

# watsonx Discovery

—  
The leading [enterprise  
search agent](#) solution



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Enterprises struggle to find personalized and contextual information amidst the exponential growth of unstructured data.

While LLMs provide new ways to access this knowledge, companies need a scalable way to harvest and implement generative AI across their applications.

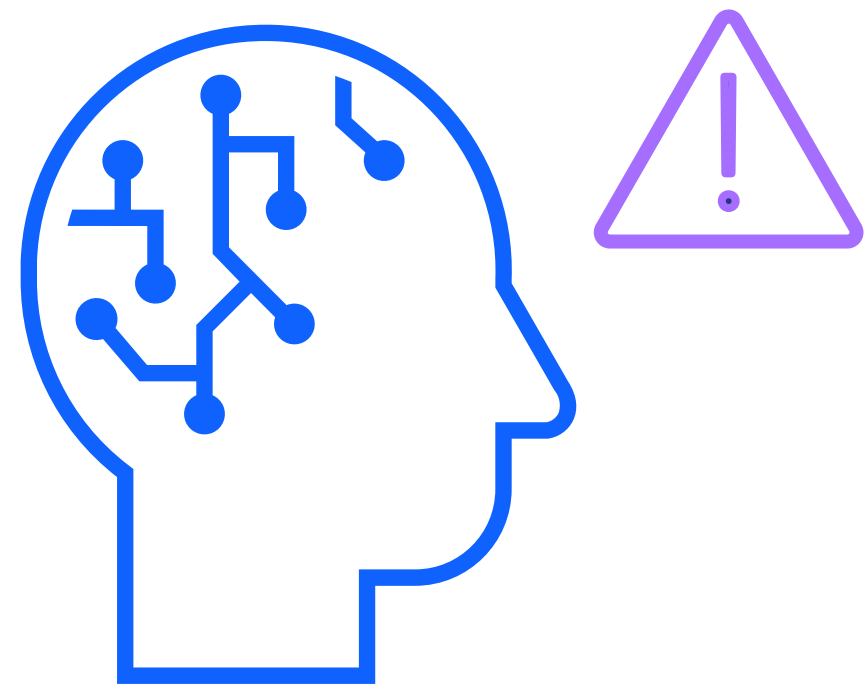
**82%** of users believe **generative AI** will become a vital **information discovery** tool

**30%** of knowledge worker's time is spent **looking for information** required to do their work

**80%** of data collected by organizations is **unstructured**



# Generative AI solution challenges



Lack of enterprise  
and domain data

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Trained on large public datasets  
without internal, domain-  
specific knowledge

Out of date

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Frozen in time when training  
data is collected

Hallucinations

Incorrect, yet confident  
sounding responses

Scaling **enterprise search** across generative AI applications is critical for their success



## Relevance and natural language understanding

Search is at the forefront of the latest advancements



## Optimized to scale large data volumes

Search delivers results with speed and at a lower cost

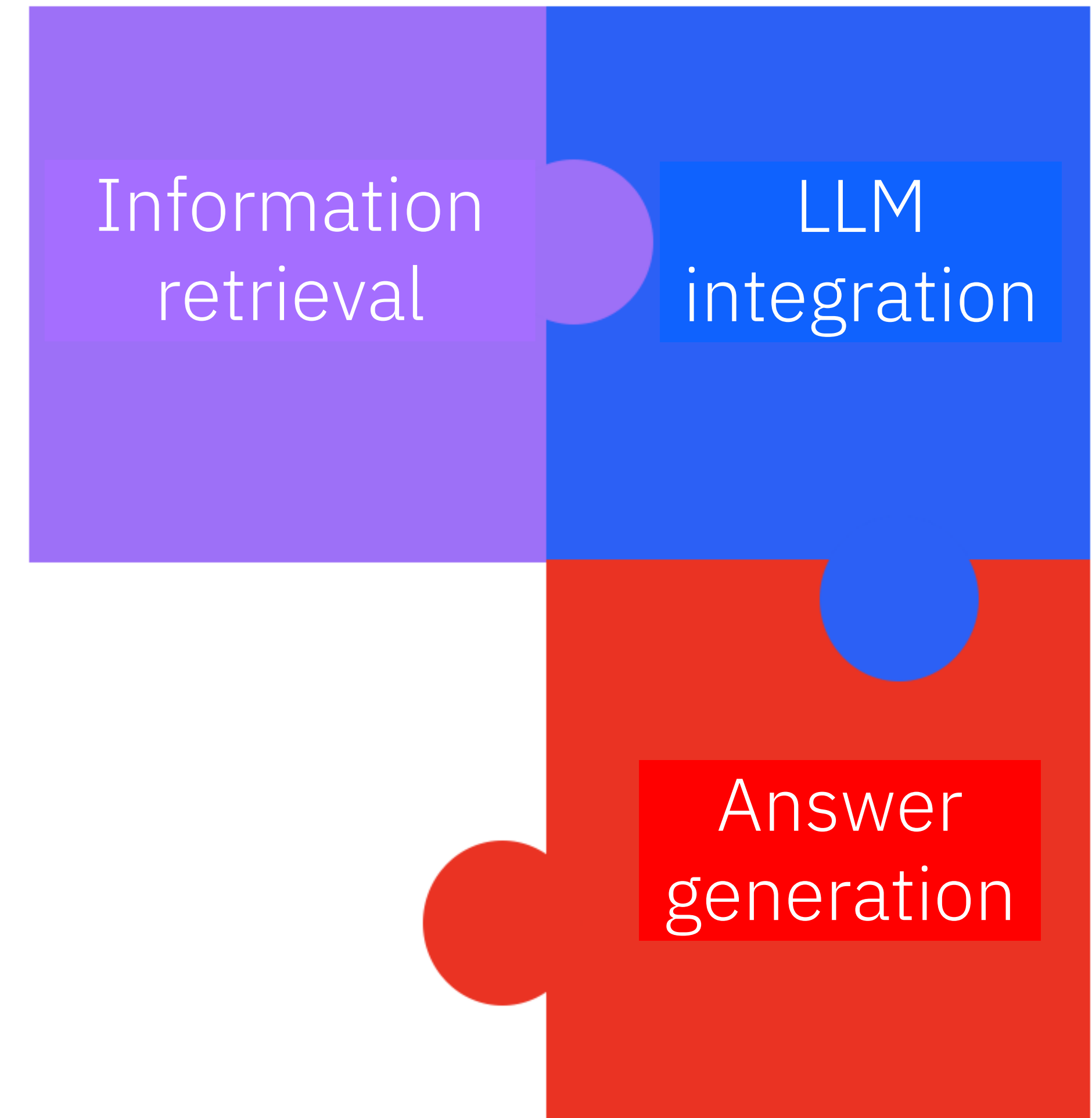


## Foundational framework for AI applications

Search is an investment in harvesting data and building for the future

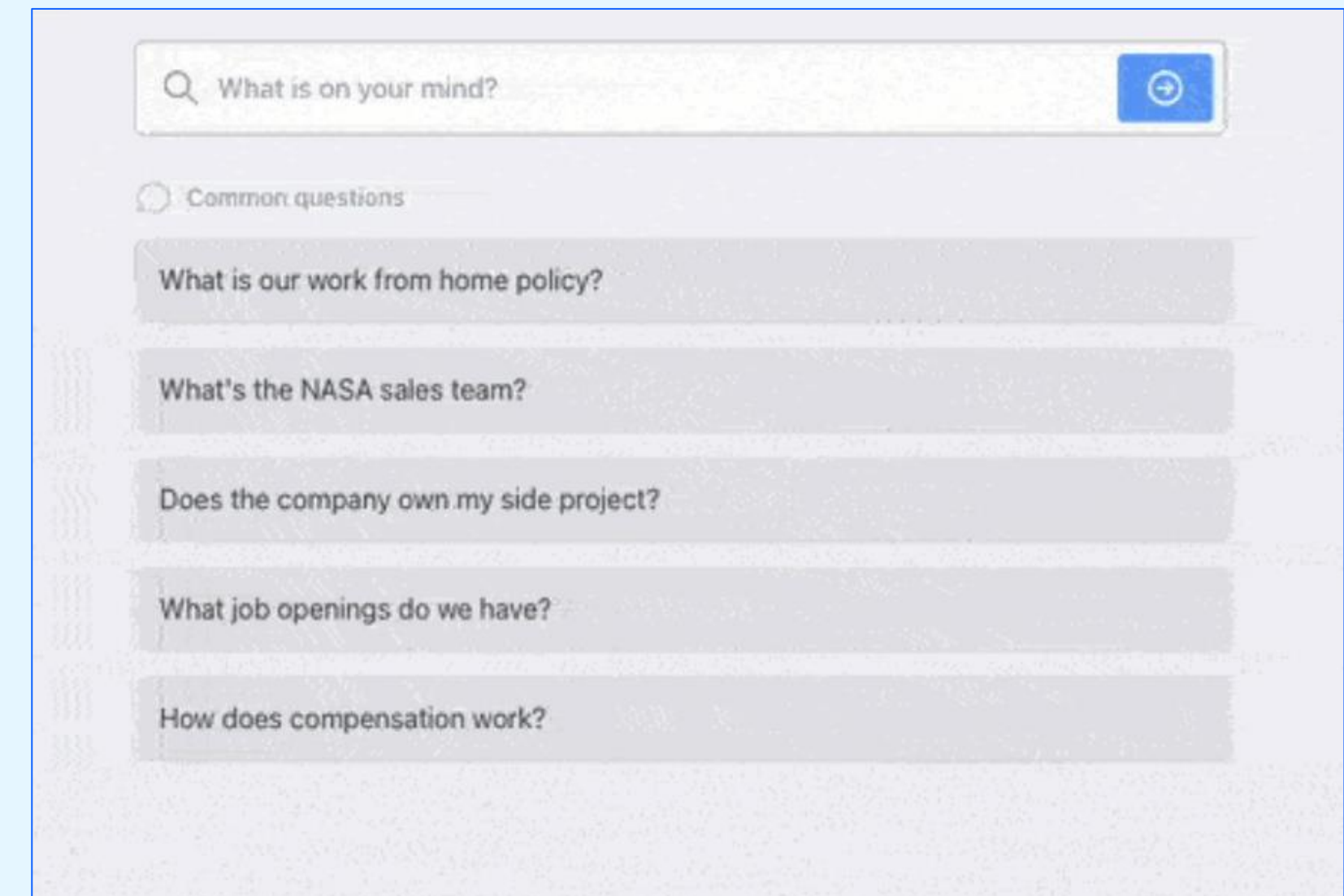
# Elements of a market-leading enterprise search agent solution

- 1** **Best information retrieval system**  
Search engine that performs semantic, federated, and vector search over business-specific content
- 2** **Best generative AI answer system**  
Go beyond FAQs, guide users through workflows or even transact on their behalf, with the ability to scale across topics and channels
- 3** **Enterprise-ready LLMs**  
Delivers fit-for-purpose models out-of-the-box



# watsonx Discovery for Enterprise Search

- Enterprise-ready semantic search solution
- Helps users find relevant information promptly across knowledge bases
- Drives improved user experiences and increased conversations
- Powers critical user experiences and applications
- Provides visibility for analysis across massive datasets



# watsonx Discovery capabilities

## Search relevance engine

Combines ML models, data transformation, data storage (including vectors), and search and retrieval to improve the relevance of results

## Encoder

Efficiently use context in natural language queries to improve search results without training

## Native and connector clients

Connector catalog now supports integrations to many knowledge and communication systems

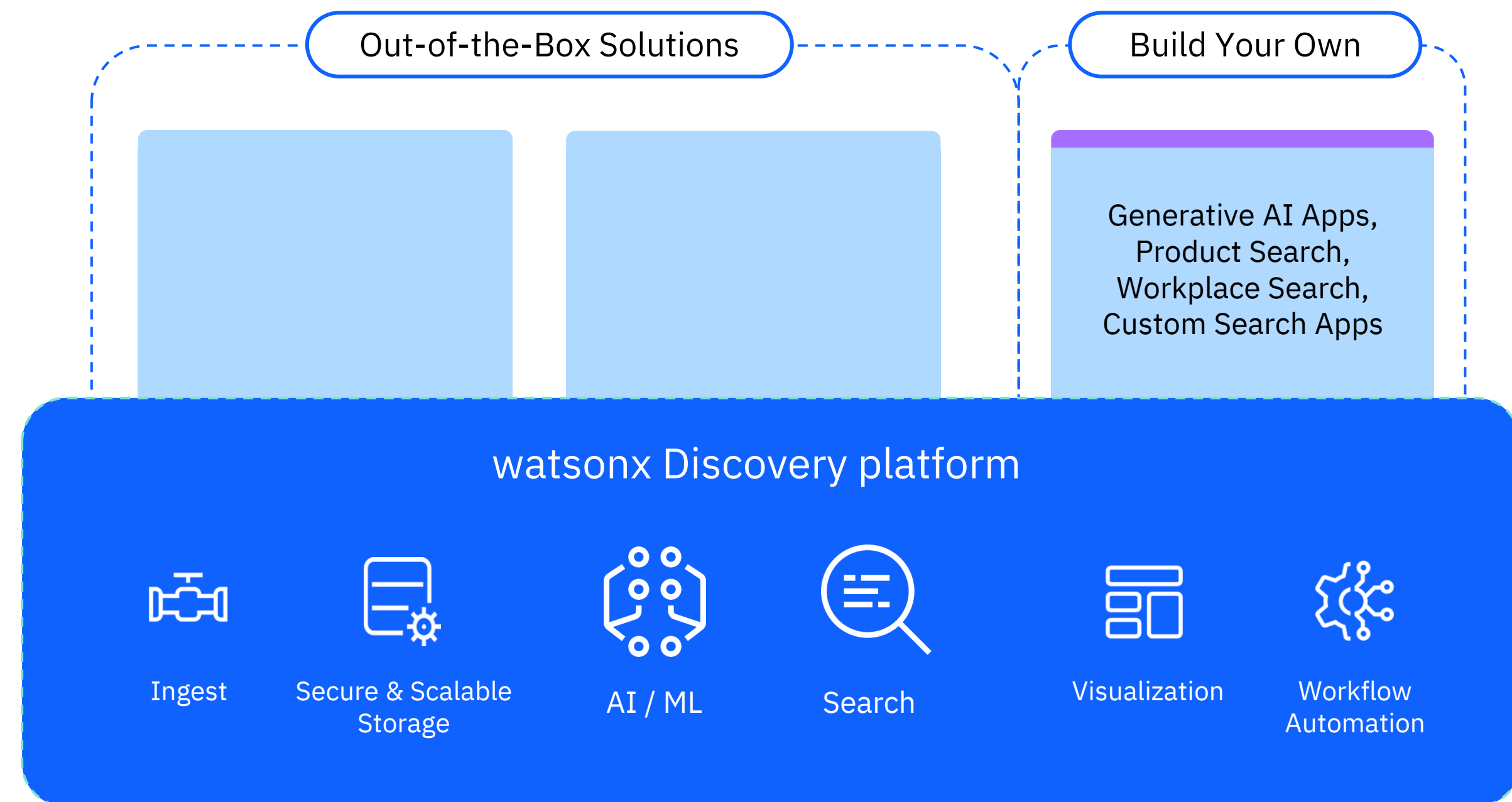
## Query Rules

Searching with query rules provides more control over results by promoting documents that match defined criteria at the top of the result list

## Synonyms API

Improve search experience with the synonyms API, making it possible to make programmatic updates to synonyms

One platform for  
all your search data



# watsonx Discovery overcomes the limitations of generative AI and LLMs

One platform for all your generative AI apps

Challenge	Why?	watsonx Discovery advantage
Using enterprise data with LLMs	To provide LLMs with relevant, business-specific results, data must be represented as vectors.	<ul style="list-style-type: none"><li>• Built-in vector database</li><li>• Create embeddings directly in its database at scale</li></ul>
Data privacy and security	Need to ensure proprietary training data is secure and private.	<ul style="list-style-type: none"><li>• Control data access with document-level security</li><li>• Integrate with 3rd party tools for added control</li></ul>
Providing search relevance with AI to LLMs	AI isn't suitable for all use cases. Sometimes, traditional keyword search works better. Companies need hybrid search powered by ML.	<ul style="list-style-type: none"><li>• Best-in-class semantic search</li><li>• Hybrid search optimizes multiple ranking approaches without tuning</li><li>• Cost-effective solutions for best relevance.</li></ul>



# Market leader in enterprise search and answer generation

Leading Enterprise Search vendor  
Gartner Insight Engines MQ



Gartner®

Leading AI-Based Text Analytics Vendor  
The Forrester Wave: Platforms Document-Focused



FORRESTER®

Leading Conversational AI vendor  
Gartner Conversational AI MQ



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# watsonx Discovery client success story

300 million

documents used in  
conversational search

33 million

active users

7.9 billion

queries per month





Work with a partner  
you can trust

1 billion

messages processed  
each month through  
AI virtual agents

10,000

Clients using IBM  
assistants right now

IBM has 10+ years of  
experience in this space





## Let's create a Pilot ↻ watsonx pilot program

Enterprise search with  
watsonx Discovery can be up  
and running in weeks.

Schedule an onsite or virtual  
briefing and demonstrate of  
how an [enterprise search  
agent](#) can improve business  
outcomes today.



[Link →](#)

A screenshot of a web interface for the Watsonx Pilot program. At the top, a blue banner contains the text "You just need to complete this form first." Below this, there is a "Generate content" button with a circular arrow icon. Underneath is a text input field labeled "input \*". To the right of the input field is a "Show all fields" link. At the bottom of the form are "Cancel" and "Apply" buttons. Below the form is a horizontal bar with the text "Tell me what you want to do" and a gear icon. At the bottom of the page, there is a row of six cards: "Add skills from the catalog", "create an I9 form" (with a robot icon), "Create an I-9 Form", "Upload a file" (with a "box" logo), "Composite" (with a circular arrow icon and a "2 skills" badge), and "Download the content of a file" (with a download icon).

