

Global Fast-Food Retailer

Meet your AI-enabled cognitive restaurant

Business Need:

- Current operating models have led to waste, stockouts, inefficiencies in food production.

- Also increased customer wait times, inconsistent and frustrating customer experiences, and difficulties for crew members in balancing system management.

Solution:

- IBM developed a cognitive restaurant with two main components: an automated voice ordering solution for drive-thru customers and a fully connected and IoT-enabled restaurant. A cutting-edge NLP engine integrated with a voice-activated conversational AI interface allows to an efficient, consistent, and engaging experience in drive-thru.
- IoT and analytics integrate with historical data and real-time product data allow for automated production that matched demand and current inventory. Crew members receive alerts when their intervention is required, allowing them to focus on the front-of-house experience.

Outcomes:

- Live in 1 Restaurant, targeting a global rollout of [20k restaurants](#) over the next 3-5 years
- Reduced order processing and execution time [by 70%](#)
- Reduced customer wait times by [50%](#)



Facilities Management Co.

Cognitive workplace service enabled with IOT

Business Need:

- One of the world's largest employers, with over 500k operatives in 56 countries.

- Find new ways to offer new services, engage with its client's staff, and be renowned for its service Impact on workforce productivity.

Solution:

- Deploying IBM TRIRIGA as its new work task and client services platform to over 1.2k clients in 56 countries. IBM has designed and engineered TRIRIGA to meet ISS demands and is migration data from over 150 legacy systems so the ISS can provide uninterrupted service to its customers.
- IBM has established a large delivery capacity in CiC India to support the 10k users of the system and the 100k client users. In parallel, it is enabling ISS workforce optimization with IBM CPLEX to improve responsiveness and operating efficiency in order to better meet contract targets.

Outcomes:

- 78 client accounts migrated in 2018
- Account growth with new signing of \$14.9M in 2018, extending services to Integrations, Data Science, DBA



Future Group

Optimize Energy Consumption with Watson IoT

Business Need:

- Reduce carbon footprint and energy consumption, which was expected to grow with expansion

Solution:

- Future Group engaged IBM Services to monitor real-time electricity consumption and facilitate centralized energy management and automated alert systems by leveraging IoT, Big Data and Analytics.
- The flexible and scalable SaaS based solution adapts to new consumption, weather and occupancy patterns to provide insights into key data points on Energy Usage and Wastage – offering predictions to future conditions leading to optimization of energy consumption and reduction in energy cost.

Outcomes:

- A [10% reduction](#) in annual energy cost
- Improved customer experience
- Asset maintenance improves with reduced equipment failures

