern cloud consumption and align with business priorities. Only one out of four IT leaders feels they can effectively monitor and manage end-to-end IT operations.<sup>2</sup>

At its core, the Kyndryl Multicloud Management Platform is designed for simplified hybrid IT management. With deep visibility into infrastructure and cloud consumption, IT leaders can strengthen efficiency and curb shadow IT.

### Open architecture

Ideally, development-focused cloud operations should federate IaaS, PaaS and SaaS capabilities from multiple providers at all stack levels. This process provides enterprise developers, DevOps and IT operations teams with choices and consistency while avoiding provider lock-in.

The platform supports multiple integrations under a single technology stack. It federates options within an e-commerce-like experience and supports many third-party integrations.

### Key benefits:



Digital operations for hybrid IT that streamline consumption, financial governance and security



Visibility across hybrid IT environments provides data-driven, actionable insights



DevOps integration for faster time to market



Only one out of four IT leaders feels they can effectively monitor and manage end-to-end IT operations.<sup>2</sup>

## Key capabilities

- Establish security and compliance management across the hybrid IT landscape.
- Manage budgets and costs to help increase financial governance.
- Implement DevOps toolchains to manage the development, building, testing and deployment of applications.
- Utilize AI-powered operations to assist with security, availability and performance.

Employees access standardized tools through four persona-based, self-service consoles, which can be customized. Specific console capabilities include:

### Consumption console

- Configure, buy, deploy and access curated cloud services from Amazon Web Services (AWS), Microsoft Azure, IBM Cloud™, VMware and Google Cloud Platform, or create customized solutions within the Kyndryl Multicloud Management Platform-Enterprise Marketplace.
- Control which services employees see based on their roles and access requirements.
- Design for budget compliance through a built-in technical and financial approval workflow and configuration management database integration.
- Control changes to assets through automated change management procedures as defined in IT service management (ITSM).
- Facilitate service requests through integration with ServiceNow in a single interface to drive Information Technology Infrastructure Library (ITIL) processes.

### DevOps console

- View the maturity and health of the DevOps pipeline.
- Check an aggregated view of continuous integration and continuous delivery (CI/CD) pipelines throughout your organization, including build, test, deploy and run status.
- Measure quality across teams, products and applications through KPIs.
- Identify pipeline bottlenecks and efficiency issues quickly, so, so you can fix them faster.
- Monitor the latest CI/CD tools and Kubernetes clusters supported by major cloud providers.

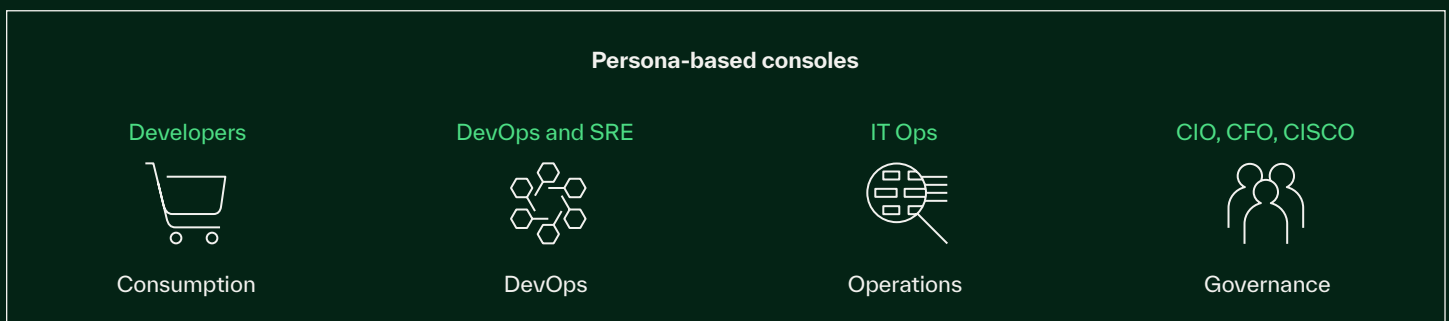
### Operations console

- View aggregated inventory dashboards by application, provider, business unit and environment across data center and multicloud resources for greater visibility and governance.
- Track near real-time health and availability of applications and resources to prevent application outages, restore services and help improve service delivery.
- Monitor KPI-based performance and service insights to help reduce manual effort and enhance operational efficiency.
- Increase risk preparedness by using AI to automatically study infrastructure anomalies and patterns to detect potential failures and take action before they happen.

### Governance console

- Gain visibility into assets across cloud providers to continuously track costs against budget thresholds.
- Establish cost transparency with an aggregated view of your organization's multicloud spending.
- Identify asset utilization across cloud providers to make informed decisions on spending.
- Create and enforce policies for better cost management.
- Track asset costs with resource tagging and dynamic resource group filtering to develop usage patterns and charge back costs to the appropriate business unit.
- Use data-driven insights to help lower costs.

## Kyndryl Multicloud Management Platform



## Use cases

### 1

#### Speed IT service consumption

**Problem:** IT needs to deliver services faster to internal stakeholders to reduce shadow IT.

**Solution:** Stakeholders access the organization's ITSM service catalog through the self-service MCMP console, customizable by role, which includes workflows for financial and technical approval.

**Business benefit:** Stakeholders can procure services quicker through a single multicloud marketplace versus multiple cloud provider dashboards, which supports agility, innovation and approval workflows for financial and security controls.

### 2

#### Manage hybrid IT with AIOps

**Problem:** Development teams create services and environments at such high rates for hybrid and containerized environments that IT needs assistance managing these complex environments.

**Solution:** A modern service management, health and performance system provides a unified, federated data lake for near real-time, AI-fueled monitoring and insights.

**Business benefit:** The development teams realize a quicker response time for IT incidents and problems throughout the hybrid IT estate, and proactive insights to help reduce potential incidents and mean time to remediation (MTTR).

### 3

#### Manage DevOps at scale

**Problem:** DevOps teams often work in silos, and IT leaders need a standardized system that provides a clear view of all enterprise pipelines.

**Solution:** Leadership uses the platform's self-service capabilities to provide toolchains and IT services, such as IaaS and PaaS, to developers, and create a system of intelligence for pipeline management at scale.

**Business benefit:** The enterprise can meet market demands faster by increasing DevOps velocity.

### 4

#### Increase financial transparency

**Problem:** IT operations leaders need more visibility and data management practices throughout the hybrid IT estate to provide accurate, up-to-date financial information for purchased cloud services.

**Solution:** Leaders increase cost transparency by using the MCMP for near real-time visibility into public and private cloud inventory and costs.

**Business benefit:** Operations teams can quickly identify cost optimization opportunities and cost drivers based on underutilization trends, and help lower budget deviation.

## 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 deeply committed to advancing the critical infrastructure that powers human progress. Kyndryl has 90,000 highly skilled employees around the world serving 75 of the Fortune 100.

To learn more about how Kyndryl Multicloud Management Platform can simplify and optimize your hybrid IT environment, contact your Kyndryl representative or visit Kyndryl at

[www.kyndryl.com](http://www.kyndryl.com)



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#### Citations

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2 "Multicloud Management Report." IBM Market Development & Insights, June 2019.

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