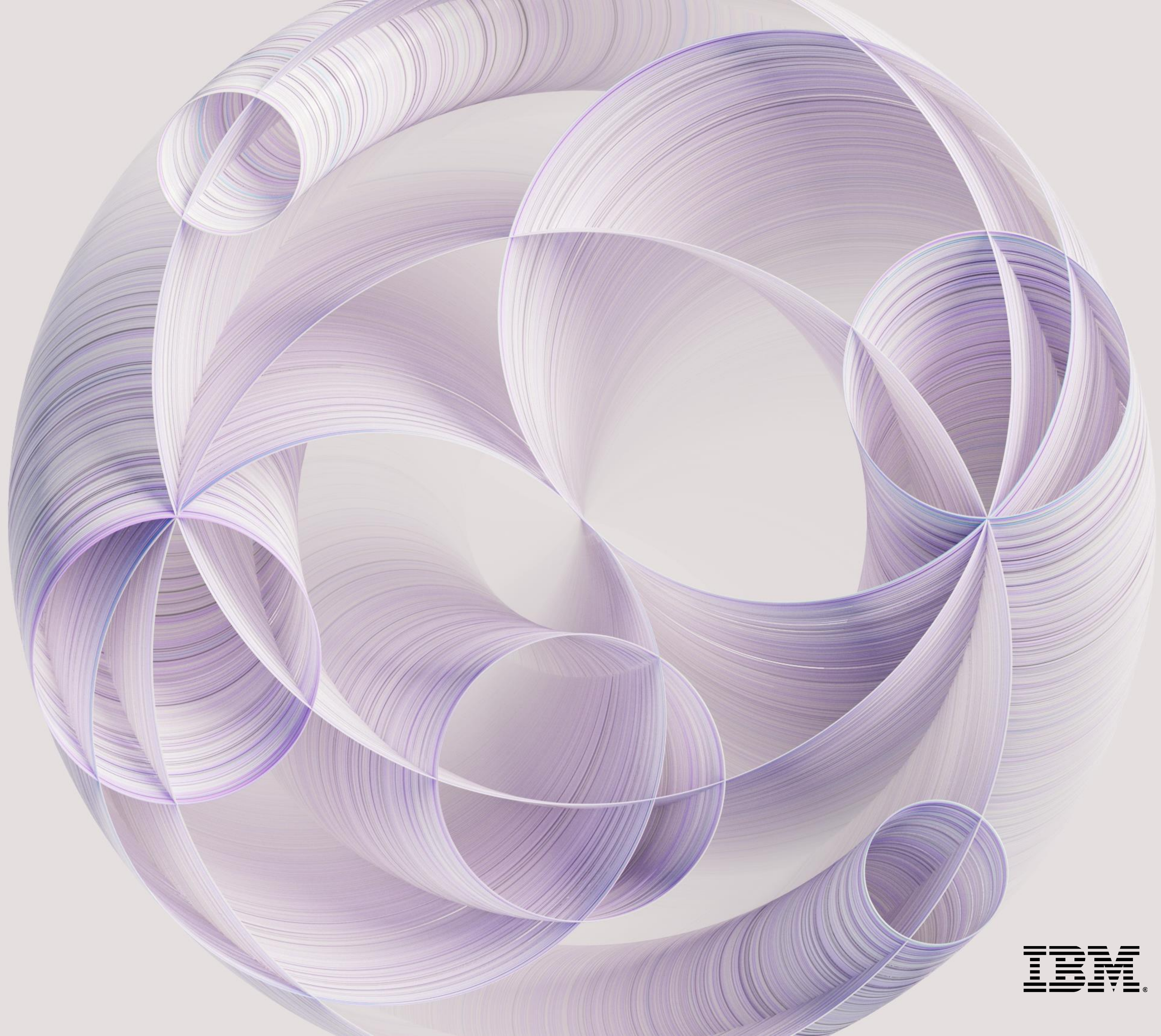


Putting AI to work with IBM

Addendum

Dirk deRoos
WW Technology Sales Enablement
dderoos@ca.ibm.com



Seller guidance and legal disclaimer

IBM and Business Partner
Internal Use Only

Slides in this presentation marked as **"IBM and Business Partner Internal Use Only"** are for IBM and Business Partner use and should not be shared with clients or anyone else outside of IBM or the Business Partners' company.

© IBM Corporation 2023.
All Rights Reserved.

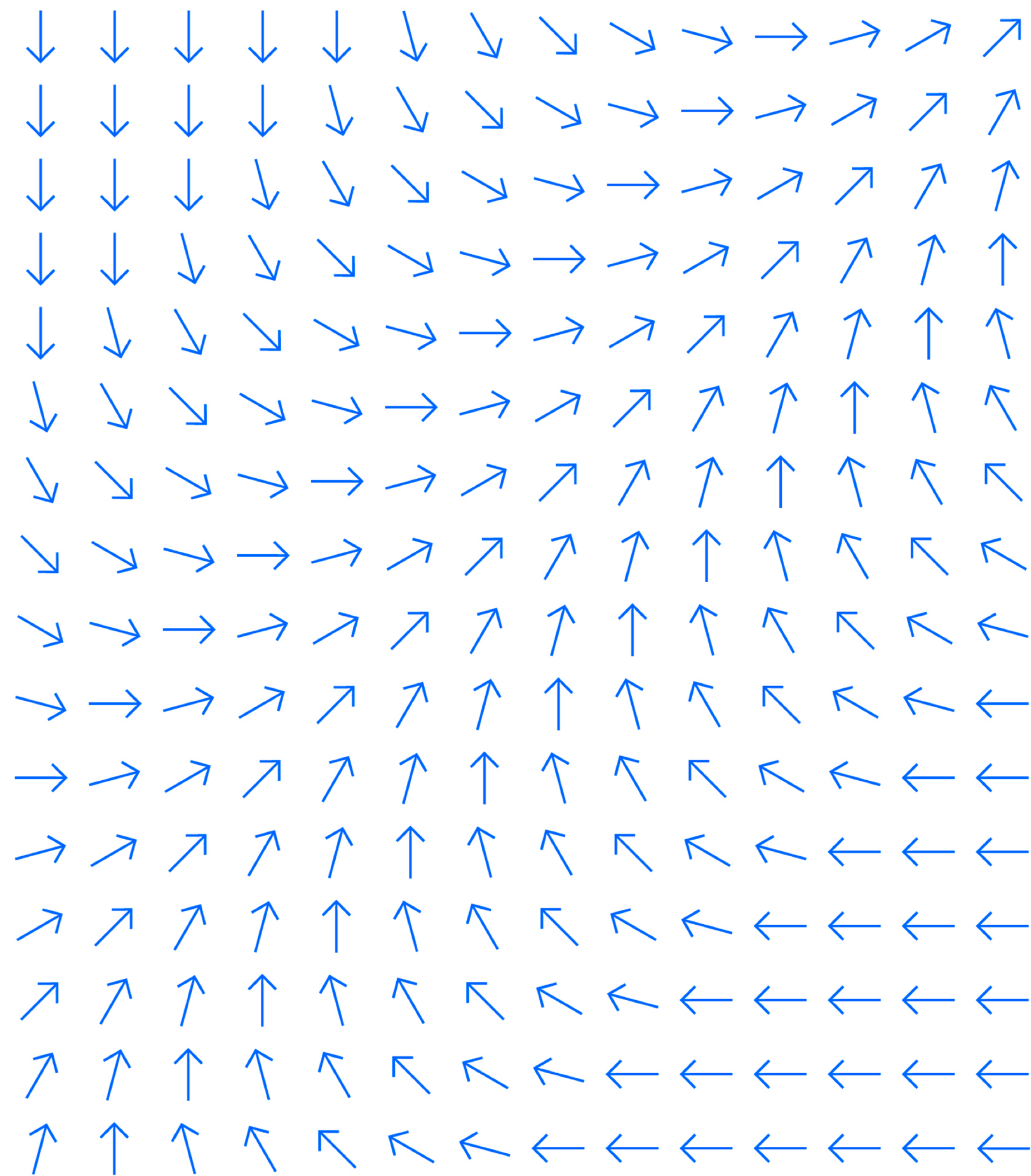
The information contained in this publication is provided for informational purposes only. While efforts were made to verify the completeness and accuracy of the information contained in this publication, it is provided AS IS without warranty of any kind, express or implied. In addition, this information is based on IBM's current product plans and strategy, which are subject to change by IBM without notice. IBM shall not be responsible for any damages arising out of the use of, or otherwise related to, this publication or any other materials. Nothing contained in this publication is intended to, nor shall have the effect of, creating any warranties or representations from IBM or its suppliers or licensors, or altering the terms and conditions of the applicable license agreement governing the use of IBM software.

References in this presentation to IBM products, programs, or services do not imply that they will be available in all countries in which IBM operates. Product release dates and/or capabilities referenced in this presentation may change at any time at IBM's sole discretion based on market opportunities or other factors and are not intended to be a commitment to future product or feature availability in any way. Nothing contained in these materials is intended to, nor shall have the effect of, stating or implying that any activities undertaken by you will result in any specific sales, revenue growth, or other results.

All client examples described are presented as illustrations of how those clients have used IBM products and the results, they may have achieved. Actual environmental costs and performance characteristics may vary by client.

Agenda:

- 1. IBM’s AI positioning: watsonx
- 2. Client engagement framework
- 3. Prospecting
- 4. Client references
- 5. Competitive landscape
- 6. Pilot program



+AI → AI+

Enterprises need to become AI value creators.

What we're learning from thousands of generative AI projects

Multi-model

Two thirds of 150+ enterprises surveyed report pursuing a **multi-model strategy**

- 60% + of enterprises pursuing multi-model are experimental with commercial & open-source models
- Commercial & open-source innovation
- Quickly prioritize use cases that will outlive the model
- Multi-modal (text, image, audio, etc.)
- One model will not rule them all

Multi | hybrid cloud

Gartner reports that most **enterprises will deploy generative AI across hybrid / multicloud environments**

- Run where the workflows, apps and data live
- Infer where business runs to drive performance, cost, and simplicity
- Data location to drive security benefits
- Regulatory compliance to influence location selection

Governance

Surveyed companies report **governance as a top requirement**, impact of generative AI makes governance more difficult

- Businesses must control bias and monitor drift
- Organizations must actively monitor hallucinations and ensure model explainability
- Leaders must seek practices and tools to ensure model and data provenance

Scale for value

Critical to pick the **right use cases and deployment for generative AI ROI**






- Different work tasks have strongly positive or negative ROI impact
- Time savings for a meaningful product innovation +40%; business problem solving -23% time needed
- 60+ points difference in value for work tasks
- 25x difference in cost per inference, depending on model and deployment

Data matters

Generative AI pilots have not made it to production due to **challenges with data quality, access, and security**

- Short run: model innovation creates value
- Long run: data quality will decide which enterprises win with generative AI

IBM’s generative AI technology and expertise

<div>AI assistants</div> <div></div>	Empower individuals to achieve higher levels of performance by using generative AI to simplify access to information and automation across the business.	<div>watsonx Code Assistant</div> <div>watsonx Assistant</div> <div>watsonx Orchestrate</div> <div>watsonx Orders</div>
<div>SDKs & APIs</div> <div></div>	Embed watsonx platform in third party assistants and applications using programmatic interfaces.	<div>Ecosystem integrations</div>
<div>AI & data platform</div> <div></div>	Leverage generative AI and machine learning — tuned with your data — with responsibility, transparency and explainability.	<div><div>watsonx</div><div>watsonx.ai</div><div>watsonx.governance</div><div>watsonx.data</div></div> <div><div>Foundation models</div><div>Granite IBM</div><div>Open Source Hugging Face</div><div>Llama 2 Meta</div><div>Geospatial IBM + NASA</div><div>...</div></div>
<div>Data services</div> <div></div>	Define, organize, manage, and deliver trusted data to train and tune AI models with data fabric services.	<div>Cloud Pak for Data</div> <div>watsonx Discovery</div>
<div>Hybrid cloud AI tools</div> <div></div>	Build on a consistent, scalable foundation based on open-source technology.	<div>Red Hat OpenShift AI</div> <div>(e.g., Ray, Pytorch)</div>

Consulting

Generative AI strategy, experience, technology, operations

Ecosystem

System Integrators, Software and SaaS partners, Public Cloud providers

Put AI to work with **watsonx**

Scale and accelerate the impact
of AI across your business.

AI and data platform

watsonx.ai

watsonx.data

watsonx.governance

Leverage foundation models for generative AI and machine learning; tuned with your data wherever it resides, with responsibility, transparency, and explainability.

AI assistants

watsonx Orchestrate

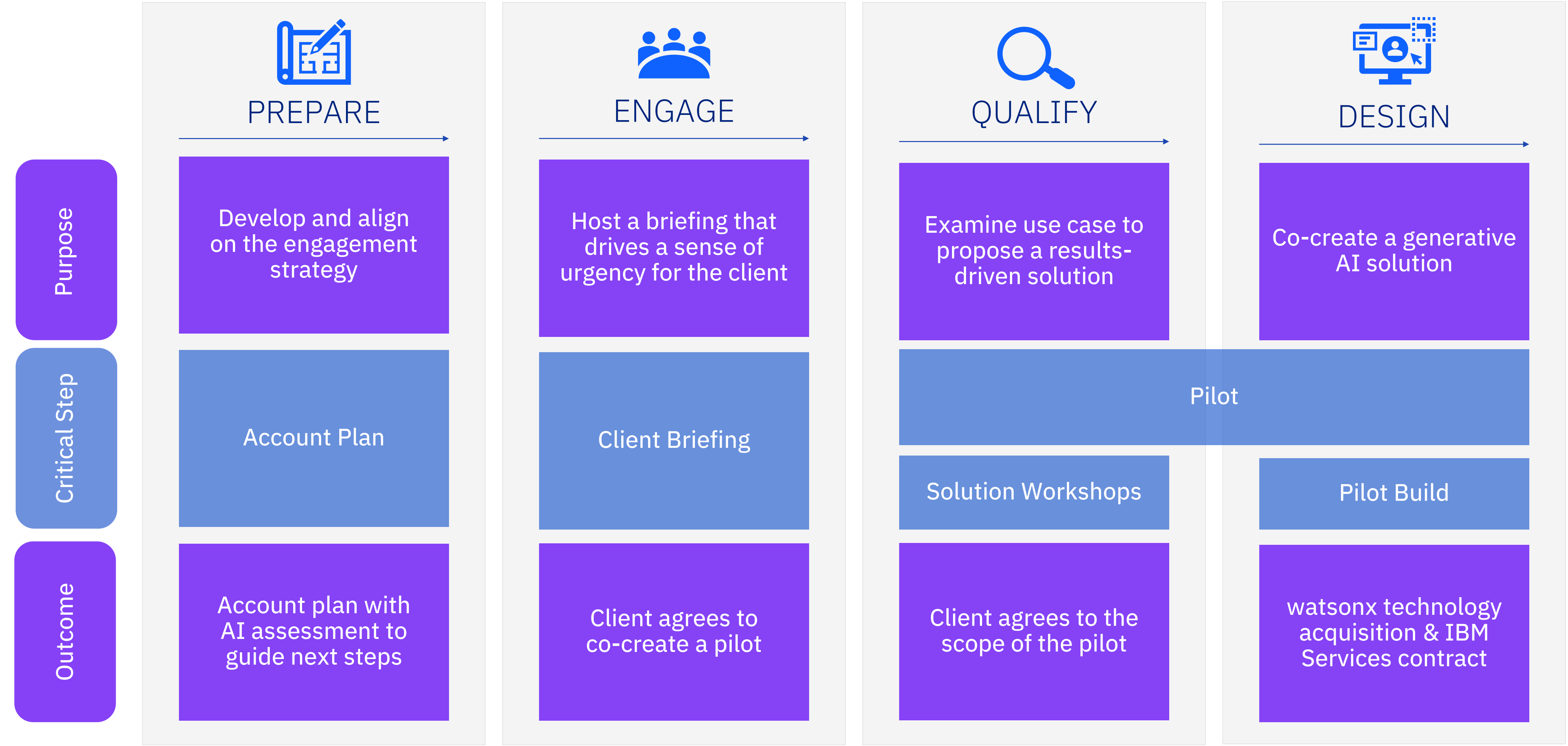
watsonx Assistant

watsonx Code Assistant

watsonx Orders

Empower individuals in your organization to do work without expert knowledge across a variety of business processes and applications, including automating customer service, generating code, and automating workflows in departments like human resources.

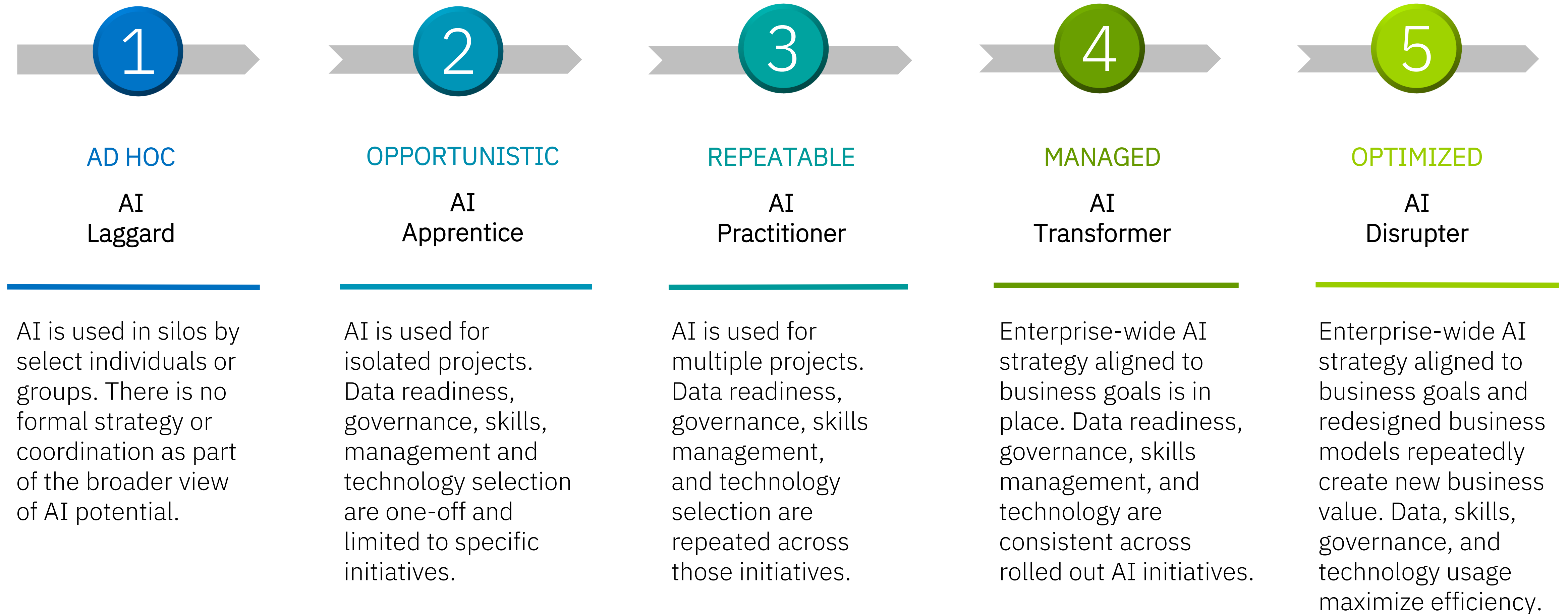
Client engagement framework for watsonx



Find resources for each stage here: [Generative AI Sales Play Spotlight](#)

Assessing a client's AI maturity

IDC MaturityScape: Artificial Intelligence – Stage Overview



Enterprises must tackle a broad set of considerations to capture value at scale

Non-exhaustive

Strategy and value

What's my overall vision for the impact AI can have on my organization?

- Strategic alignment
- Use case prioritization and anticipated ROI
- Capability development
- Metrics and measurement

Technology and data

Which models, data, and deployment options are best suited for my needs?

- Model selection
- Deployment option
- Data and prep
- Infrastructure
- Integration with enterprise systems

Experience design

How do I maximize adoption through a user-centric design approach?

- User personas
- To-be experiences
- Enabling capabilities
- Workflows and automation

Operating model

What shifts are needed to responsibly scale AI across the organization?

- Ways of working
- Policies and guidelines
- Governance
- Ethics (explainability, fairness, robustness, transparency, privacy)

Talent and culture

How do I ready my organization to embrace an AI+ culture?

- Roles and organization
- Talent redeployment
- Training and upskilling
- Hiring
- Change management

Prospecting **watsonx** opportunities:

Elevator pitch

Emphasize the platform story: IBM's focus is to enable organizations to scale and accelerate the impact of AI.

- Place trust at the core of the enterprise's AI strategy
- **watsonx** is IBM's next generation AI platform, where users can train, tune, and deploy AI across the enterprise, leveraging critical, trusted data wherever it resides
- IBM's AI assistant offerings represent fast means of enabling organizations to start leveraging generative AI

AI and data platform

watsonx.ai

watsonx.data

watsonx.governance

AI assistants

watsonx Orchestrate

watsonx Assistant

watsonx Code Assistant

watsonx Orders

Prospecting **watsonx** opportunities:

Pain points

1 in 5

organizations cite difficulties integrating data across any cloud

25%

of organizations lack to the tools or platforms to develop models

74%

of organizations haven't taken the needed steps to reduce bias in their AI

34%

of businesses lack the necessary AI skills, expertise or knowledge

Prospecting **watsonx** opportunities:

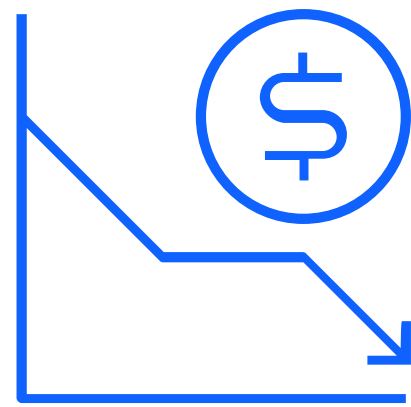
AI opportunity progression strategies

1. **Quality of IBM's generative AI models.** Trust in IBM's models, while using them at speed and scale.
2. **Creation of unique business value.** Ability to apply business-specific data to customize an AI model for enterprise-specific needs is critical.
3. **Infuse AI into business processes.** Being able to apply the new models into business applications, wherever they reside, or what data they use.
4. **Co-create an AI solution.** Leverage Client Engineering's free engagement program, involving education, solutioning, and MVP development.

watsonx.data

*Fit-for-purpose data store built on
an open data lakehouse architecture*

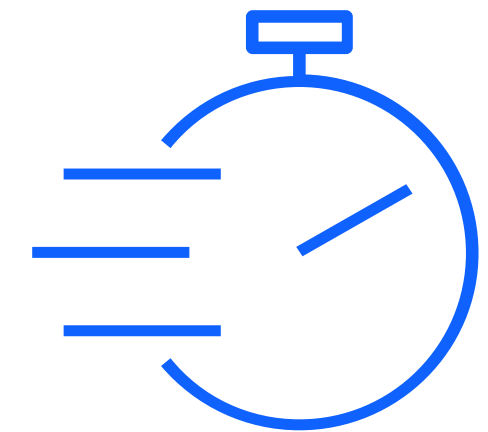
Store, manage, enrich, and access all your data for AI



Reduce the cost of your data
warehouse by up to 50%
through workload optimization
across query engines
and storage tiers



Access all your data through
a single point of entry across
all clouds and on-prem
environments



Get started in minutes
with built-in governance,
security and automation

Prospecting **watsonx.data** opportunities:

Target client personas

Target clients:

Enterprises looking to modernize, optimize, and augment their data warehouse and their data lake

Key stakeholders:

- Chief Data and Analytics Officers
- Chief Information and Technology Officers

User personas (influencers):

- Data scientists
- AI/ML engineers
- Data engineers
- Database administrators
- Business analysts fluent in SQL

Prospecting **watsonx.data** opportunities:

Pain points

1. High and rising costs of data management, storage, infrastructure, and consumption
2. Growing data volumes, sources, and types of data, located in proliferating silos across cloud and on-premises data warehouses and lake architectures.
3. Governance, security and data management processes issues due to **increasingly complex regulatory environments** with more data types, users, and data access constraints

Prospecting **watsonx.data** opportunities:

Elevator pitch

Recount data warehouse and data lake pain points, and then position watsonx.data as a world-class open data lakehouse solution that provides enterprises the data foundation for new AI workloads at scale.

Key messages:

- Watsonx.data is a fit-for-purpose data store built on an open lakehouse architecture
- Optimized for governed data and AI workloads across hybrid cloud environments
- Brings together commodity cloud object storage, open table formats, and open-source query engines to provide broad workload coverage and optimal price-performance

Prospecting **watsonx.data** opportunities:

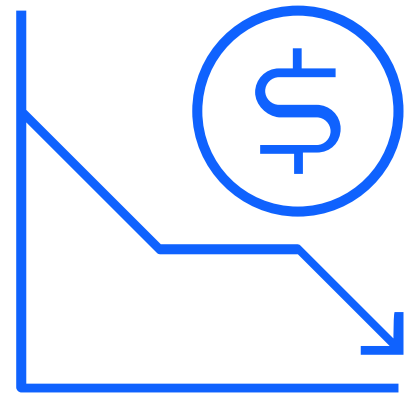
Business value propositions

- Optimize costly data warehouse workloads
- Access all enterprise data across hybrid cloud environments
- Built-in data governance across the data ecosystem
- Open data and table formats
- Hybrid cloud deployments

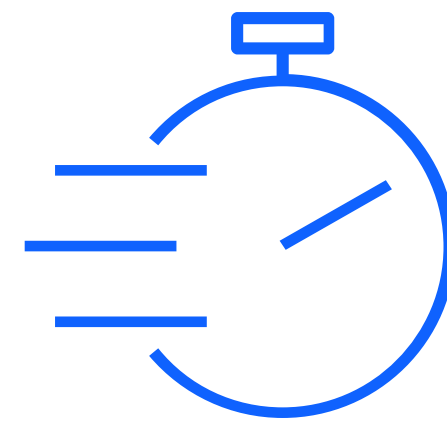
watsonx.ai

Next-generation AI studio for AI builders

Train, validate, tune, and deploy AI models



Build AI applications in a fraction of the time with a fraction of the data.



Guide models to meet your needs, with easy-to-use tools for building and refining performant prompts to achieve the desired result.



Tune models with your enterprise data; your data remains private and secure.

Prospecting **watsonx.ai** opportunities:

Target client personas

Target clients:

Enterprises looking to build an AI practice, with the objective of building AI-powered applications

Key stakeholders:

- Chief Data and Analytics Officers

User personas (influencers):

- Data scientists
- Application developers
- AI/ML engineers
- Business Unit “AI savvy” SMEs and analysts

Prospecting **watsonx.ai** opportunities:

Elevator pitch

Introduce watsonx.ai as a next-generation enterprise studio for AI builders: watsonx.ai brings together traditional machine learning and new generative AI capabilities into a powerful studio for building AI applications.

Key messages:

- Trusted: operationalize and scale AI with confidence
- AI governance: data and models are private, secure, and governed
- IBM's foundation models are pre-trained on curated data sets based on principles of trust and transparency
- Embrace of open-source models and software

Prospecting **watsonx.ai** opportunities:

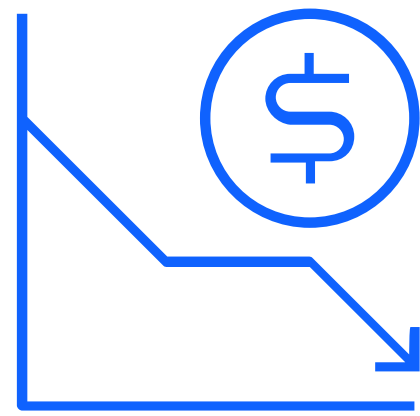
Business value propositions

- Collaboration platform for AI development: no-code, visual design, all code
- Tools for all stages of the AI model lifecycle
- Intuitive tooling for foundation models and generative AI capabilities
- Hybrid cloud deployments

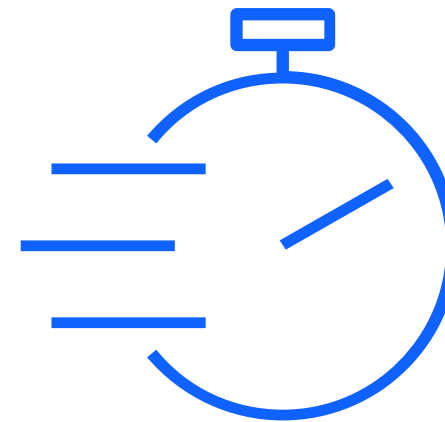
watsonx.governance

Toolkit for AI governance

Enable responsible, transparent, and explainable workflows across the AI lifecycle



Trace and document the origin of datasets, models and pipelines — so you can explain your AI's decisions, every time



Monitor AI models for fairness, bias, and drift — and take action in real-time if they go awry



Manage your AI Lifecycle while upholding internal policies and external regulations

Prospecting **watsonx.governance** opportunities:

Target client personas

Target clients:

Enterprises looking to understand and ensure the trustworthiness of their AI assets

Key stakeholders:

- Chief Risk Officer
- Chief Compliance Officer
- Chief Data Officer
- Chief Information Officer
- Chief Financial Officer
- Head of Data Science

User personas (influencers):

- Data scientists
- AI/ML engineers
- Developers

Prospecting **watsonx.governance** opportunities:

Elevator pitch

*Recount how AI will fail without governance.
Then introduce watsonx.governance as a toolkit
for AI governance, which can provide AI risk
management and facilitate regulatory compliance*

Key messages:

- Addresses governance needs across the AI lifecycle
- Reflects IBM's thought-leadership in AI ethics and governance, combined with world-class AI innovation from IBM Research
- Factors in people, process, and technology
- Open architecture to integrate with pre-existing technology and skills investments

Prospecting **watsonx.governance** opportunities:

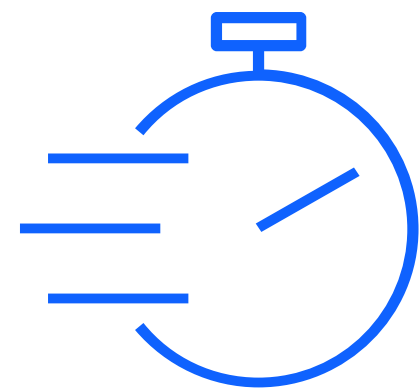
Business value propositions

- Centralize AI governance in one AI platform
- Build enduring consumer trust with ethical and responsible AI practices
- Boost data science and AI team productivity
- Mitigate AI risks and minimize the cost of compliance with regulatory requirements
- Hybrid cloud deployments

watsonx Orchestrate

Digital worker platform for automating tasks and simplifying complex processes

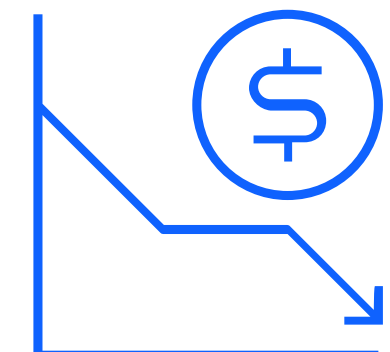
Hand off tedious tasks to a personal digital worker



Streamline workflows through automated tasks and simplified complex processes



Facilitate collaboration and communication between team members



Import existing automations for your organization and add new customized automations

Prospecting **watsonx Orchestrate** opportunities:

Target client personas

Target clients:

Enterprises seeking efficiencies in their workforce;
reduce repetitive tasks and do more challenging work

Key stakeholders:

- Chief Human Resources Officer
- Chief Information Officer
- Chief Technology Officer
- VPs of HR functions
- Talent acquisition
- Employee experience
- Diversity, equity and inclusion

User personas (influencers):

- HR Manager
- HR Analyst
- IT professional
- Procurement professional

Prospecting **watsonx Orchestrate** opportunities:

Pain points

1. Many manual and time-consuming tasks
2. Lack of visibility into business operations to make better decisions
3. Multiple and complex systems with different UIs and multiple step processes
4. Difficulty getting started and defining a strategy for digital transformation
5. Business productivity suffers due to IT backlog on deploying new technology

Prospecting **watsonx Orchestrate** opportunities:

Elevator pitch

Recount the pain points around the the inefficient use of employee time because of excessive repetitive tasks. Then introduce watsonx Orchestrate as a platform for building and managing digital skills that can greatly improve employee productivity.

Key messages:

- Increase employee productivity
- Drive employee empowerment
- Improve customer care

Prospecting **watsonx Orchestrate** opportunities:

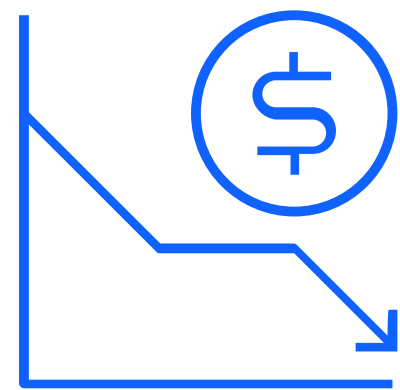
Business value propositions

- Democratize the availability of automation through natural language
- Create highly accessible experience for non-technical users to be able to leverage
- Allow IT to build and import custom capabilities for end users without disrupting existing workflow

watsonx Assistant

*Conversational artificial
intelligence platform*

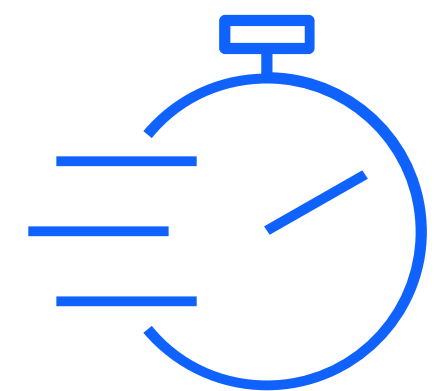
Deliver consistent and intelligent customer care across
all channels and touchpoints with conversational AI



Accessible, scalable,
and reliable AI



Deliver consistent and
personalized experiences
with flexible extensibility



Build and iterate quickly
with no-code and
LLM-powered authoring

Prospecting **watsonx Assistant** opportunities:

Target client personas

Target clients:

Enterprises looking to improve their customer or employee experiences with improved efficiencies

Key stakeholders:

- Chief Experience Officer
- VP of Customer Experience
- Chief Technology Officer

User personas (influencers):

- Chief Operating Officer
- Chief Digital Officer
- Chief Marketing Officer
- The Chief Human Resources Officer
- Build teams

Prospecting **watsonx Assistant** opportunities:

Pain points

1. 51% of agents without AI say they spend most of their time on mundane tasks
2. 3% of agents with AI say they spend most of their time on mundane tasks
3. 78% of clients will back out of a purchase due to a poor customer experience

Prospecting **watsonx Assistant** opportunities:

Elevator pitch

Recount the inefficiencies and high cost of agents dealing with simple engagements. Then position watsonx Assistant as a best of breed conversational AI solution.

Key messages:

- Fast return on investment
- Highly accurate
- Trusted

Prospecting **watsonx Assistant** opportunities:

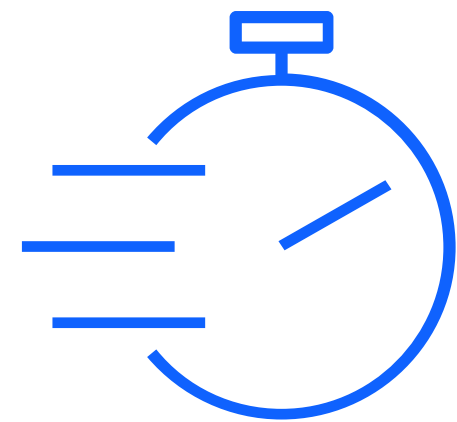
Business value propositions

- Build and iterate quickly
- Accessible and scalable AI
- Consistent and personalized experiences
- True customer outcomes
- Built for the enterprise

watsonx Code Assistant

*Generative AI developer toolkit to
accelerate code generation*

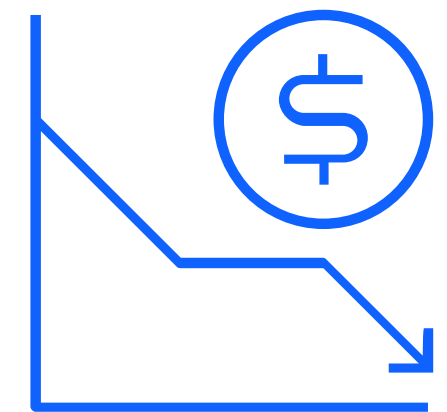
Empower developers with AI-generated code recommendations



Reduce time-to-productivity and
narrow the IT automation skills
gap with AI-generated code



Maintain high levels of accuracy
and transparency through
attribution of generated
content recommendations



Tune the foundation model
with your own data and
customize with your own
standards and best practices

Prospecting **watsonx Code Assistant** opportunities:

Target client personas

Target clients:

- Enterprises using Red Hat Ansible to automate tasks
- Enterprises with COBOL-based modernization projects

Key stakeholders:

- Chief Technology Officers

User personas:

- Developers
- DevOps Engineers
- Application SREs
- IT Operations Admins
- Mainframe application owners

Prospecting **watsonx Code Assistant** opportunities:

Pain points

1. **80% of operational tasks** will require skills that less than half the workforce are trained in today
2. **50% of all employees** need to upskill or reskill by 2025 for responsibilities arising from automation and new technologies
3. **20% of enterprises** that did not effectively address the talent and digital skill gaps in their organization will constrain revenue growth opportunities by 20%

Prospecting **watsonx Code Assistant** opportunities:

Elevator pitch

Recount the pain points around the skills challenges involved with maintaining legacy code-bases and ever-expanding infrastructure stacks. Then position watsonx Code Assistant as a highly tuned AI code generation solution.

Key messages:

- Content generation
- Model customization
- Code matching
- Code conversion

Prospecting **watsonx Code Assistant** opportunities:

Business value propositions

- Narrow the IT automation skills gap
- Accelerate developer onboarding and productivity
- Enhance code development with greater efficiency
- Streamline coding best practices
- Build code with confidence
- Unlock limitless development potential

AI technology stack layers

*IBM is the only vendor that
offers value across every
AI technology stack layer*

Applications	End-user productivity tools powered by generative AI models
Development tools	Tools for the development of machine learning models and tuning of generative AI models
Data services	Data layer to support the training and fine-tuning of AI models
Models	Large scale pre-trained models (general purpose and domain-specific)
Infrastructure	Components used to support the development and deployment of AI models
Consulting	AI practices for-hire

AI technology stack layers: IBM

*IBM is the only vendor that
offers value across every
AI technology stack layer*

Applications	watsonx Orchestrate watsonx Assistant watsonx Code Assistant
Development tools	watsonx.ai watsonx.governance.
Data services	watsonx.data IBM data fabric services
Models	Granite Sandstone Collection of leading open-source models
Infrastructure	IBM Storage Vela.
Consulting	IBM Consulting AI Services

AI technology stack layers: Microsoft

Microsoft relies heavily on its exclusive partnership with OpenAI and its position as a large hyperscaler with Azure.

Applications	Bing Chat Microsoft Copilot GitHub Copilot
Development tools	Azure AI Studio Azure OpenAI Service
Data services	Microsoft Data Fabric Synapse
Models	OpenAI partnership (GPT-4, GPT 3.5 Turbo)
Infrastructure	NVidia GPUs on Azure
Consulting	N/A

AI technology stack layers: Amazon Web Services

Amazon relies heavily on its partnership for its core generative AI capabilities, and its position as a leader in the public cloud market.

Applications	Amazon CodeWhisperer Amazon Alexa Amazon Lex
Development tools	Amazon Sagemaker Amazon Bedrock
Data services	AWS Glue Amazon Athena
Models	Amazon Titan AlexaTM Cohere and Anthropic partnerships
Infrastructure	NVidia GPUs on AWS Inferentia Trainium
Consulting	AWS Cloud Professional Services

AI technology stack layers: Google

Google has a strong record of innovation around AI as it has contributed many foundation models to the open-source community, but it is seen as being behind in applying these models to products.

Applications

Google Bard
Duet AI

Development tools

Vertex AI
Model Garden
Generative AI Studio .

Data services

BigQuery

Models

PaLM
Chirp
Imagen

Infrastructure

Google TPUs
NVidia GPUs on GCP

Consulting

Google Cloud Consulting

Content creation use case

IBM at The Masters
Turning data into insights with AI

Business challenge

Every person has a favorite player, but not everyone’s favorite player makes the television broadcast. How can The Masters give patrons insights and commentary from thousands of shots struck across hundreds of acres and make them available for every player in the field?

Solution

Generative AI commentary uses large language models (LLMs) and text-to-speech capabilities to add spoken commentary to video clips served up on the Masters app. For player insights, Watson Studio's AutoAI feature created models that analyze historical data to predict player scores.

11 million

video views

20,000

video clips augmented with AI-generated commentary

4,063,000

unique sentence combinations generated over the four days of tournament play

1,600

models created via automation with Watson Studio that process 6 years of tournament data to predict player scores

Note: This is IBM Client Privileged Material. For IBM client presentation use only - not for external distribution including public industry forums or media.

Customer care use case

Wind Tre relies on IBM Consulting and watsonx AI for customer service optimization



Business challenge

Italy's leading telecommunications company knows how important it is to resolve customer complaints quickly and with care. Working with IBM Consulting and watsonx AI solutions, Wind Tre is optimizing how complaints are handled to reduce the repetitive activities of its service desk and to accelerate customer results.

Solution

IBM Consulting helped to design, develop, and manage an AI solution which understands human language, reason, and can propose an interpretative hypothesis from its learning. A dedicated dashboard continuously shares performance, volumes, and expected benefits which has improved the effectiveness and efficacy of claims management and has evolved Wind Tre's operational mindset.

120,000+

reports optimized and automated, greatly reducing repetitive service desk activities, creating effectiveness and efficacy in claims management

10x

increase in response speed

Customer Experience use case

A Partnership of Innovation
Wimbledon and IBM Consulting
provide fans with AI-generated insights
and world-class digital experiences



Business challenge

The fan digital experience is built upon a huge volume of data – from a variety of sources – all of which must be captured, secured, filtered, and analyzed in real time. In 2023 the team wanted to produce tennis commentary for all video highlights packages during Wimbledon. And in a first for tennis, the IBM AI Draw Analysis feature provided a new statistic to define how favorable the path to the final might be for each player in the singles draw.

Solution

IBM Consulting worked with Wimbledon to co-create an open and flexible platform of innovation that transforms massive amounts of tennis data into insights, automates key business processes and secures Wimbledon's digital operations. The Wimbledon digital team can quickly produce content; from pre-match insights to post-match highlights reels. IBM Match Insights analyzes scores, statistics, and expert opinion, producing predictions of each player’s likelihood to win, and their IBM Power Index.

19 million

unique users across
Wimbledon digital
platforms

800,000

total visitors to the
new AI Draw Analysis

2 million

AI Commentary plays

Note: This is IBM Client Privileged Material. For IBM client presentation use only - not for external distribution including public industry forums or media.

Wintershall Dea ramps up AI initiatives with IBM Consulting



Business challenge

AI promises dramatic acceleration of productivity but choosing where and how to start, and gauging organizational readiness can hinder progress, especially for companies that sit on a large amount of enterprise data assets, like Wintershall Dea. Following a merger, the need for AI became clear to this leading European independent gas and oil company based in Germany. Wintershall Dea needed to connect and capitalize on data from across the now larger organization.

Solution

Together with IBM Consulting, Wintershall Dea established an AI Center of Competence while progressing multiple value-generating AI use cases that support efficient energy production. Using AI to address monitoring, the team developed a use case for analyzing data from existing sensors much more intensively and accurately than was previously possible.

2,000

PDF documents, automated data extraction from 200+ documents

80+

use cases, identified concepts across the company for 80+ AI use cases

Customer experience use case

Acing the US Open digital experience

USTA partnered with IBM to transform the fan experience with watsonx



Business challenge

During the 2023 US Open tournament, more than 950,000 fans traveled to the home of the US Open to see grand slam tennis and more than 15 million fans followed all the action through the US Open app and website. To keep global fans coming back for more, year after year, the USTA has worked side-by-side with IBM for more than three decades, designing, developing and delivering a world-class digital experience that constantly advances its features and functionality.

Solution

To help the US Open stay on the cutting edge of the fan experience IBM Consulting worked closely with the USTA to develop generative AI models that transform tennis data into insights and original content on the US Open digital platforms. IBM watsonx, a next-generation AI and data platform, builds and manages the entire lifecycle of the AI models that produce key app features such as Match Insights and the new AI Commentary for US Open video highlights.

15 million

tennis fans visited the US Open app and website during the 2023 tournament, an 8% increase from last year

2 million+

video views of match highlights featuring AI generated commentary, built with watsonx

15 minutes

Is all it takes now for USTA to publish highlight packages, an effort which used to take hours.

2.7 million

data points transformed into Match Insights for 254 singles matches

Note: This is IBM Client Privileged Material. For IBM client presentation use only - not for external distribution including public industry forums or media.

Automating quarterly promotion process @ IBM HR

Business challenge

IBM’s quarterly promotions process is critical to retaining top talent however increasingly painful to manage. It would take 10 weeks each quarter to execute quarterly promotions. A high amount of data pulled for 15,000+ employees to support manual decisions for 3,000 managers. Managers needed a faster way of making fair promotion decisions and forming development plans for all employees.

Solution

The promotion process was reimaged using watsonx Orchestrate. The skills were developed in the HR and IT squads to build an MVP using intelligent workflows to pull data on 15,000+ employees and to support 3,000 managers in making decisions.

85%

reduction in HR support for end-to-end process

4

week reduction in time to complete quarterly process



reduced time spent manually pulling data

1826

managers completed data-driven nominations in a 2-week period

Harnessing generative AI for streamlined SAP landscape creation on hybrid cloud

Business challenge

The client, a leading supplier of water in Australia, needed enhanced flexibility and operational ease during the creation/replication of SAP environments as the organization transitioned to Amazon Web Services (AWS) Cloud.

Solution

With the objective of automating the SAP landscape creation on AWS, IBM Global Automation delivery team implemented a comprehensive Red Hat Ansible based solution that successfully streamlines the SAP environment creation across 21 SAP instances in multiple environments. Central to the success of this implementation was the utilization of watsonx Code Assistant, that leverages the power of generative AI and simplifies the development of Red Hat Ansible playbook.

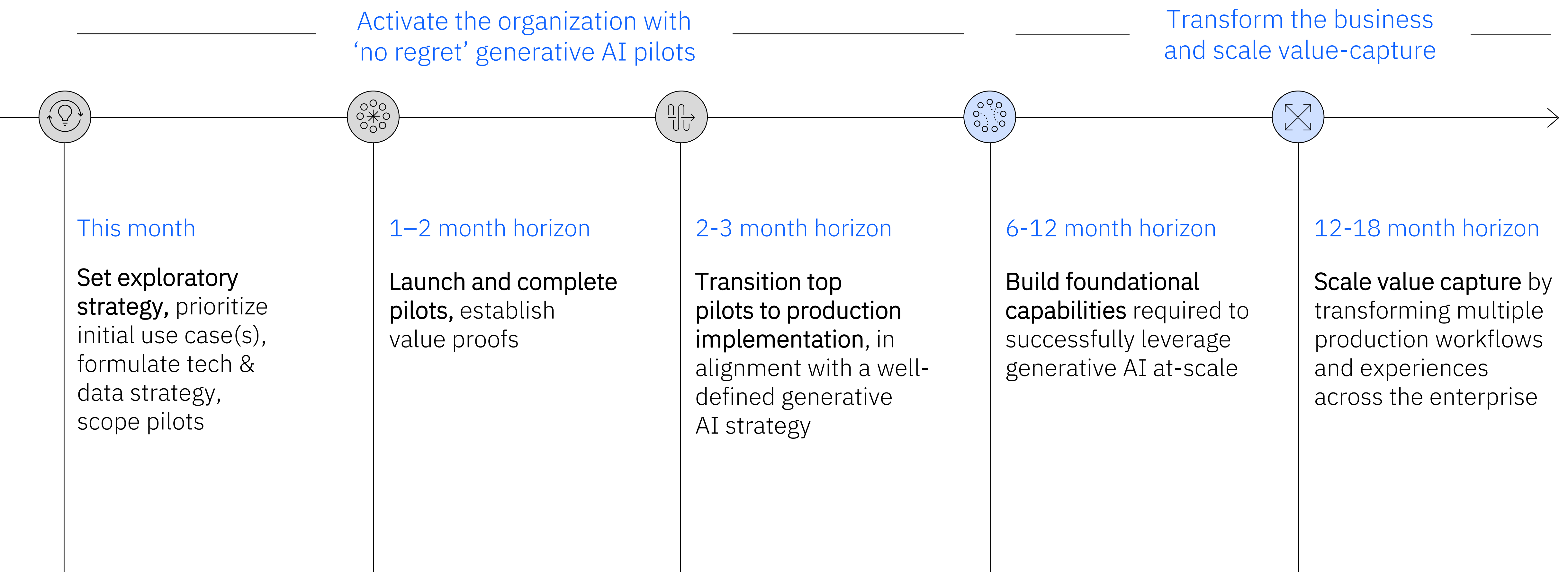
30%

reduction in
development

~90%

reduction in manual
effort related to
SAP installation

IBM can help clients along their AI transformation journey to unlock value at-scale from rapid activation in a “no regrets” pilot to a holistic transformation effort



Let's create a pilot ↪

What do we offer?

A no-cost IBM multi-disciplinary team and expertise to jointly innovate and rapidly prove generative AI solutions to your business needs, leveraging watsonx.

What value do you get?

A model that delivers the agreed upon pilot scope. Confidence that generative AI with watsonx can deliver a technical solution to your compelling business needs with trust and meeting your enterprise requirements.

What is your commitment?

Your business and technology context, sponsorship, subject matter experts, and data.

IBM watsonx pilot team

1000+
AI Engineers

50+
Countries

100s
Domain & Industry
Experts

Supported by IBM
product & research
teams

