Kyndryl launches Agentic Service Management to power AI-native infrastructure services and intelligent workflows

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NEW YORK, April 2, 2026 /PRNewswire/ -- Kyndryl (NYSE: KD), a leading provider of mission-critical enterprise technology services, today launched its Agentic Service Management, which combines a maturity model, structured assessments and implementation blueprints to help enterprises transition from traditional service operations to autonomous, intelligent workflows at scale. Kyndryl's Agentic Service Management assesses alignment with emerging industry standards and governance frameworks for AI-native environments, allowing customers to adopt agentic IT service management with security and reliability as design principles.

Today's IT systems were not designed for agentic AI—creating a growing gap between what AI systems can do and what enterprise environments can reliably support. According to the Kyndryl Readiness Report, while more than two-thirds of organizations are investing heavily in AI, nearly half struggle to achieve meaningful returns. This is often because their governance, workflows and controls remain rooted in the pre-AI era.

"Most enterprise environments were built for people running tickets and tools, not for fleets of autonomous agents executing tasks across hybrid and multi-cloud estates—and this mismatch is limiting AI from moving out of pilots to outcomes," saidKris Lovejoy, Global Head of Strategy, Kyndryl. "You can't scale agentic workflows on top of operating models that were designed for manual work. Organizations need clear controls, repeatable practices and measurable stages of adoption so AI agents can act autonomously where appropriate—while people remain accountable for governance, risk and service outcomes."

Kyndryl's Agentic Service Management draws upon decades of experience managing mission-critical infrastructure for thousands of organizations, the Company's intellectual property and its experience implementing agentic AI into its own service delivery operations. The approach helps organizations close the gap between AI innovation and operational readiness.

Building a maturity path to agentic IT service management
Offered through Kyndryl Consult, the Agentic Service Management maturity assessment evaluates an organization's current state and prioritizes gaps across service management, AI governance, security and operations. The assessment helps customers review their existing policies, controls and workflows against relevant standards and frameworks to determine readiness for agentic operations—pursuant to ISO 42001Kyndryl then delivers a tailored gap analysis and a phased roadmap to help customers adopt agentic IT service management responsibly, with guardrails and human oversight to support autonomous capabilities across cloud-native and AI-native environments.

Also available as a standalone service is Kyndryl Agentic AI Digital Trust, which supports Agentic Service Management and helps enterprises govern, reduce risk and scale agentic AI deployments across hybrid and multi-cloud environments. Kyndryl Agentic AI Digital Trust provides a security-first framework for managing how AI agents operate, particularly in regulated industries where data protection, compliance and classification are essential.

Applying Agentic AI to IT Service Delivery
Kyndryl is also applying its Agentic Service Management internally to modernize how it delivers IT services to customers. Through Kyndryl Bridge, several of these capabilities are available today to Kyndryl's customers, enriching operational intelligence and augmenting the people responsible for oversight and decision-making across mission-critical systems. Kyndryl's agentic AI capabilities build on the Company's existing automation foundation, which currently executes nearly 200 million automations each month through more than 8,000 certified playbooks.

Learn more about Kyndryl Agentic Service Management.

About Kyndryl

Kyndryl (NYSE: KD) is a leading provider of mission-critical enterprise technology services, offering advisory, implementation and managed service capabilities to thousands of customers in more than 60 countries. As the world's largest IT infrastructure services provider, the company designs, builds, manages and modernizes the complex information systems that the world depends on every day. For more information, visit www.kyndryl.com.

Forward-looking statements
This press release contains "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995. Such forward-looking statements often contain words such as "aim," "anticipate," "believe," "could," "estimate," "expect," "forecast," "intend," "may," "objectives," "opportunity," "plan," "position," "predict," "project," "should," "seek," "target," "will," "would" and other similar words or expressions or the negative thereof or other variations thereon. All statements other than statements of historical fact, including without limitation statements concerning the Company's plans, objectives, goals, beliefs, business strategies, future events, business condition, results of operations, financial position, business outlook and business trends and other non-historical statements, are forward-looking statements. These statements do not guarantee future performance and speak only as of the date of this press release. Except as required by law, the Company assumes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events or otherwise. Actual outcomes or results may differ materially from those suggested by forward-looking statements as a result of risks and uncertainties, including those described in the "Risk Factors" section of the Company's most recent Annual Report on Form 10-K and quarterly report on Form 10-Q for the quarter ended December 31, 2025, and may be further updated from time to time in the Company's subsequent filings with the Securities and Exchange Commission.

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