

IBM watsonx Orchestrate

Increase productivity with automation
and generative AI



Highlights

Helps you achieve better
business results

Empowers employees and
streamlines their work

Improves productivity in
a variety of use cases

The modern workplace presents businesses with a unique challenge. On average, employees juggle 13 different apps each day.¹ And the massive volume of data—now amplified by AI—will continue to grow, adding even more complexity for IT teams. Compounding the issue, companies are also facing a shortage of skilled workers, leaving many jobs unfilled. To overcome these challenges, companies must focus on maximizing the potential of their existing workforce by embracing digital solutions to improve productivity and deliver new experiences. Changing how work gets done allows companies to achieve better business outcomes faster.

Help improve business results with AI

IBM watsonx Orchestrate™ is here to help by bringing the power of AI to every employee. Watsonx™ Orchestrate delivers conversational AI and automation capabilities to help transform how work gets done in the enterprise through a unified user-management experience. Watsonx Orchestrate can be personalized with the skills to support your teams using the tools they already use. With an expanding catalog of capabilities, known as skills, the watsonx Orchestrate solution can handle both common and complex tasks. For example, in HR, it can help create job descriptions, retrieve a report in Salesforce or SAP SuccessFactors, source new candidates and much more. Using natural language, employees can reassign time-consuming work to the tool so they can focus on the work only they can do.

Self-training

Generative AI studies user actions to sequence and enrich skills.



Assistant builder

Design and build sophisticated flows to guide users through complex actions they want to take.



Skills catalog and skill builder

Invoke hundreds of prebuilt skills for HR, finance, procurement and sales or create custom “recipes” to be published as skills. Discover expanded capabilities using IBM Cloud Pak® for Business Automation SaaS or on-prem.



Automation builder

Create and manage low-code automations that combine decisions, tasks, skills and workflows in a single authoring experience to power AI assistants.

Enterprise readiness

Built-in lifecycle and catalog management, analytics, access and federated controls are included to help improve security and compliance.

Figure 1. IBM watsonx Orchestrate helps unlock new levels of productivity

Empowers employees and streamlines their work

Watsonx Orchestrate lets employees use natural language to interact and complete tasks and processes across your existing systems. It helps teams create intelligent assistants that can efficiently solve tasks, provide a 91% improvement in the turnaround time on updating attendance rosters² and improve productivity and customer experience across platforms.

Use watsonx Orchestrate to help streamline processes to complete repetitive, complex tasks with automations accessed through open APIs, robotic process automation (RPA), workflows and decision integrations. It manages multiple requests at once and remembers prior engagements with business context.

Power through multiple use cases with improved productivity

Here's just a sampling of use cases where your employees can leverage the power of AI using IBM watsonx Orchestrate:

- **Human resources:** Talent acquisition, onboarding, employee promotion cycle
- **Procurement:** Vendor contract requisition purchase requests, system management
- **Sales:** New deal and renewal proposals, customer relationship management (CRM), conversations with clients and prospects

Many IBM clients have had success using watsonx Orchestrate. You can visit these links to find out more about the details of each implementation.

[Sports Clips Haircuts](#) enhanced its workforce and engagement using AI-powered watsonx Orchestrate, which has reduced candidate outreach workflow testing time from three hours to just three minutes.

[FloCareer](#) partnered with ThisWay Global and implemented watsonx Orchestrate to enhance its pool of potential interviewers, eliminate unconscious bias from its hiring practices, optimize the effectiveness of its candidate communications and scheduling, and boost productivity, all while ensuring a positive candidate experience.

[Avid Solutions](#) helped reduce errors and alleviate operational burdens by using watsonx Orchestrate to automate repetitive tasks undertaken by employees such as customer service representatives, project managers and accountants. As a result, they reduced the number of errors that occur in their project management processes by 10%, and the time it takes to onboard new customers by 25%, improving employee and customer happiness.

The [IBM HR department](#) empowered human staff to devote more time to high-value tasks using watsonx Orchestrate digital workers to automate data gathering. As a result, IBM Consulting® in North America saved 12,000 hours in one quarter and completed work that normally took 10 weeks in only 5 weeks.

Conclusion

Watsonx Orchestrate is an AI assistant for just about everyone in the organization. It can free up employees from repetitive tasks so they can spend their time doing the work only they can do. It also helps guide employees through new experiences with self-service assistance.

Why IBM?

As a trusted global brand, IBM has an impressive track record helping clients through digital transformation, focusing on areas that yield the biggest impact on their business and positively influence their corporate culture with technology. With unparalleled experience in solving the world's biggest business problems, IBM offers solutions and expertise wherever you are on your AI journey.

For more information

To learn more about IBM watsonx Orchestrate, contact your IBM representative or IBM Business Partner, or visit ibm.com/watsonx-orchestrate.

To find more about the solution, [take an interactive tour](#) and [book a live demo](#) with one of our experts.

1. The anatomy of Work Global Index, Asana, 2023.
2. IBM HR Enterprise Learning Operations and Administration (ELOA), 2023.

© Copyright IBM Corporation 2024

IBM Corporation
New Orchard Road
Armonk, NY 10504

Produced in the
United States of America
February 2024

IBM, the IBM logo, IBM Cloud Pak, IBM Consulting, IBM watsonx Orchestrate, and watsonx are trademarks or registered trademarks of International Business Machines Corporation, in the United States and/or other countries. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on ibm.com/trademark.

This document is current as of the initial date of publication and may be changed by IBM at any time. Not all offerings are available in every country in which IBM operates.

All client examples cited or described are presented as illustrations of the manner in which some clients have used IBM products and the results they may have achieved. Actual environmental costs and performance characteristics will vary depending on individual client configurations and conditions. Generally expected results cannot be provided as each client's results will depend entirely on the client's systems and services ordered.

It is the user's responsibility to evaluate and verify the operation of any other products or programs with IBM products and programs.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED "AS IS" WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT.

IBM products are warranted according to the terms and conditions of the agreements under which they are provided.

Statement of Good Security Practices: No IT system or product should be considered completely secure, and no single product, service or security measure can be completely effective in preventing improper use or access. IBM does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.

