Use Cases For WatsonX

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Use Cases for WatsonX

50+ USE CASES ALREADY IN PRODUCTION

IBM Watson

ENTERPRISE PERFORMANCE MANAGEMENT	Automation **watsonx** Assistant **watsonx**.ai	**$200M in business value**

CUSTOMER SUPPORT

watsonx Assistant
IBM Cloud Pak for Data

$165M annualized operational savings

- ✓ **+25pts -** increase in NPS
- ✓ **70%** of inquires solved with watsonx Assistant
- ✓ **26%** improvement in time to resolution

IT MODERNIZATION

Turbonomic
Hybrid Cloud
Ansible Automation an
watsonx Code assistant

$100M+ optimization

- ✓ **70%** Of code automatically generated by **watsonx** Code Assistant
- ✓ **98%** improvement in middleware deployment & configuration with Ansible
- ✓ **93%** decrease in time to install an operating system patch with Ansible

DIGITAL LABOR	**watsonx** Assistant **watsonx** Discovery **watsonx** Orchestrate	**80% of top IT issues addressed by AskIT**

HR TRANSFORMATION	Automation **watsonx** Assistant **watsonx**.Ai	**40% savings in HR operating budget**

Use case: Enterprise Performance Management & Digital Labor

AskEPM: RESOLVING COMPLEX BUSINESS QUESTIONS ANYTIME WITH WatsonX

IBM Watson

CHALLENGE

IBM's Enterprise Performance Management (EPM) platform delivers trusted business insights and analytics from across the enterprise. Built on one unified data model, the platform brings together insights from marketing, sales, finance, operations, HR, and supply chain.

The platform had 25K users in 2023 and adds thousands of new users each month. Users ask questions on topics ranging from access requests, data refresh updates, report trouble shooting or for complex business questions.

The EPM team needed a way to engage users quickly and enable fast self-service.

SOLUTION

IBM created AskEPM, a watsonx chatbot that provides answers to rapidly resolve complex business questions.

Embedded within a slack channel for all EPM users, AskEPM responds in seconds to all users' questions and provides helpful insights and links. In the background it tags the question for the right support team so they can monitor the user's interaction with AskEPM or engage the user directly.

By connecting the user with the right subject matter experts, AskEPM greatly enhances the user experience while leveraging generative AI to provide comprehensive descriptions of answers, including helpful links to guide the user to a "touchless" resolution to their question.

Solution includes: WatsonX.Ai

INSTANT RESPONSE

SME MATCHING

5K+

25K+

100% of questions answered either by AI or connecting to an SME

Engages the right expert team, eliminating the "ask around" process

Hours saved per year

Users engage AskEPM per year

Use case: Customer Support

WatsonX IS TRANSFORMING CUSTOMER SUPPORT WITH CASE SUMMARIZATION

CHALLENGE

IBM, with its highly variable landscape of products and users, had to deal with a variety of complex support cases. Nearly 25,000 support agents excelled at providing resolution to over 3 million cases a year, but faced the onerous task of manually writing summaries of resolved cases for future knowledge reuse.

Manual summarization hindered the ability to derive valuable insights from all available case data, limiting the potential for informed decision-making and strategic improvements.

SOLUTION

What used to take an agent thirty-five minutes to pore over potentially hundreds of pages of technical conversations is now automated with watsonx, amounting to an estimated 124,861 hours saved each quarter. These summaries are automatically generated for nearly all cases, whereas previous constraints only allowed for 10% of cases to receive proper documentation.

IBM leveraged watsonx.ai's LLM models and a processing pipeline to automate summarization of Support Cases at the time of closing. They implemented API middleware that connected the Cognitive Support Platform to the watsonx.ai system, extracting and shaping text from cases into prompts and reshaping results to fit back into the platform.
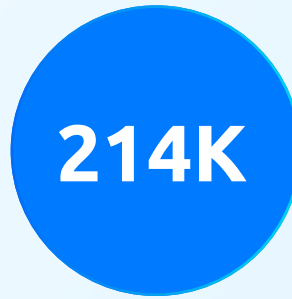
Solution includes : IBM Watson capabilities and WatsonX.Ai and IBM Cloud Pak for Data

$86M
Annualized operational savings

125K
Hours saved per quarter from unique case summarization

214K
Cases summarized at closing per quarter

71
Days from Watsonx GA to production of case summarization
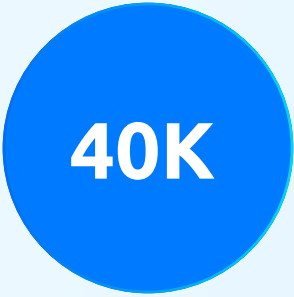
Use case: Digital Labor - Contracts

CONTRACTS AI TRANSFORMATION JOURNEY WITH WatsonX TO REDUCE ENTERPRISE RISK, REVENUE LEAKAGE AND IMPROVE PRODUCTIVITY

100%

Business Units supported through metadata and clauses extraction leveraging AI searchability within and across contracts

90%

Accuracy in contracts analytics with GenAI

40K

Hours saved thanks to contract language analysis based on risk and AR process automation with GenAI
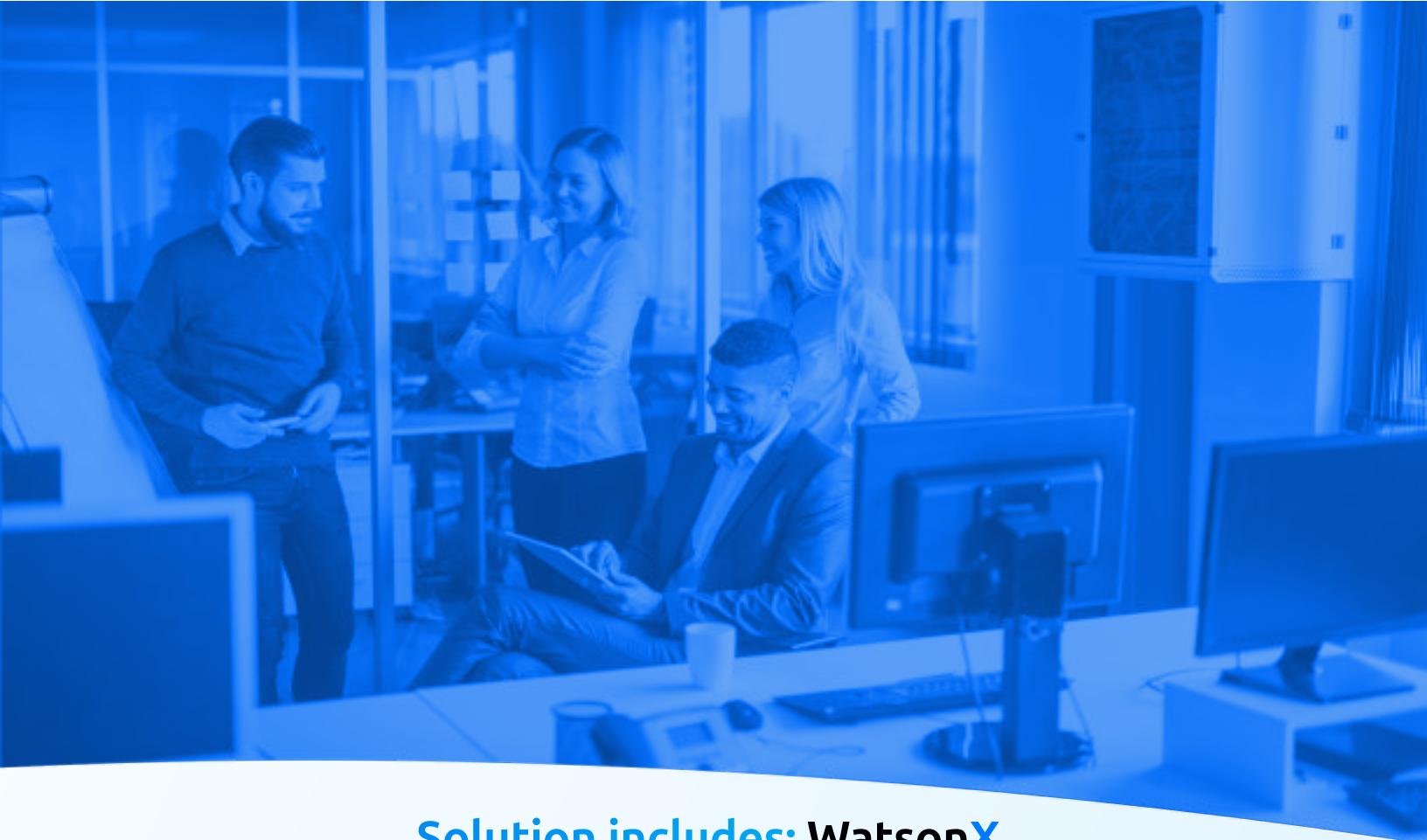
10X

Reduction in manual contract reviews related to AR terms

Use case: HR Transformation

TRANSFORMING EMPLOYEE HR SUPPORT WITH WatsonX ASSISTANT AND WATSON DISCOVERY

IBM Watson

Solution includes: WatsonX
Assistant and Discovery

94%	**10M**	**97%**	**756K**
Inquires resolved by AskHR	Employee interactions	Manager adoption	Automated transactions

Use case: Digital Labor - HR

CONVERSATIONAL AI TRANSFORMATION OF HR SUPPORT

IBM Watson

AskHR

CHALLENGE

HR Support has multi-channels and multi-tiers resulting in poor employee experience.

SOLUTION

Single Digital channel for all employee engagement and 2-tier support model (digital/human).

INTERACTIVE	INTEGRATED	PERSONALIZED	PERSONAS
✔ Accessible via Mobile, Intranet and HR pages; ✔ Accessible via SLACK / including proactive "push" notifications related to different HR events.	✔ Search over 4700 policy pages; ✔ 2700+ FAQ's; ✔ Integrations with Workday, WF360, Concur, Weather Channel, Org Risk Insights, Zendesk.	✔ Key HR Links, News & Updates added; ✔ Country-specific responses for multiple persona's; ✔ 79 HR Task Automations e.g. job transfer, time-off, compensation planning.	✔ Employee; ✔ Manager; ✔ Executive; ✔ HR Business Partner; ✔ Assignee; ✔ Alumni*; ✔ Candidate**.

Solution includes: WatsonX

Assistant

243K	75%	94%
Unique users (81 Countries)	CSAT	Containment Rate

756K	75%	6M	97%	94%	61%	1.8
HR Transactions Automated	Quicker transactions execution ($5m productivity)	Slack Notifications	Manager Usage	Executive Usage	Ticket Reduction (7 years)	Band Increase (7 years)