




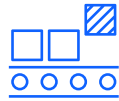


# Agentna umetna inteligenca v praksi

## Od agentov do nadzorovane orkestracije

Katarina Gašperlin Stepančič, AI Engineer, IBM Client Engineering, CET



# Multiple levers for sustained productivity and efficiency

 Automating workflows with our market-leading AI	 Leveraging technology in digitization
 Creating value through procurement	 Streamlining our supply chain
 Optimizing service delivery	 Enhancing talent and pyramid structures

Initial goal:

**\$2B**

Productivity savings  
2024 exit run rate



Impact:

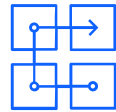
**\$4.5B**

Productivity savings  
2025 exit run rate

# Unleashing productivity to fuel innovation and growth



Eliminating  
operating  
complexity



Simplifying our  
end-to-end  
workflows



Automating  
manual tasks



Deploying AI  
across all  
operations

Delivering world-class client, partner and employee experiences

# The execution framework



Transformation Steering Committee

CEO and SVP leadership team demonstrating commitment, championing cultural change, and accelerating adoption.

Transformation Project Office

Cross-functional project office driving enterprise productivity levers and value realization.

Productivity Discovery Team

Business Unit and Shared Services squads deep-diving on productivity opportunities with an independent lens, leveraging external benchmarking, and co-creating new processes.

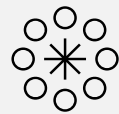
Workforce of Productivity Catalysts

Empowering IBMers to Eliminate, Simplify, and Automate by challenging the status quo and reimagining how they work.

## The Approach



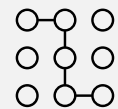
External  
Benchmarking



Cross-Functional  
SWAT Teams



2 – Week Rapid  
Discovery



Rethinking Processes  
& Policies

# Measuring business value



## Central tracking

- Enterprise-wide repository of use cases.
- Status tracking
  - Implementation progress



## Quarterly review

- Steering Committee Benefits Review
- Value realization tracking
  - Program adjustments
  - Strategic alignment



## Aligned value definition

- Cross business alignment on value metrics
- Standardized KPIs
  - Measurement methodology
  - Value categories

## Pre-Tax Income

Hard benefit

Incremental/additional revenue as a result of the implementation

## Cost Reduction

Hard benefit

Demonstrated ledger reductions resulting from the implementation of AI Solution

## Cost Avoidance

Soft benefit

Avoidance of incurring incremental cost or expense while managing increased volumes

## Productivity

Soft benefit

Dollarized view of time savings from a process transformed resulting from implementation of AI solution

# The four opportunities



## Enterprise Insights

Enhance data integration, management, and governance to deliver real-time insights, improved collaboration, and regulatory compliance across enterprise operations, including finance, supply chain, and global facilities management.



## Customer Experience

Streamline processes, eliminate repetitive, low-value tasks, upskill employees with access to role-specific knowledge, deliver faster and more accurate responses, provide 24/7 self-service to employees and customers.



## IT Modernization

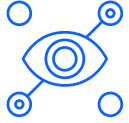
Upgrade and optimize IT infrastructure, systems, and practices to better manage performance, optimize costs, enhance security, reduce manual interventions, generate code, upskill employees with AI, build resilience and scalability.



## Employee Productivity (Digital Labor)

Save time and reduce manual effort by the strategic application of automation to domains including HR, sales, marketing, IT support, procurement, and maintenance. Eliminate repetitive tasks, streamline processes, consolidate data, deliver insights.

# IBM continues to deploy AI & Automation Across Existing & New Enterprise Workflows in an Agile, Iterative Way



## Enterprise Insights

### Supply Chain Assistant

Early detection of anomalies to quickly understand any disruptions and efficiently manage constraints



### AskIncentives

Enable sellers to get fast answers to their incentives



### Digital Sales Assistant

Improving Sales Prospecting Activities outcomes with generative AI



### Touchless Forecasting

Analysts are provided touchless financial forecasts "on the glass"



## Customer Support

### Case Summarization

Summarization of support cases at case close



### Account360

Improve experience of Sellers by creating an integrated view of enterprise-wide account data that will allow them to quickly access client status and actionable insights.



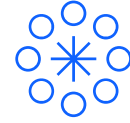
### AskEco

Answers Ecosystem questions, alleviating repeated questions and manual research.



### AskSWSupport

Advanced AI and automation tool to help support engineers reduce time to resolution (TTR) and improve client satisfaction.



## IT Modernization

### AskDevEx

Digital assistant aimed at helping developers for the Developer Platform and tooling



### AskITOps

Digital assistant designed to streamline the application retirement process for IT Application Owners.



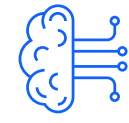
### ITVM Third Party SW Financial Planning

Leveraging generative AI to transform how data models are used for the Third-Party Software Financial Management.



### RH Ansible Playbooks w/ WCA4AP

Developers can build a task for an Ansible Playbook using natural language inputs. Once the input is submitted, the solution then offers suggestions on how to build that task.



## Digital Labor

### AskHR

IBMers first point of contact for everything HR, enabled by generative AI



### AskIBM

Single entry point for all IBMers to the most important assistants, skills, automations, and information.



### AskIT

Providing IT Support information and initial automations digitally, allowing clean handoffs to live support as needed. Serving all IBMers in all geos.



### AskProcurement

Self-service engine across the Source to Pay workflow





## IBMer watsonx Challenge

The IBMer watsonx Challenge is an IBM internal event where employees compete to develop the best generative AI solution using watsonx to increase productivity, automate tasks and solve business problems.

The sheer volume of users developing and testing solutions across our tools and products during the challenge served as a good opportunity to test the deployment of our platform at scale for an enterprise.

The technology team behind the scenes made sure all the tools stood up to the pressure and successfully managed huge spikes in concurrent users.

The broad depth of use cases submitted revealed just how many ways watsonx can be adapted to suit different roles and industries.





## Activating the enterprise with the watsonx Challenge

The annual watsonx challenge has taken us from experimentation to execution of enterprise AI at scale



2023

Education & understanding; “Prompt Engineering 101”



2024

Hands-on experience creating automated workflows



2025

From Assistants to Agents transforming how we work

When deployed at scale, watsonx stood up to the challenge

119,430

IBMers completed agentic AI education; 141K completed AI training in 2024

~2/3rd

of workforce registered

15,555

Submissions +41% YoY a record high for submissions

23,167

Unique teams formed

15k

Agents designed

99,753

IBMers took part in a submission

# IBM's Client Zero Use Case Transformation Examples with **watsonx**

\$4.5B in Productivity Improvements

\$3B+ in hard dollar business improvements

120+ Use Cases Containing **watsonx**

## AskIBM

A central unified interface connecting AI Assistants & AI Agents for IBMers

IBM AskHR with **watsonx**

**10M+**

Annual HR interactions fully resolved by AI

**40%**

Reduction of HR operating budget

**+55**

Improvement of HR NPS score

IBM AskIT with **watsonx**

**100**

Days to build + deploy AskIT from scratch

**80%**

Inquiries resolved via AskIT

**50%**

Reduction in support tickets after 12 month deployment

IBM AskSales with **watsonx**

**180K**

Hours per week saved in gathering account information and insights

**5K**

Seller questions answers per week (product guidance and persona targeting)

**40%**

Improvement in quality of outreach content

IBM AskEPM with **watsonx**

**99%**

Finance related inquiries contained within AI Assistant

**96%**

Accuracy in 'touchless forecasting' procedures

**76%**

Increase in productivity while serving 22k sellers

IBM Procurement with **watsonx** ...

**85%**

Orders now processed via 'touchless procurement'

**50%**

Reduction in time spent on manual, repetitive tasks with 26k hours saved per year

**150M**

Business value derived from AskProcurement

# Leading the way in digital transformation, powered by AskHR

## Outcomes

**11.5M**

Yearly interactions

**40%**

Reduction in Operating Budget

**2 Bands**

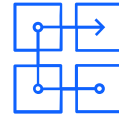
Average increase in HR support “level”



## Eliminate

operating complexity

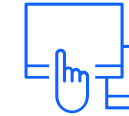
- Operational efficiency through a centralized delivery model
- Eliminated 75% of disparate applications



## Simplify

end-to-end support

- Single engagement layer to HR
- 94% inquiries solved through AskHR
- Two tier support model
- Digital channel to immediately connect to a HR Partner or SME



## Automate

manual tasks

- 1.1M transactions executed across ~100 HR task automations
- 100% manager adoption
- 75% reduction in HR tickets

### Phase 1

## Digital-First HR Model

- Centralized HR support model for employees & managers
- Automation of HR processes with RPA
- Consolidation of all platforms

### Phase 2

## Evolution of HR Delivery Services

- Multi-channel to Omni-channel
- HR Operating Model shift moving HR professionals to higher value work
- Standardized Information Architecture through WF360
- AI infused Offerings

### Phase 3

## Personalized Employee Experiences with GenAI

- AI Enabled decision-making
- Hyper-personalized responses through multi-turn conversations
- Evolution of digital workers
- Humans in the loop, ensuring ethical AI
- AI led Programs

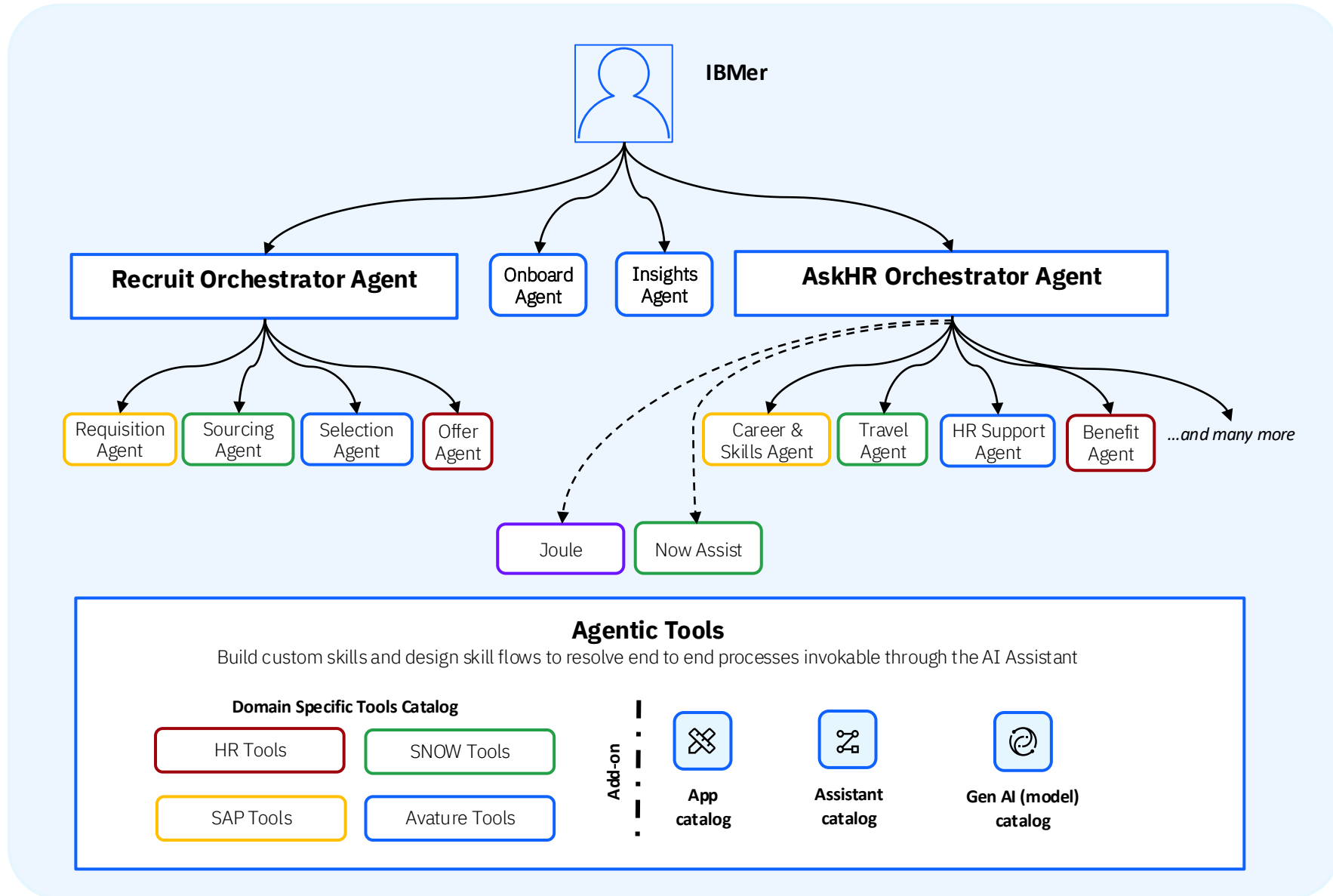
### Our Journey Forward

## Hybrid Operating Model - Agents & Humans

- HR roles broken into fully agent driven, fully human driven and Hybrid (humans augmented by agents for efficiency)
- Multi-agent orchestration
- Varying degree of autonomy based on HR function
- Zero touch



# HR AI Agents for Business



**Orchestrator Agents** – LLM-Based AI Agents with reasoning & routing

**Domain Agents** – LLM-Enabled AI Agents focused on specific outcomes

**3rd-Party Agents** – Software-specific Agents aligned to single platform

**Agentic Tools** – Single-use tools catalogue to enable actions

# HR AI Agents

## Example use cases *2025 2H and beyond*



### HR Support Agent

Engagement layer for Employee, Manager, Executive:

- FAQ's
- Policy Insights
- Task Automation
- Auto-Ticket creation
- Triage Bot



### Recruiting Agent

Engagement layer for Candidates, Hiring Managers, Recruiters:

- FAQ's
- Task Automation
- Job Req's
- Auto Assessment Assignment
- Interview Scheduling
- Offer Letters



### Benefits Agent

Pro-active employee engagement to maximize benefit package value based on life events changing



### Insights Agent

Pro-actively shares analytics insights e.g. People Scorecard. Allows interrogation via chat. Future evolution includes insights and actions



### Career Agent

Pro-active employee engagement:

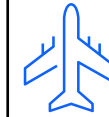
- Career advice
- Skills inference, scarcity, matching to roles
- Personalized learning plans



### Onboarding Agent

Engagement layer for on-boarder and their manager:

- FAQ's
- Onboarding task management and pro-active alerts

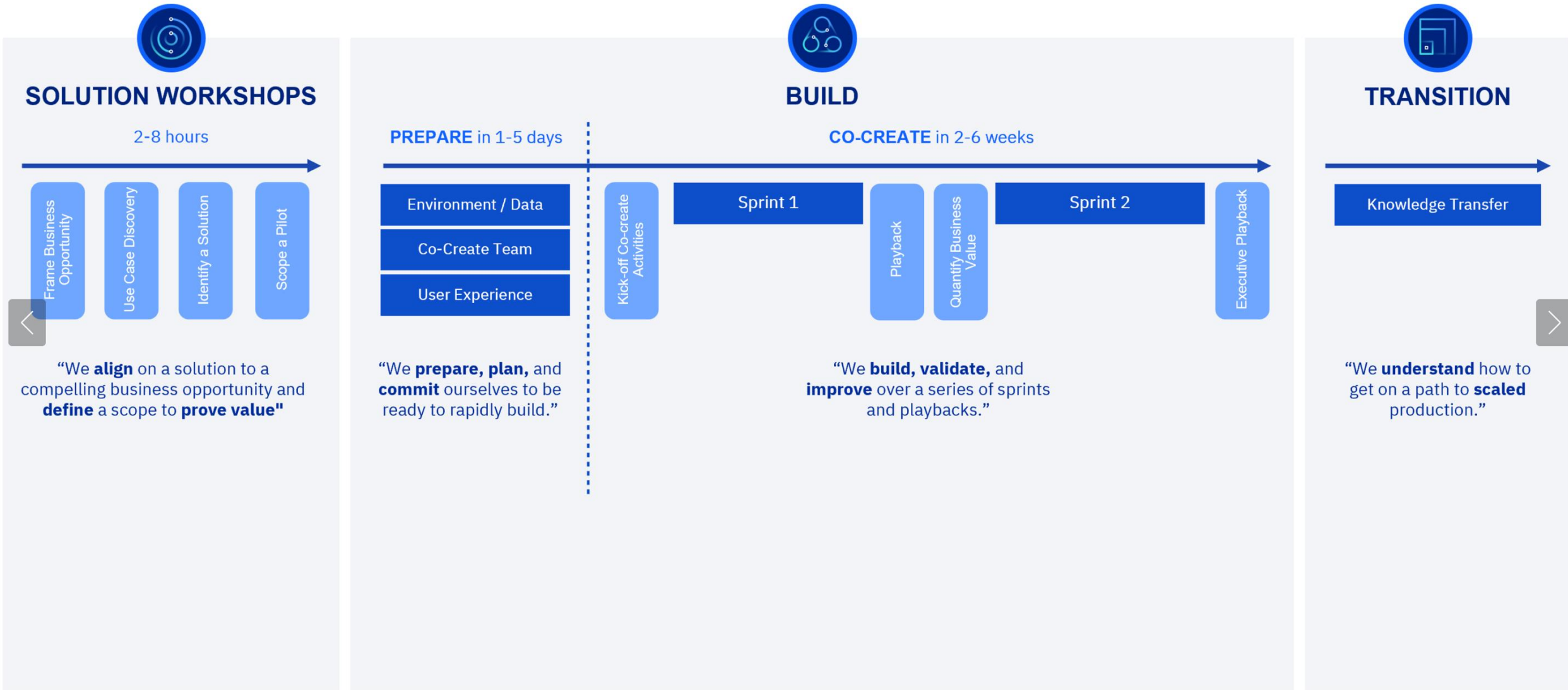


### Travel Agent

- Flights, Hotel, Trains, etc.
- Personal reward plans
- Travel History
- Policy adherence



# IBM Client Engineering: Pilot Engineering Method



**IBM**