Kyndryl broadens offerings and expertise with Red Hat partnership

kyndryl™

Established in 2021 after being spun off from IBM, Kyndryl needed a platform to help deliver automation, security and compliance, managed services, scalability, and business resilience to its customers. Kyndryl's Cloud Automation Community Framework (CACF) is built around Red Hat Ansible Automation Platform, and the two businesses announced a strategic partnership in 2022. Red Hat Ansible Automation Platform is now the main enterprise automation solution used by Kyndryl for its infrastructure services offering, and the business is also an important service provider for Red Hat.

Software
Red Hat® Ansible®
Automation Platform

Partner resources
Red Hat Solution
Provider Program

Red Hat Global Systems
Integrators Program

New York, USA ●

Headquarters

IT Services

Partners **4,000** customers
in **100** countries

Benefits

▸ Enabled customers to deliver service improvements and guarantee SLAs

▸ Ensured security, resilience, and compliance

▸ Collaborated with third-party vendors to broaden services

"By increasing the integration of Kyndryl's leading infrastructure services with Red Hat's industry-leading, open automation technology, we are better able to deliver services and technologies that work hand-in-hand to provide a more seamless customer experience."

Stephen Leonard
Senior Vice President, Global Strategic Alliances, Kyndryl

Establishing a new giant in global IT infrastructure

Established in 2021 after being spun off from IBM, Kyndryl specializes in the design, construction, management, and modernization of IT infrastructure systems for enterprises and public sector organizations. The business is the world's largest IT infrastructure services provider and serves thousands of enterprise customers in more than 60 countries.

Kyndryl's global managed services practices include cloud, data and AI, core enterprise, network and edge, and security and resiliency. It also operates a customer advisory practice called 'Kyndryl Consult' that combines managed services, advisory services, and implementation, while its 'Kyndryl Bridge' platform leverages the business's core strengths, insights, and expertise to provide a unified customer experience.

Building a strong and effective partnership

The nature of Kyndryl's establishment put the business in an unusual position: It was technically a very large start-up operation with all the freedoms that offers but still had a large client base that was heavily dependent on its services.

"We had a lot of companies out there that, no matter what changes we're going through, were trusting us to continue to deliver their operations, and do so flawlessly and in a way that enables them to continue to service their clients effectively," said Scott Kinane, Vice President of Worldwide Automation at Kyndryl. "And the best way to focus on that is through automation."

Kyndryl needed a partner to provide a solution, backed by enterprise support, that could handle key processes to deliver outcomes to its customers, including automation, security and compliance, managed services, scalability, and business resilience. Importantly, it needed the support of a partner with the resources and established network of certified ISV partners (through Ansible Certified Collections) to be able to provide these outcomes in a range of environments, from customers' traditional datacenters and the cloud to IoT and edge-based devices.

"We began to see a lot more opportunities and a lot more companies coming forward asking for help in the network space and IoT space," said Kinane. "We really wanted to start building our levels of automation in those environments."

Kyndryl's approach is based on its Cloud Automation Community Framework (CACF), which is built around Red Hat Ansible Automation Platform. Its integrated portfolio is built on and differentiated by Red Hat's mission-critical expertise, applied data and IP, and broad ecosystem. Such is the strength of the relationship between Red Hat and Kyndryl that in 2022, the two businesses announced a strategic partnership with the goal of helping customers to benefit from open, differentiated automation technologies and managed services to modernize core applications and IT infrastructure.

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Handling key processes in a range of environments

Red Hat Ansible Automation Platform is now the main enterprise automation solution for infrastructure services provided by Kyndryl, which now acts as an important service provider for Red Hat. Kyndryl is now also one of the world's largest users of Red Hat Ansible Automation Platform, handling tens of millions of automations and managing over 650,000 customer endpoints globally. In 2022, Kyndryl executed over 40 million Ansible Operations Automations in one month.

Using Red Hat Ansible Automation Platform to handle the heavy lifting in providing an enterprise framework for IT automation at scale, Kyndryl can extend its reach from conventional environments to hybrid cloud and the edge. It also extends the opportunities of automation to a broader range of organizational teams.

In addition, the collaboration gives Kyndryl access to Red Hat's extensive ecosystem of independent software vendor (ISV) partners. These provide vital additional resources, including Ansible Certified Collections, that enable Kyndryl to quickly and effectively tailor its offering to specialist areas to support security, compliance, and resilience, which would otherwise necessitate expensive bespoke solutions built from scratch.

Delivering improved services while cutting costs

Enabled customers to deliver service improvements and guarantee SLAs

With Kyndryl and Red Hat already jointly supporting nearly 900 customers globally, more companies are benefiting from the combination of advanced automation and managed services that Red Hat Ansible Automation Platform delivers. This, in turn, is enabling customers that don't have the resources or expertise to handle automation internally to improve the quality of service they deliver and realize greater resource efficiencies while achieving reduced costs and meeting SLAs.

▸ Kyndryl manages millions of infrastructure components and applications for its customers with automation. Servers, VMs, containers, databases, storage, middleware, network devices, resiliency components, mainframes, and more are all managed with Kyndryl's automation. Over 650,000 devices are connected to Ansible Automation Platform's CACF for incident resolution, patching, security and compliance, and more

▸ 30,000,000+ automated actions per month driven through CACF

▸ 5,000,000+ Robotic Process Automation (RPA) process executions orchestrating IT, business, and help desk process in a year

▸ 700,000+ servers for monitoring and event management

▸ Around two exabytes (~2,000,000,000 gigabytes) of storage managed via automation

"By increasing the integration of Kyndryl's leading infrastructure services with Red Hat's industry-leading, open automation technology, we are better able to deliver services and technologies that work hand-in-hand to provide a more seamless customer experience," said Stephen Leonard, Senior Vice President, Global Strategic Alliances at Kyndryl.

Ensured security, resilience, and compliance

For many Kyndryl customers, their most pressing concerns around automation and architecture revolve around security and compliance.

"A lot of the focus is around how we do this in the most secure manner possible," said Kinane. "How do we deliver services securely? How do customers understand that they can trust the automation and it's doing the right things in their environments?"

Kyndryl services practitioners have, to date, achieved over 5,000 Red Hat Certifications and Accreditations, with a dedicated focus on automation and containers. This enables Kyndryl to increase its support for Red Hat products across key business functions, including sales, delivery, and engineering. It also delivers critical benefits in terms of adherence to audit and compliance requirements and wider infrastructural security.

Collaborated with third-party vendors to broaden services

The strategic partnership between Kyndryl and Red Hat has also enabled collaboration with third-party vendors to deliver specialist solutions and broaden the overall service offering provided by the two businesses. In one example, Kyndryl found that many of its customers are dependent on PostgreSQL for mission-critical applications and services. And while Red Hat Ansible Automation Platform includes a community version of PostgreSQL, Kyndryl needed an enterprise-level version with support and disaster-recovery capabilities.

Red Hat introduced Kyndryl to a Red Hat ISV partner to provide a back-end persistent data store that offers critical functions such as disaster recovery, availability, and scalability. Kyndryl can now stand up an enterprise-level version of PostgreSQL in minutes, when building a solution internally previously would have been costly and time-consuming.

Looking to a future with hybrid cloud and the edge

For Kyndryl and Red Hat, extending their combined presence in hybrid cloud and edge computing environments is seen as a critical aspect of future development, as is developing an AI element to deliver actionable insights.

"Our automation strategy is about being automated, orchestrated, and intelligent. Those are the three big layers of the stack," said Kinane. "We've got a goal to integrate that into our automation service for how we're delivering the whole package to our clients, so they can better see opportunities for automation."

Kyndryl and Red Hat also established an Ansible Innovation Center that includes jointly developed playbooks, enablement, and support based on Ansible Automation Platform and Kyndryl infrastructure services. Its primary aim is to facilitate the co-development of solutions, and to help customers to transition to hybrid cloud environments by automating operations and services from infrastructure level to the cloud and the edge.

About Kyndryl

Kyndryl is the world's largest IT infrastructure services provider, serving thousands of enterprise customers in more than 60 countries. The company designs, builds, manages, and modernizes the complex, mission-critical information systems that the world depends on every day. For more information, visit kyndryl.com.

About Red Hat Innovators in the Open

Innovation is the core of open source. Red Hat customers use open source technologies to change not only their own organizations, but also entire industries and markets. Red Hat Innovators in the Open proudly showcases how our customers use enterprise open source solutions to solve their toughest business challenges. Want to share your story? Learn more.

About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers develop cloud-native applications, integrate existing and new IT applications, and automate and manage complex environments. A trusted adviser to the Fortune 500, Red Hat provides award-winning support, training, and consulting services that bring the benefits of open innovation to any industry. Red Hat is a connective hub in a global network of enterprises, partners, and communities, helping organizations grow, transform, and prepare for the digital future.

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