



## Kyndryl Announces Collaboration with Microsoft to Enable AI-powered Healthcare

March 3, 2025

*Kyndryl Collaborates with Microsoft to Bring Dragon Copilot to Market*

*Dragon Copilot to be enabled by generative AI-powered ambient listening voice recognition*

NEW YORK, March 3, 2025 /PRNewswire/ -- Kyndryl (NYSE: KD), the world's largest IT infrastructure services provider, today announced it is partnering with Microsoft to support adoption and deployment of a new AI-powered healthcare assistant. Kyndryl will collaborate with Microsoft as a strategic partner for the new Microsoft Dragon Copilot solution that will use voice dictation, ambient listening, and natural language capabilities powered by generative AI to automate clinical documentation, improve administrative efficiency and allow clinicians to focus on patient care.



Kyndryl will support customer adoption of Dragon Copilot by providing services to enable:

- **Clinician Efficiency:** Dragon Copilot will automate documentation and administrative tasks, shifting more time to patient care and optimizing each patient encounter – reducing the administrative burden on healthcare providers.
- **Optimized Workflows:** The AI assistant will surface relevant information, document care with ambient note creation, receive encounter recording suggestions, without ever leaving the workflow.
- **Positive Patient Experiences:** By implementing Dragon Copilot, ambient listening helps clinicians automate both clinical and non-clinical tasks such as summarizing notes and evidence, prepping orders and drafting after-visit summaries, allowing clinicians to focus on their patients and not their workstations.
- **Better Care:** By supporting clinicians in their daily tasks, Dragon Copilot will help improve the overall patient experience and care quality.
- **Security and Privacy:** As part of Microsoft Cloud for Healthcare, Dragon Copilot prioritizes the security, safety and privacy of patient data.

"Today's announcement marks a significant milestone in Kyndryl's commitment to optimizing clinical workflows and improving patient care by deploying mission-critical AI technology," said Trent Sanders, Vice President for U.S. Healthcare and Life Sciences at Kyndryl. "We're thrilled to be a Microsoft launch partner as we work to address clinician burnout and improve the overall healthcare experience. By automating routine tasks to unlock insights, we can empower and help clinicians reclaim valuable time to spend with their patients."

"With their vast experience in healthcare IT services, Kyndryl has been selected as a launch partner for Dragon Copilot. Kyndryl understands patient care and supports large and small healthcare providers and payers globally. Kyndryl's services capability combined with Microsoft's AI-enabled solutions will deliver innovative solutions that improve patient and member experiences while optimizing healthcare operations," said Patty Carolo, CVP Microsoft US Health and Life Sciences.

Kyndryl plans to offer Dragon Copilot as a key solution in its healthcare services portfolio beginning in May 2025. Kyndryl's team of experts will provide comprehensive support and implementation services, to support healthcare organizations seamlessly integrate Dragon Copilot into their existing workflows.

For more information about Kyndryl's healthcare solutions and to connect with a healthcare expert, please book a consultation [here](#).

### About Kyndryl

Kyndryl (NYSE: KD) 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 [www.kyndryl.com](http://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," "contemplate," "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 obligations 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 may be further updated from time to time in the Company's subsequent filings with the Securities and Exchange Commission.

**Kyndryl Press Contact**

[press@kyndryl.com](mailto:press@kyndryl.com)

 View original content to download multimedia:<https://www.prnewswire.com/news-releases/kyndryl-announces-collaboration-with-microsoft-to-enable-ai-powered-healthcare-302390180.html>

SOURCE Kyndryl