



Kyndryl Named a Leader in the IDC MarketScape for Worldwide Digital Workplace Services 2026

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NEW YORK, Oct. 20, 2026 /PRNewswire/ -- Kyndryl (NYSE: KD), a leading provider of mission-critical enterprise technology services, today announced that it has been named a Leader in the *IDC MarketScape: Worldwide Digital Workplace Services 2026 Vendor Assessment* (#US54119026, September 2026).



The assessment evaluated 18 worldwide digital workplace services (DWS) providers on capability breadth, GenAI and agentic AI in production (in both service delivery and customer environments), and employee experience delivery and XLA maturity, among other parameters. According to the IDC MarketScape "Kyndryl approaches DWS through its Connected Experience proposition, built on three themes of experience, security, and sustainability, and delivered through a combination of Kyndryl Consult for design and strategy and Kyndryl Bridge, its AIOps platform, for operations."

"We're honored to be recognized as a Leader in the IDC MarketScape: Worldwide Digital Workplace Services 2026 Vendor Assessment," said Michael Przytula, Senior Vice President, Global Practice Leader for Applications, Data, AI & Digital Workplace Services at Kyndryl. "I believe this recognition reinforces our belief that the future of workplace services isn't just about fixing issues faster. It's about protecting the productivity of our customers' people by anticipating needs, preventing disruption and enabling them to do their best work."

"Buyers are increasingly judging providers of AI-enabled digital workplace services (DWS) on proof of delivery at scale, not just on vision or ambition. In this IDC MarketScape, Kyndryl is noted for grounding its Connected Experience Framework for DWS in Kyndryl Bridge, its field-proven foundation for AI-enabled operational automation and orchestration," said Pushkaraksh Shanbhag, Senior Research Director, Worldwide Services, IDC.

According to the excerpt, Kyndryl's key strengths include:

- **Security, governance, and experience leadership.** Kyndryl pairs an AI-native security and responsible AI framework, with policy-as-code, regulator-ready audit, and data sovereignty, with a mature, contractually embedded XLA model. This combination of governance rigor and quantified experience management suits regulated enterprises running large, mission-critical estates.
- **Platform-anchored delivery with Kyndryl Bridge.** Kyndryl Bridge provides an AIOps and orchestration backbone that the vast majority of the vendor's workplace customers are onboarded to, supporting substantial automation of requests and incidents, as well as a coherent Connected Experience Framework across access, productivity, and support.
- **Partnership, accountability, and single-partner breadth (customer-validated).** Reference clients consistently valued Kyndryl as a collaborative, accountable partner that behaves as an extension of their own IT organization, citing responsiveness, flexibility, and the ability to consolidate a wide array of services under one provider. This points to durable, relationship-led delivery on complex, multi-service engagements.

Kyndryl organizes digital workplace transformation through its Connected Experience framework across three core operational domains: Access (devices, workspaces, and cloud PCs), Productivity (collaboration platforms, workflows, and AI tools), and Support (AI agents, virtual assistants, and concierge services).

Read the [IDC excerpt](#) and learn more about [Kyndryl Digital Workplace Services](#).

About IDC MarketScape

IDC MarketScape vendor assessment model is designed to provide an overview of the competitive fitness of technology and service suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. IDC MarketScape provides a clear framework in which the product and service offerings, capabilities and strategies, and current and future market success factors of IT and telecommunications vendors can be meaningfully compared. The framework also provides technology buyers with a 360-degree assessment of the strengths and weaknesses of current and prospective suppliers.

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.

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