

Transforming the em experience with an A

Inspire embraced the IBM watsonx portfolio of AI products to enhance the experience for its 450 employees.

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Hello! How can we help you?



Business challenge Transformation Outcomes About Inspire Next steps

Next-gen HR for a next-gen workforce

As a new generation of digital natives enters the workforce, expectations around the employee experience are evolving. Gen Z employees expect an HR experience that mirrors the speed and convenience of the social and e-commerce channels they grew up with.

Inspire, an IBM Build Partner that delivers IT consulting across the Middle East, had HR processes that were heavily time-consuming tasks. To attract and retain talent, the routine HR activities—like booking vacations, submitting expenses, and requesting health insurance forms—quick and seamless.

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Inspire saw an opportunity to transform its employee HR experience by embracing the latest in technology: building an innovative gen AI assistant for their business.

15%

decrease in costs

15%

reduction in employee time

Selecting an open, trusted platform

The new solution deployed by Inspire is an AI conversational virtual assistant created with [IBM® watsonx Assistant™](#), a product that helps build better virtual agents to drive enterprise productivity. It's built on large language models from Meta Llama 3, which the company trained by using IBM [watsonx.ai™](#), an enterprise-grade AI studio.

The virtual assistant has been integrated into the internal company portal, putting it right at employees' fingertips. Now, they can ask HR-related questions in natural language, get instant support, and complete tasks. For example, an employee may say to the virtual assistant: "I want to take tomorrow off as annual leave." Behind the scenes, the conversational AI receives the request, accesses the necessary HR systems through APIs, and makes the booking in real time.

This not only saves time but also provides a high-quality experience that helps make it a more desirable place to work. And crucially, it helps with added activities.

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That's why [IBM watsonx®](#) portfolio of AI products is the perfect fit for Inspire's AI ambitions of a quick and efficient tailored solution for HR. Now, the company can

choose the open models that are right for it, and then fine-tune them as much as needed with watsonx.ai.

Employees are delighted with the new conversational AI. The company plans to build on the strong results already achieved, including making the virtual assistant available in Arabic and improving its overall accuracy and performance. In addition, the Inspire is considering switching from Meta Llama 3 to IBM Granite models, and adding speech to text and text to speech services.

Driving internal and external confidence

IBM assigned a dedicated Build seller to guide the partnership through the onboarding process and help develop a partnership roadmap focused on co-creation, co-selling, and reaching new markets. IBM also appointed a customer success manager to support the partnership with Inspire throughout its journey.

Futhermore, Inspire collaborated closely with the IBM Build Lab to start the first on-premises platform powered by watsonx.ai and watsonx Assistant in the data center. It used highly skilled resources to expedite innovation and reduce time to market for the solution.

The benefits of the partnership include:

- 15% reduction in employee time, freeing resources for higher-value tasks
- 15% boost in productivity, driving business growth and efficiency
- 15% decrease in costs, resulting in significant cost savings

The company has deployed IBM solutions for many clients and they have found it to be robust and reliable. Inspire reaches out to IBM whenever needed, and the team regularly checks in to ensure they're getting the most out of the IBM portfolio.

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With a solid partnership in place, Inspire is ready to take on new challenges and drive business success for its clients.



About Inspire

[Inspire for Solutions Development](#) (link resides outside of ibm.com) is a trusted IBM Build Partner, delivering IT consulting services to organizations across the Middle East (Jordan, Egypt, Saudi Arabia, Qatar, UAE). With extensive expertise, it empowers businesses to rapidly deploy IT solutions, optimize and enhance the workflow of their businesses.

Solution components

[IBM® watsonx.ai™](#)



[IBM watsonx Assistant®](#)



Learn how gen AI can help you achieve your business goals

Revolutionize your operations with the power of IBM AI products

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Transform your HR with IBM watsonx



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