

Minimizing business risk with supplier evaluation w

D&B Ask Procurement™ and IBM watson deliver comprehensive 360° risk supplier assessments with trusted data and AI



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< Business challenge Transformation Outsourcing

Advancing the business risk evaluation

While bad choices may make the best stories, so can a procurement nightmare for unsuspecting procurement special support. That is where Dun & Bradstreet steps in.

Dun & Bradstreet is recognized as a trusted source of business information. As a leading global provider of business credit information, Dun & Bradstreet plays a critical role in helping businesses make informed decisions as the company's data and insights are relied upon.

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other entities worldwide. With a reputation built on trust, Dun & Bradstreet's expertise, insights and data are trusted for making decisions, making it a cornerstone of the global business landscape.

The steadfast success of Dun & Bradstreet is its commitment to providing balanced, transparent, and trusted evaluations of business performance based on the needs of its clients. Dun & Bradstreet provides transparency and illumination within their scores, so that clients have transparency and illumination within their scores. Clients' scores with suppliers and their visibility are always top of mind. At Dun & Bradstreet, Isabel Gomez Vidal, describes the challenges that drive such as: What is the reputation of supplier you are working with? What characteristics that you want? How can we automate this process a faster way? We thought we had relevant data for

To maintain its wide range of analytical scores and to stay competitive, Dun & Bradstreet has to lean into leading-edge technology to support its growth. IBM was the choice as the organization is a Dun & Bradstreet partner. Dun & Bradstreet advanced consulting, data and analytics capabilities, and IBM's artificial intelligence (AI) technology. Additionally, the vast amount of business records of Dun & Bradstreet Data Cloud project.

According to Vidal, there were additional reasons why Dun & Bradstreet selected IBM for our initial use case as IBM has the ability to connect all data and suppliers and massive amounts of related data to support its data and analytics processes. Collectively, our data stores and analytics processes need to support product development and analytics processes need to support procurement challenges faced by organizations and their vendors," says Vidal.

10-20%

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Gary Kotovets

Chief Data and Analytics Officer
Dun & Bradstreet

Trusted partner collaboration yields trusted results

Teamwork between the trusted partners began when [IBM Consulting®](#) engaged its multi-pronged engineering, technology, data and analytics and governance expertise. The team designed plans to transform supplier risk evaluation and vendor selection for organizations, particularly at the procurement phase. Dun & Bradstreet's customer processes were mired in manual, time-consuming tasks with limited time visibility. The team set out to combine IBM AI expertise with the strength of the Dun & Bradstreet Data Cloud, which holds over 590 million trusted and proprietary data records, to provide more comprehensive views of prospective businesses.

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The initial pilot, completed through the collaboration of the Dun & Bradstreet and IBM teams, integrated the advanced AI capabilities of [IBM® watsonx Orchestrate™](#), Llama 3 and Mistral large language models on [IBM Cloud®](#). IBM Consulting introduced AI assistant capabilities from watsonx Orchestrate to develop [D&B Ask Procurement](#). The assistant provides a conversational chat experience that automates repetitive tasks and simplifies complex procurement processes. Additionally, the integration of [IBM Garage™](#) methodologies enabled rapid prototyping and iterative improvements, which were essential to quickly and effectively achieve desired outcomes. The [IBM Expert Labs](#) played a pivotal role in the collaboration by fine-tuning and tailoring AI functionalities for specific procurement tasks.

The AI-powered pilot solution was the foundation for supplying customers with more comprehensive, instantaneous insights into supplier risk evaluation, fraud potential and revenue-based scores.

“Our team was impressed by the depth of experience the IBM team brought to the table and the capabilities available through watsonx Orchestrate. Our procurement customers will be able to make comprehensive decisions faster and more efficiently, helping to improve their strategic planning risk management and mitigation,” says Gary Kotovets, Chief Data and Analytics Officer at Dun & Bradstreet.

D&B Ask Procurement, embedded with the integration capabilities of watsonx Orchestrate, provides the ability to query deep data on suppliers and use advanced AI technology to interpret that data. It eliminates the need for time-consuming, manual data entry, thus reducing errors. Furthermore, the watsonx Orchestrate provides the ability to integrate advanced automation capabilities to streamline work across systems and enhances the overall efficiency and effectiveness.

“Collectively, our data s
be a major benefit to t
development and analytics

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processes needed as we address the business and procurement challenges.”

Isabel Gomez Vidal

Chief Revenue Officer

Dun & Bradstreet

Expedited supplier risk evaluation leads to more efficient operations

With D&B Ask Procurement providing trusted and proprietary data and AI-informed solutions, users can gain comprehensive, nearly instantaneous, 360° insights to support supplier risk evaluation. The greater levels of intelligence, derived from the customer’s own systems and data, backed by robust Dun & Bradstreet datasets, can enable businesses to make more strategic decisions and mitigate risks with estimates of 10-20% reduction in time for procurement tasks, leading to significant cost savings. Advanced analytics and customization capabilities allow customers to evaluate their vendor pool based on essential supplier risk information, such as financials, linkage, ownership, ESG and more. Vidal adds, “As you begin your AI journey, be thoughtful, be ethical and be responsible. Be sure you have a clear line of sight toward the outcome and what you would like to achieve. And make sure you’re partnering with vendors and companies that have the same values, so you can be successful in your journey.”

Furthermore, AI-powered D&B Ask Procurement also enables continuous monitoring to anticipate potential supplier issues, to take proactive measures to secure continuity and stability throughout their value chain. With a seamless, frictionless experience, delivering relevant data and insights, D&B Ask Procurement helps customers to onboard suppliers faster and more efficiently.

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Now that's a promising story.

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Gary Kotovets

Chief Data and Analytics Officer

Dun & Bradstreet



About Dun & Bradstreet

[Dun & Bradstreet](#) (link resides outside of ibm.com), a leading global provider of business decisioning data and analytics, enables companies to improve their business performance. Dun & Bradstreet provides data and delivers insights that empower customers to accelerate growth, mitigate risk and transform their businesses. Since 1841, companies have relied on Dun & Bradstreet to help them manage risk and reveal opportunity. For more information on Dun & Bradstreet, please visit www.dnb.com.

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Solution components

IBM® watsonx Orchestrate™



IBM Consulting®



IBM Garage™



IBM Cloud®



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Client examples are presented as illustrations of how those clients have used IBM watsonx Orchestrate. Actual performance, cost, savings or other results in other operating environments may vary.

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IBM watsonx Orchestrate is a cloud-based platform that enables organizations to build and deploy AI-powered applications. It provides a unified interface for managing the entire AI lifecycle, from data ingestion and preprocessing to model training, deployment, and monitoring. IBM watsonx Orchestrate also offers a range of pre-built AI models and templates that can be customized to meet specific business needs.

IBM watsonx Orchestrate is designed to help organizations achieve their AI goals by providing a simple, scalable, and secure platform for building and deploying AI-powered applications.



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