



Transform mainframe service delivery with Agentic AI

Boost agility, resilience and skills continuity across your hybrid estate

Kyndryl Agentic AI Framework for mainframe service delivery

Organizations running critical workloads on IBM Z are facing a challenging landscape: adoption of new technology, shifting compliance demands and a widening gap in specialized expertise. How can you ensure your mainframe operations remain efficient and resilient while preparing for the future?

Kyndryl applies agentic AI to modernize mainframe service delivery empowering your teams to act faster and with greater confidence. The Kyndryl Agentic AI Framework for mainframe service delivery combines our deep mainframe expertise with agentic workflows and AI mentors, all integrated within the Kyndryl Bridge open integration platform. By capturing and operationalizing best practices, automating tasks, from the mundane to the complex, and enabling secure knowledge sharing, we help you evolve your operations today and accelerate full-stack modernization for tomorrow.

Key challenges

Today's organizations face increasing pressure to future-proof IT operations while maintaining and growing the skills and expertise needed to drive their businesses forward. These challenges include:

- Managing the **complexity of hybrid IT estates** while ensuring seamless integration and efficiency
- Addressing **constantly changing regulatory and software compliance requirements** with speed and consistency
- Retaining and evolving **specialized skills and institutional knowledge** critical to business growth
- Enabling **agile, productive mainframe environments** as part of their hybrid estate

- Streamlining **decision-making across complex IT estates**

Kyndryl's Agentic AI Framework for mainframe service delivery directly addresses these pain points, empowering organizations to modernize, automate and future-proof their mainframe operations.

Key benefits

1. Bridge the skills gap

Equip your teams with AI assistants and codified global best practices, including your own operational practices, for faster incident resolution and quicker onboarding across both infrastructure and application operations.

2. Automate tasks

Use agentic workflows integrated into Kyndryl Bridge to enhance agility, consistency and compliance ranging from the mundane/repetitive through to high-risk tasks.

3. Accelerate modernization and resilience

Enhance service quality and cost efficiency across IBM Z and hybrid environments for a more resilient and future-ready IT landscape.

Solution highlights

- **Applied Agentic AI:** Achieve faster outcomes by applying agentic AI across mainframe infrastructure and applications
- **Kyndryl's AI mentor for Z:** Support skills development and retention at scale with AI-guided learning and support
- **Kyndryl Bridge integration:** Gain comprehensive orchestration, visibility and governance
- **Customer knowledge publishing:** Securely extend the framework across your private procedures and workflows, tailoring it to your operational requirements



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