

Kyndryl Application Maintenance and Development Services (AMS)

Service Description Document



Kyndryl AMS offers end-to-end services to unlock value, enhance operational efficiency, promote flexibility, as well as streamline application management processes, maximise the value of applications, and free up internal resources for strategic developments or activity.

As enterprises scale their digital ecosystems, managing complex application landscapes has become a strategic priority. Organisations are increasingly turning to managed services to ensure business continuity, reduce operational overhead and optimise application performance. The rising complexity of hybrid and multi-cloud environments is driving demand for proactive monitoring, incident management and continuous improvement. At the same time, businesses are seeking partners who can align application management with evolving business goals, support modernisation initiatives and enable cost-efficient, agile operations.

Integrating AMS with existing IT infrastructure can be challenging due to compatibility issues arising from legacy systems, diverse technologies, and varying standards, which may lead to operational disruptions. Ensuring robust security measures to protect against breaches and vulnerabilities is a paramount concern for customers in today's digital age, especially with AMS handling sensitive data and critical applications. While AMS can significantly improve efficiency, managing budgets and ensuring cost-effective solutions without compromising quality poses a significant challenge for many organizations.

- Delivered by experienced professionals leveraging industry-leading best practices and tools with Kyndryl Bridge integration.
- Cloud-oriented AI-driven services with AIOps-led predictive/proactive monitoring to address potential issues before they cause downtime.
- Best practices, tools and methodologies for rearchitecting, implementing, deploying, maintaining and upgrading to maximize efficiencies across software, processes and locations.
- Industry-based operational application services that align and evolve to meet market and business needs.
- Comprehensive AI-driven functional, system and user (UAT) testing to ensure performance and satisfaction.

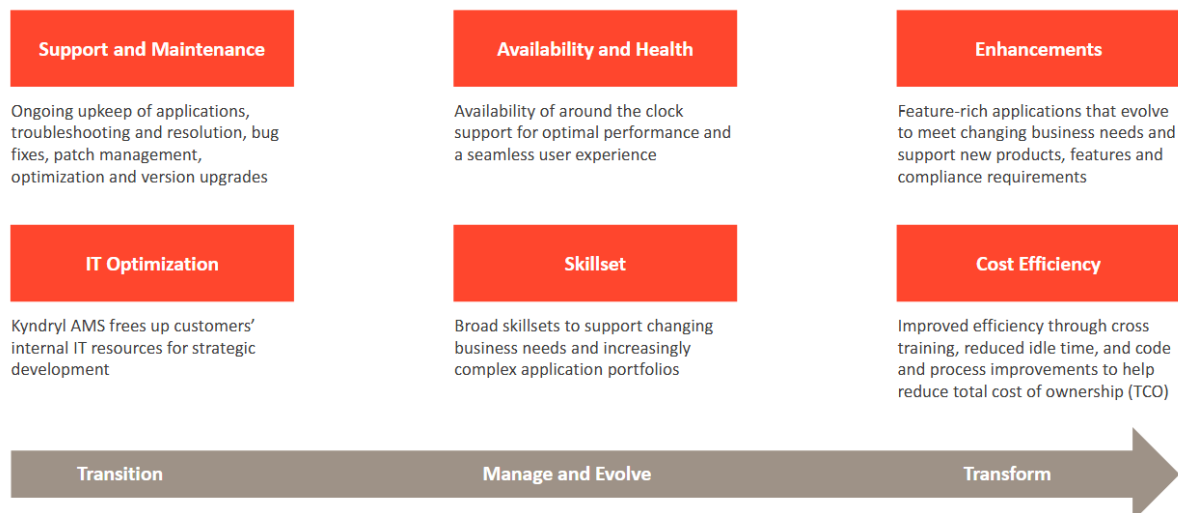
Kyndryl Consult – Projects - for Applications Maintenance AND wider software development

- Kyndryl 'Vital' – Envisioning capability - Designer led framework to work with clients, partners and stakeholders to envision human-centered experiences.
- Kyndryl 'Consulting' – The 'How' - Application Consultants, Architects & Engineers, DevOps, Database, Testing Engineers, Data scientists, AI Practitioners. Agile delivery approach. Collaboration is central. T&M, milestone or fixed price projects.
- Kyndryl 'Execution' - Implement and Iterate - Application Optimisation. Low Code/No Code. Application Development - Modern application squads. Web and general Application and Data Modernization. Application Migration. Application and Data Platform Assessments. Application Strategy.

Kyndryl Management – Life Support - Ongoing maintenance and support, Application Lifecycle Management, Performance Optimisation and bug fixing and Agile and DevOps-based delivery

- Application Maintenance - Operation teams providing 24x7 support, monitoring, patching, break-fix, RCA and backup/restore and DR planning.
- Application Enhancements - Long term development of applications including Release Management, Feature Development.

Service Components



Support level Examples – Level 1

- Ticket Registration
- Ticket Confirmation to ticket logger
- Basic Troubleshooting Support
- FAQ support
- Solution from Knowledge base
- Escalation to Level 2

Level 2

- Escalation from Level 1
- Status Update to ticket Logger
- Root Cause Analysis (RCA) & priority
- Detailed Issue Tracking
- Check Integration Issues
- Hardware & Software Interoperability
- Simulation
- Knowledge Base Updates
- Escalation to Level 3

Level 3

- Escalation from Level 2
- Performance Tuning
- UAT Simulation
- Bug / Issue Analysis & Management
- Regression Testing
- Change Management
- Release Management
- Training & Documentation
- Knowledge Base Updates

Locations, People and Partnerships

Kyndryl maintains a strong UK footprint, including dedicated technical staff, consultants, and service managers located in proximity to UK operational hubs. To balance cost-efficiency with quality, Kyndryl leverages its nearshore centres in Slovakia, Poland, and the Czech Republic. These nearshore hubs currently deliver services to major clients and other infrastructure-intensive operations, providing seamless integration with UK-based delivery teams. Where appropriate, Kyndryl extends service capacity through its global delivery centres in India, Vietnam, and the Philippines, which provide deep expertise in running multi-tenant, highly available environments across diverse regulated industries. This structure allows us to deliver cost-effective 24x7 support while allocating high-complexity tasks to regional or local experts as needed.

For AI and data expertise, Kyndryl has 3,500+ practice experts, with 90,000 employees and a large ecosystem of partnerships for tools, resources and deep accredited relationships with all major hyperscalers with 41,000+ CSP certifications. In February 2025 Kyndryl launched a new technology hub in Liverpool that will support the digital transformation of UK and global customers. Kyndryl will create up to 1,000 software engineering and AI-related jobs over the next three years to drive AI and technology innovation from the Liverpool City Region.

Typical Transition Process

