Kyndryl Named a Leader in the 2026 Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services for the 3rd Consecutive Time

November 18, 2026

Positioned Highest in Execution and Furthest in Vision on the Gartner Magic Quadrant for 2026

NEW YORK, Nov. 18, 2026 /PRNewswire/ -- Kyndryl (NYSE: KD), a leading provider of mission-critical enterprise technology services, today announced it has been recognized as a Leader in the 2026 Gartner Magic Quadrant for Outsourced Digital Workplace Services (ODWS). Kyndryl was named a Leader for the 3rd consecutive time and positioned Highest in Execution and Furthest in Vision for 2026. Kyndryl was also recognized earlier this year as a Customers' Choice in the 2026 Gartner® Peer Insights™ Voice of the Customer for Outsourced Digital Workplace Services

"For us, the workplace has always been about protecting productivity, making sure people have the technology, experiences and support they need to do their best work. AI enables us to be even more proactive," said Michael Przytula, Senior Vice President, Global Practice Leader for Applications, Data, AI & Digital Workplace Services, Kyndryl. "By bringing together workplace, applications, data and AI, along with innovations like Digital Twin for the Workplace and Kyndryl Bridge, we're helping customers move from reacting to issues to anticipating them. That further protects their productivity and gives their people simpler experiences. We believe this recognition reflects the progress we're making with our customers and where we see the future of work heading."

Over the past year, Kyndryl has advanced its Digital Workplace Services around an experience-led, AI-native model designed to protect productivity and improve business outcomes. Through the company's Connected Experience approach and the launch of Kyndryl Digital Twin for the Workplace, Kyndryl is helping organizations move beyond reactive, ticket-based support toward proactive experience operations that connect people, devices, applications, locations and services. Digital Twin continuously brings workplace signals together to identify friction, simulate change and enable action before employee productivity and resilience are impacted.

Underpinning this approach, Kyndryl Bridge provides the observability, automation and orchestration foundation, while Digital Twin, DEX, agentic AI and Experience Operations capabilities turn experience and operational intelligence into prioritized interventions and continuous improvement. Kyndryl uses Experience Level Agreements (XLAs) and persona-based insights to connect technology performance with employee experience and business outcomes, while embedding security, privacy, governance and responsible AI into the operating model. Together with Kyndryl Consult and global managed services, this enables clients to move from strategy and experimentation to secure, enterprise-scale transformation, continuously measuring outcomes and optimizing the workplace as business needs evolve.

Read a complimentary copy of the 2026 Gartner Magic Quadrant for Outsourced Digital Workplace Services.

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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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