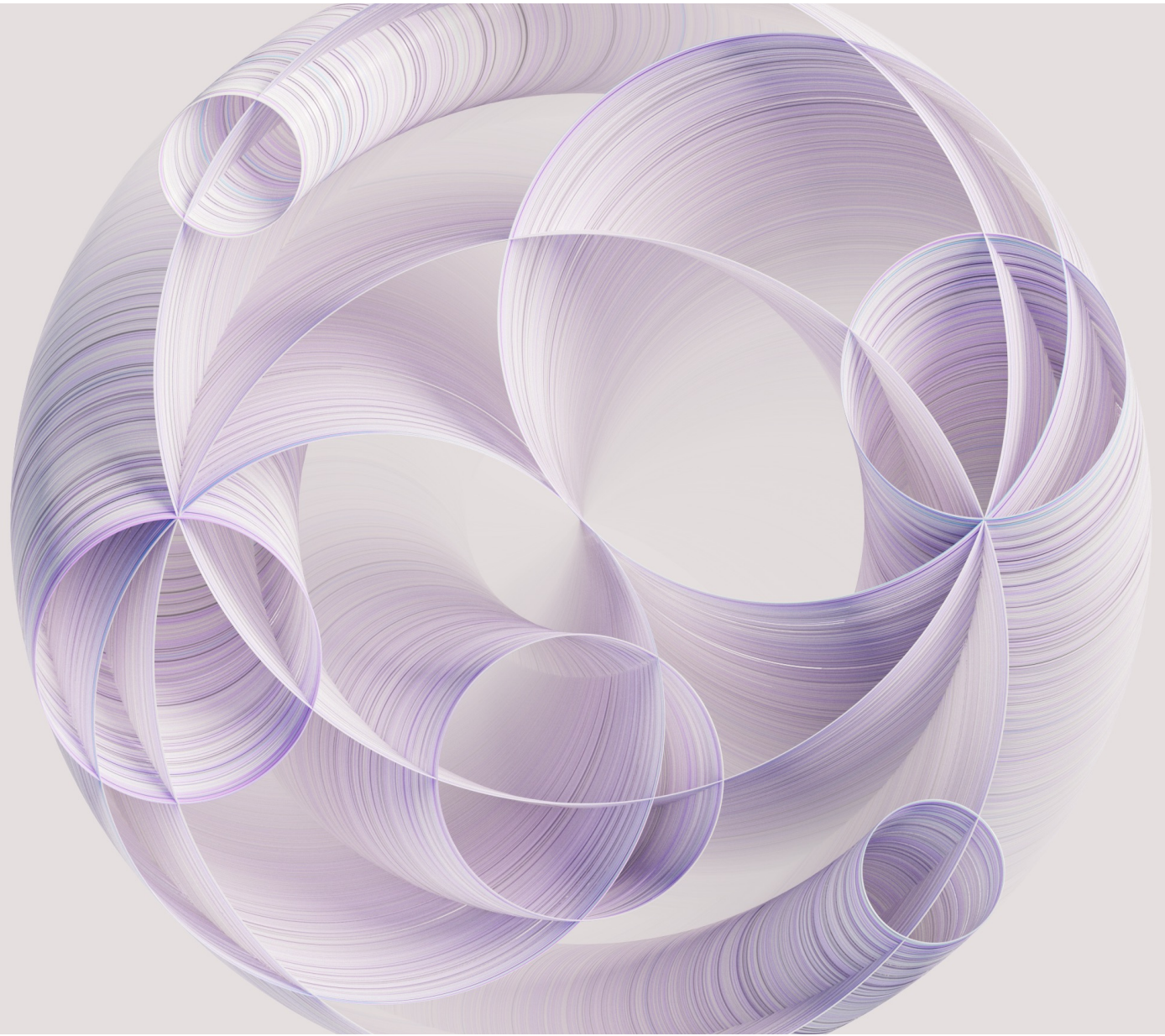


watsonx.ai

**Train, validate, tune
and deploy AI models**



Most common generative AI tasks implemented today

Summarization

Transform text with domain-specific content into personalized overviews that capture key points.

Conversation summaries, insurance coverage, meeting transcripts, contract information

Classification

Read and classify written input with as few as zero examples.

Sorting of customer complaints, threat and vulnerability classification, sentiment analysis, customer segmentation

Generation

Generate text content for a specific purpose.

Marketing campaigns, job descriptions, blog posts and articles, email drafting support

Extraction

Analyze and extract essential information from unstructured text.

Medical diagnosis support, user research findings

Question-answering

Create a question-answering feature grounded on specific content.

Build a product specific Q&A resource for customer service agents.

Use cases: Putting AI to work

<ul style="list-style-type: none"> • Customer care • Empower customers to find solutions through an easy, compelling user experience. <p>Automate customer service answers with 95% accuracy</p>	<ul style="list-style-type: none"> • Employee productivity • Enable higher value work, improve decision making, and increase productivity. <p>Reduce 90% of work involving text data reading and analysis</p>	<ul style="list-style-type: none"> • HR automation • Reduce manual work and automate recruiting, sourcing and nurturing job candidates. <p>Reduce time to complete employee mobility processes by 50%</p>
<ul style="list-style-type: none"> • IT observability • Provide immediate feedback on deployments, identifying issues before they become incidents. <p>Reduce mean time to repair (MTTR) by over 50%</p>	<ul style="list-style-type: none"> • IT resource optimization • Make optimization decisions, matching application performance demand to infrastructure supply. <p>Reduce infrastructure spend by 33%</p>	<p>AIOps</p> <p>Assure continuous, cost-effective performance and secure connectivity across applications.</p> <p>Reduce application support tickets by 70%</p>
<p>Software development</p> <p>Generate code through a natural language interface, tuning code generation response in real time.</p> <p>Deliver faster development output</p>	<p>Threat management</p> <p>Reduce incident response times from hours to minutes or seconds, closing the gap with attackers.</p> <p>Contain potential threats 8x faster</p>	<p>Asset management</p> <p>Optimize critical asset performance and operations while delivering sustainable outcomes.</p> <p>Reduce unplanned downtime by 43%</p>
<p>Regulatory compliance</p> <p>Understand regulatory requirements and reduce risks and proactively respond to regulatory changes</p> <p>Reduce time spent responding to regulatory issues</p>	<p>Extended planning and analysis</p> <p>Make smarter decisions and spend more time on higher-level analysis with automated workflows and AI to increase operational performance</p> <p>Process planning data 80% faster</p>	<p>Environmental intelligence</p> <p>Provide actionable intelligence to proactively plan and manage impact of severe weather and climate</p> <p>Increase manufacturing output by 25%</p>

Embed watsonx.ai in other products / offerings

- Foundation Model capabilities are needed by several IBM products and partners
- Typical Approach for Embed play:
 - Tailored FM:
 - Tune a FM for your needs using watsonx.ai (once we support tuning) or
 - Work with IBM Research to build your own FM
 - Serving of FM:
 - On Cloud: Provision watsonx.ai instance and use inferencing of FM (needs support for bring your own model)
 - On prem: Bundle containers of watsonx.ai which provide serving capability. No need to bundle UI and other components.
- Watson Assistant and several other products/partners are exploring this route

Engage IBM to co-create outcomes with data

- **Digital Labor**

- Automated their customer service answers with **95% accuracy**—answering 283K questions monthly and learning from over 10M interactions.



- **IT Automation**

- Ensured that its **workloads were sized correctly** as its environment grew increasingly complex, freeing up 650 hours/year and accelerating time to



- **Security**

- Proactively detects and understands the severity, scope and root cause of **threats** before they impact the business with 100% visibility, processing millions of events per day.



- **Sustainability**

- Adopted an **end-to-end sustainability approach** that includes data quality control, resulting in 63% reduction in greenhouse gas emissions since 2019.



- **Modernization**

- Reduced delivery time of **ambitious digitization project** from 9 months to just 15 weeks using established products and practices rather than starting from scratch.



Let's create
a way for your
data to work
for you.



IBM