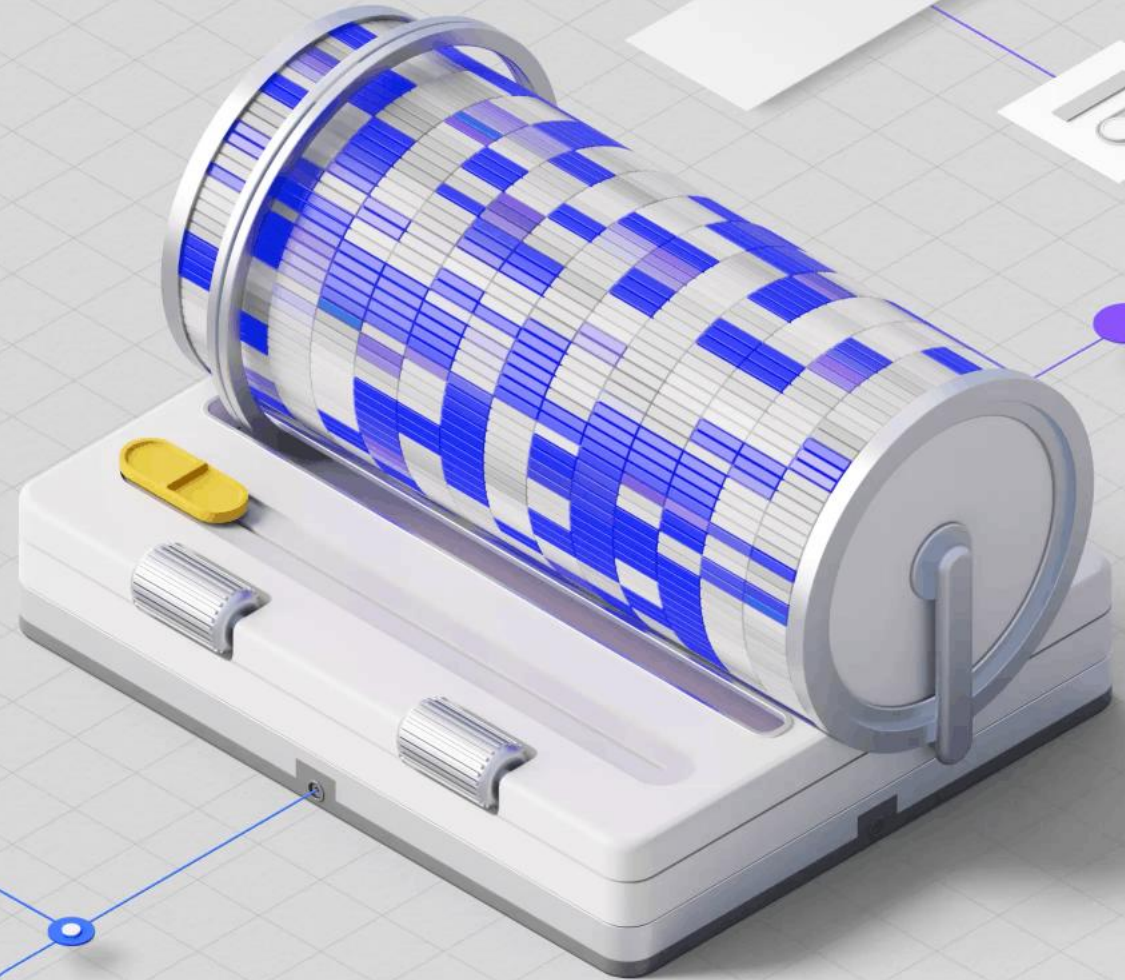
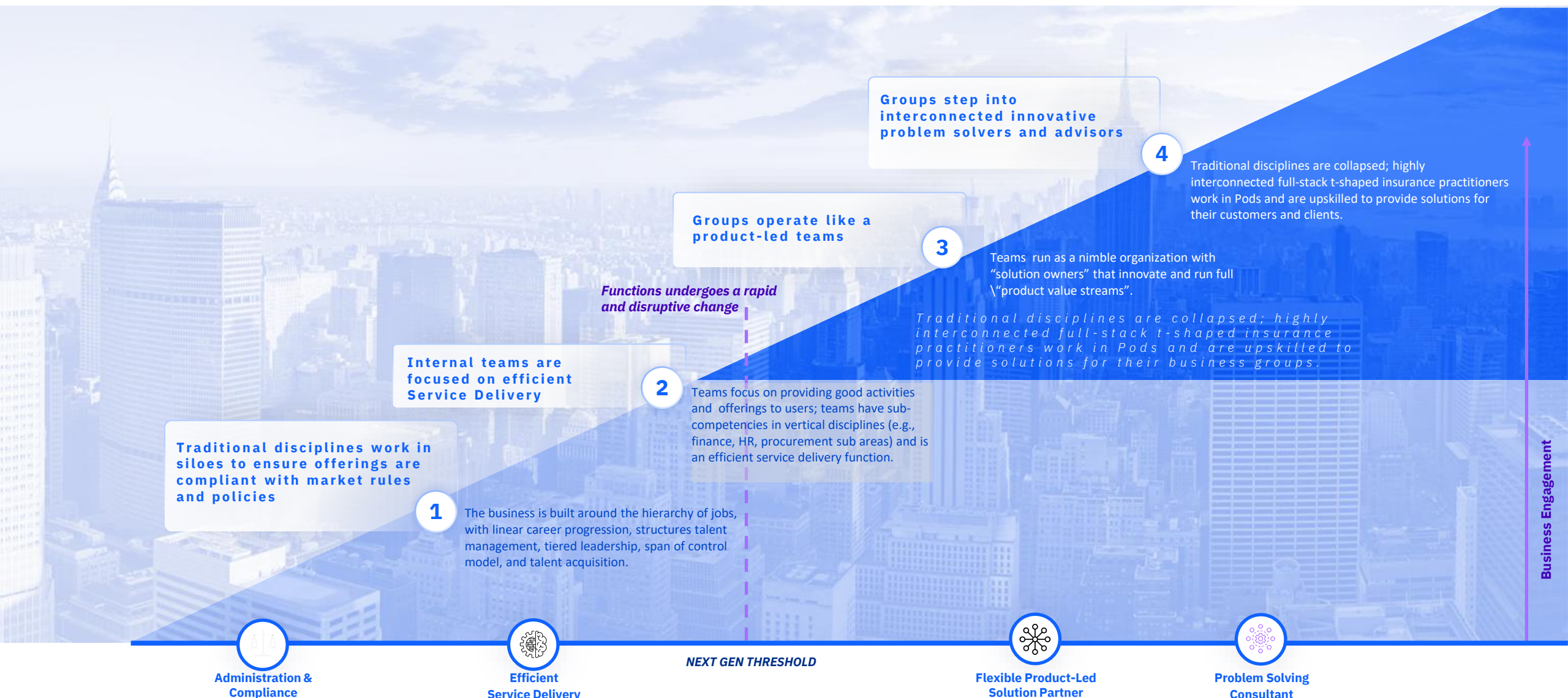


# AI a zajon túl Agentic AI tanulságok az IBM Client Zero példáján



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# AI-driven enterprises are shifting up the value chain to meet evolving business needs



# These enterprises are redefining daily roles and interactions

New ways of working will fundamentally change how humans interact with other activities in day-to-day responsibilities...

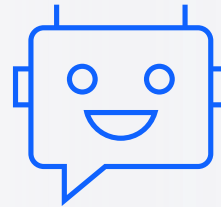
## MANUAL WORK



### Phase 1:

- Ongoing reliance on manual tasks and handoffs is creating delays.
- Discrete actions are extending beyond planned timelines.
- Focus on applying traditional change management to ensure stability and adoption.

## AUTOMATION

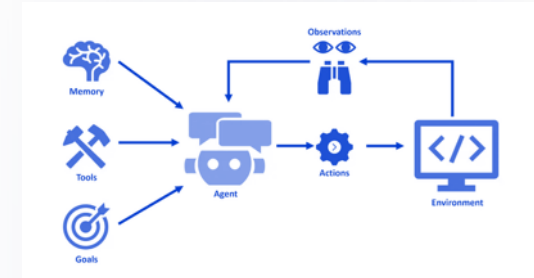


### Phase 2:

- Automation connects tasks and workflows for faster, smoother execution.
- Expand use of traditional and Gen AI to enable intelligent, connected processes.
- Provide employees with hands-on enablement, structured learning, iterative adoption support.

FUNDAMENTAL SHIFT IN MINDSET MUST OCCUR

## AGENTIC FUTURE



### Phase 3:

- Workflows are interconnected through autonomous actions performed by AI agents.
- Collaboration between humans & digital agents requires a new interaction model and mindset.
- Shift focus to oversight, empowering humans to direct and optimize agent outcomes.

*Change Management Required*

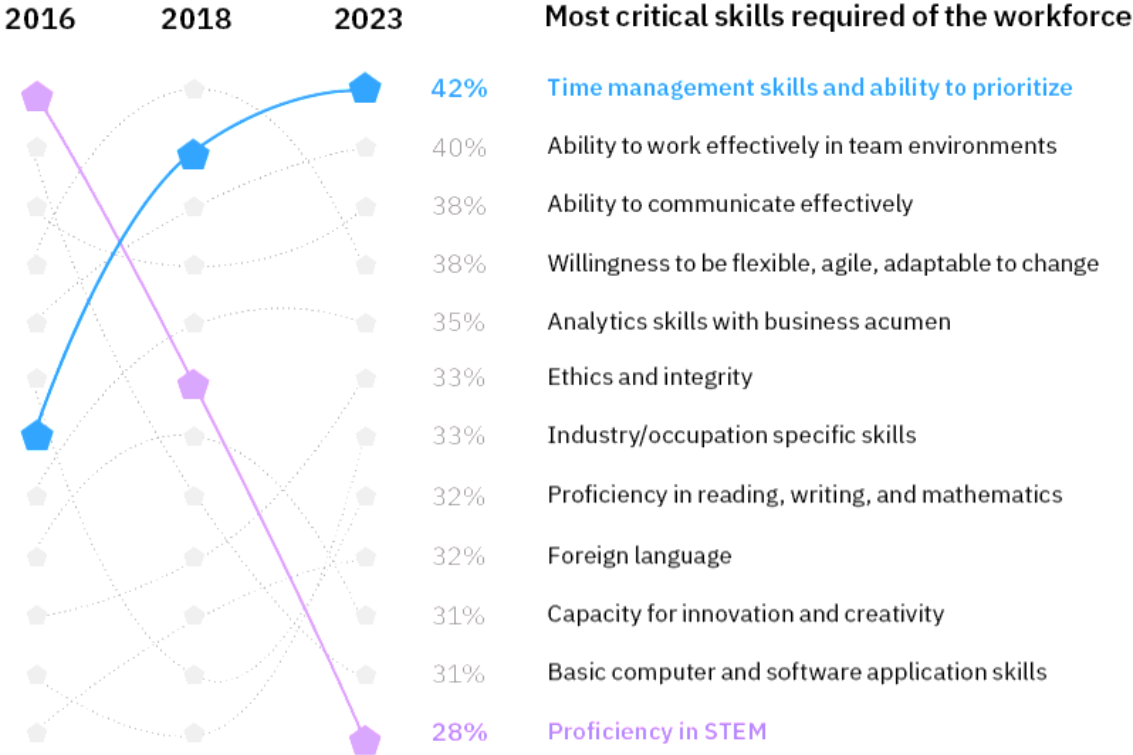
Task oriented communication on how to use a specific tool for a specific job

Mindset shift to bionic relationship explained in personalized communication and training

# Upskilling and reskilling efforts are happening across the spectrum

### A new skills paradigm

STEM skills drop in importance as people skills rise to the top

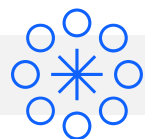


Q. What do you believe are the most critical skills required of the workforce today? Sources: 2016 IBM Institute for Business Value Global Skills Survey; 2018 IBM Institute for Business Value Global Country Survey; 2023 IBM Institute for Business Value Talent and Skills Global Survey

### Now, as we look into the future:

- 35% of workforce currently need to be reskilled, primary driven by gen AI
- Creativity is the skill expected to be most valuable in organizations
- Fluid work roles, fluid job requirements
- As job responsibilities continue to shift, organizations are looking beyond hard skills and more to flexibility, adaptability and collaboration.
- Teams and leaders across the business must assess talent through this increasingly nuanced lens.

# IBM as Client Zero creates a flywheel for growth



## Client Zero

Deploying IBM Hybrid Cloud with OpenShift and AI platform capabilities. Providing early product feedback.

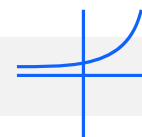


## Productivity



Delivering best-in-class enterprise intelligent workflows. Speed, effectiveness, experience.

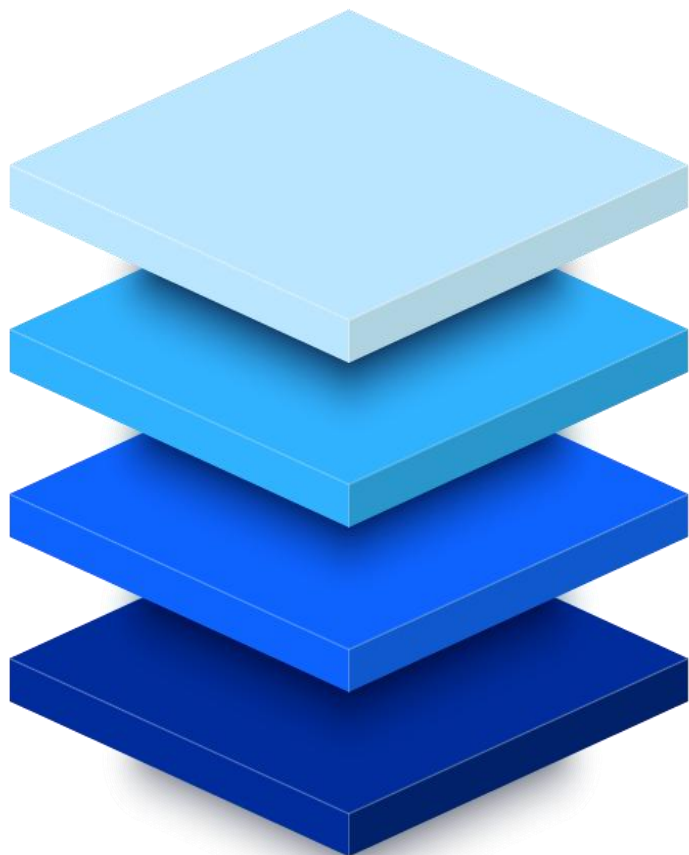
## Investment



Growth through talent, innovation, and acquisitions.

Culture: Speed. Risk Tolerance. Talent.

# 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.

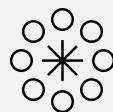
Workforce of Productivity Catalysts

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

## The Approach



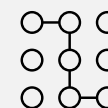
External Benchmarking



Cross-Functional SWAT Teams



2 – Week Rapid Discovery



Rethinking Processes & Policies

## 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

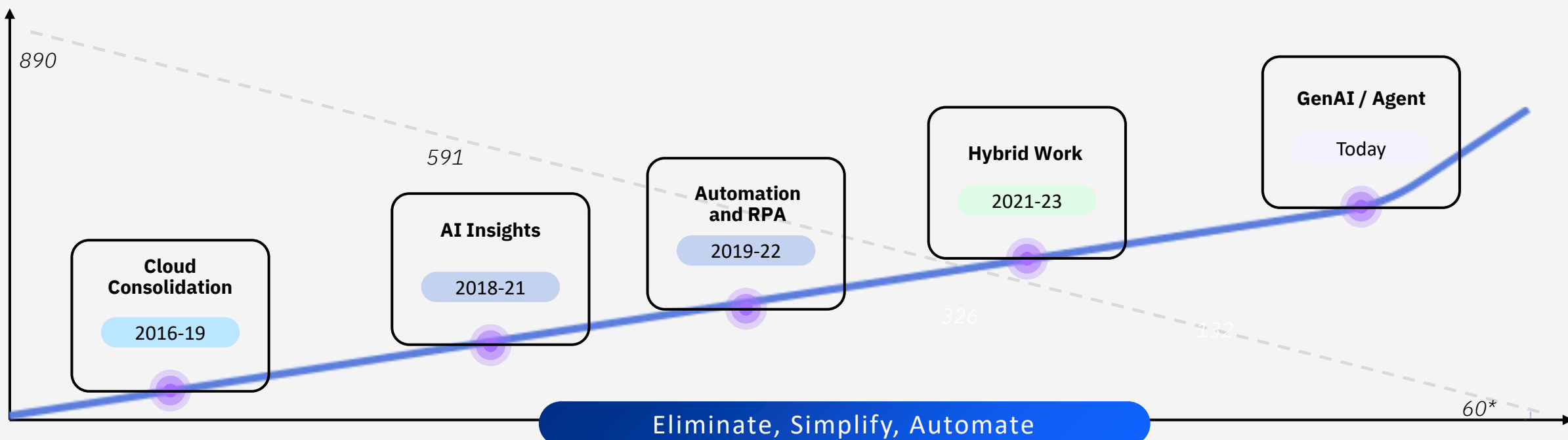
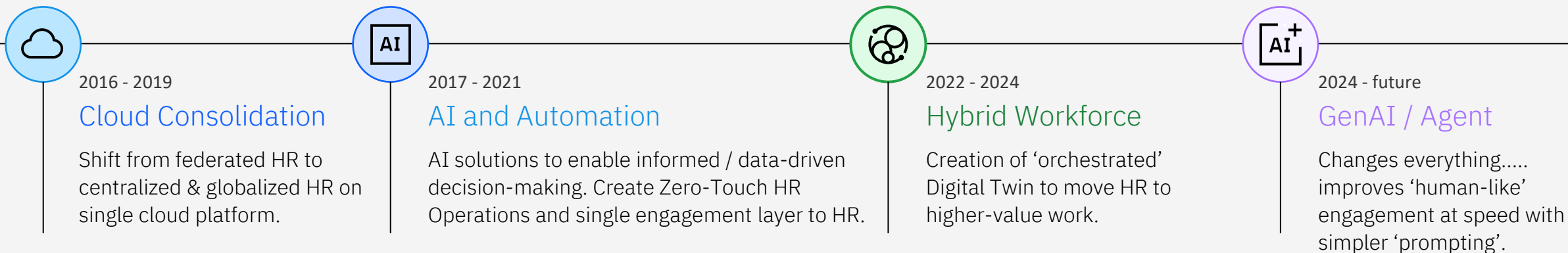
Agents designed

99,753

IBMers took part in a submission

# Digitization of HR ↔ Key Milestones

Our Enduring IBM HR Vision: Enabling Operational Efficiency; Employee Engagement and Productivity; Innovative Culture



HR Digital Agents exist across all moments that matter



### 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:

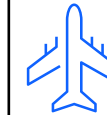
- Career advice
- Skills inference, scarcity, matching to roles
- Personalized learning plans



### 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

# The Agents augment our HR Professionals, freeing them for more strategic work

## HiRo

Learns criteria for **promotions** and provides managers with selection options

**50,000** manager productivity hours saved per year  
**85%** HR Business Partner time savings quarterly

## HeRmione

Scans internal/external sources for **job role-matching** content to input into **requisition**

**80%** of the time spent gathering and loading requisition data is eliminated

## sHeRlock

Data analytics to detect **fraud** through anomalies in expense data

Increased scope of financial recoveries from top 10% to now 100% of recoveries possible **≈\$2M**  
**6,000** hours saved for Expense Management team

## cHaRlie

View, promote, cancel and communicate **learning classes**

**12,000** Learning Event Manager hours saved annually  
**2,000** IBMer hours saved through auto-class promotion

## HaRmony

Creation of org structure placement of acquired employees to the right place/department to existing IBM structure

**~15 500** hours saved by the process automation  
**3** weeks end to end process (instead of 6 weeks)

## HaRper

Disclose key information to employees with whom the employer intends a new hire or transferred/promoted employee

**Avoidance** of legal penalties  
**Elimination** of tedious process



# AskHR is the single point of entry for employees

AskHR allows for a seamless experience for employees and empowers HR professionals to focus on higher value tasks

**11M**

Yearly interactions  
→ +1M YoY

**1.1M**

Automated tasks  
→ +42.5% volume YoY

**40%**

Reduction in HR Operating Budget

**94%**

Employee inquiries handled by AskHR

**+55**

Improvement in HR NPS Score from +19 → +74

**75%**

Improvement in speed of transaction execution (\$5M+ in productivity)

**96%**

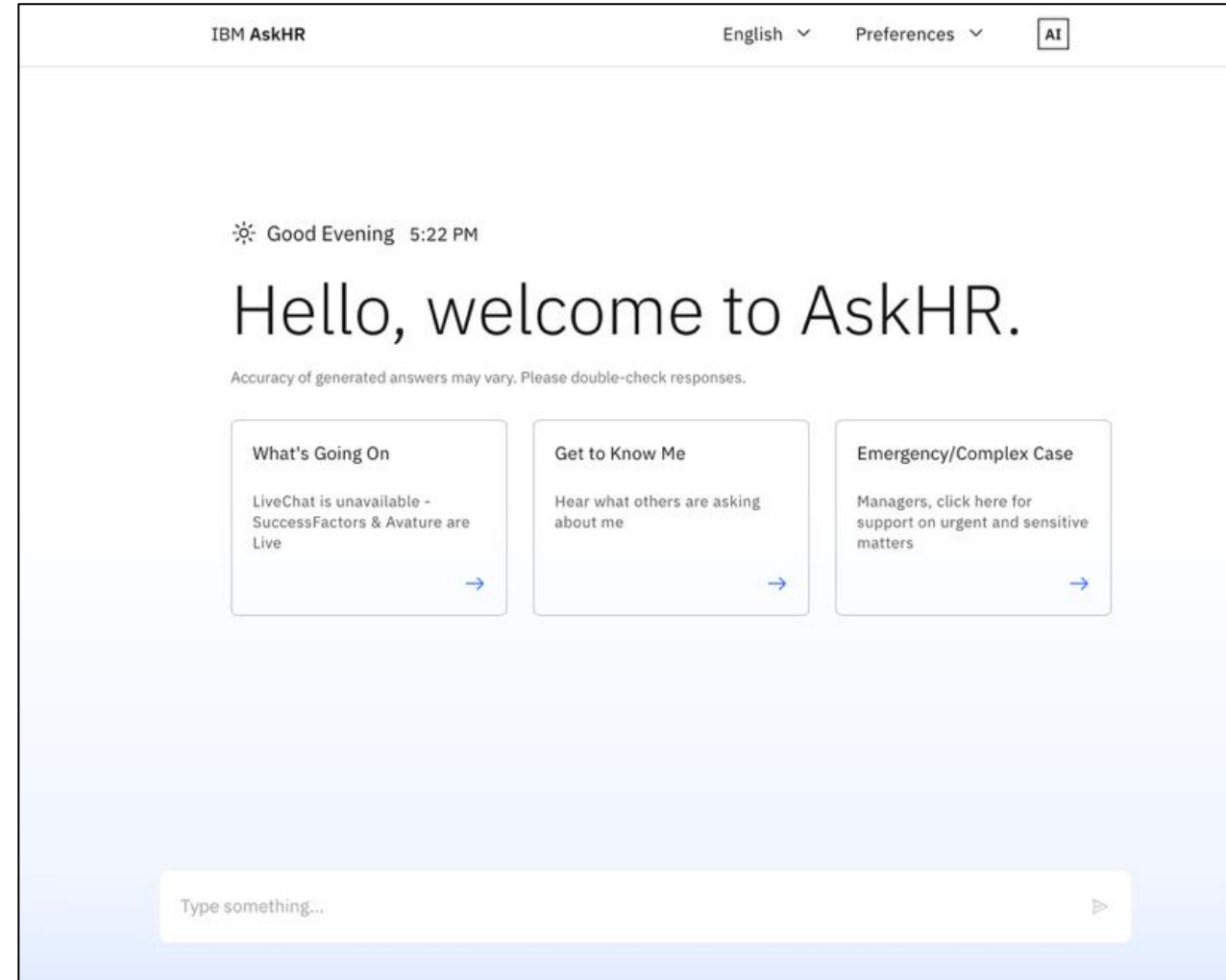
Manager Adoption

**94%**

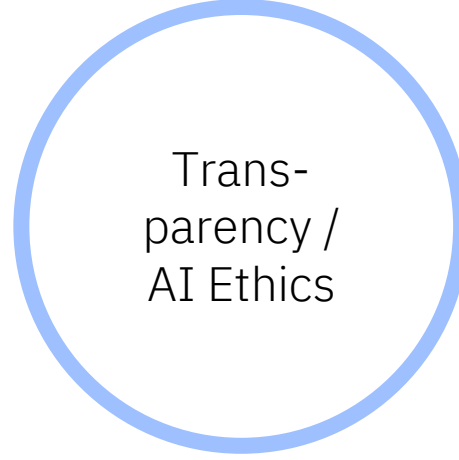
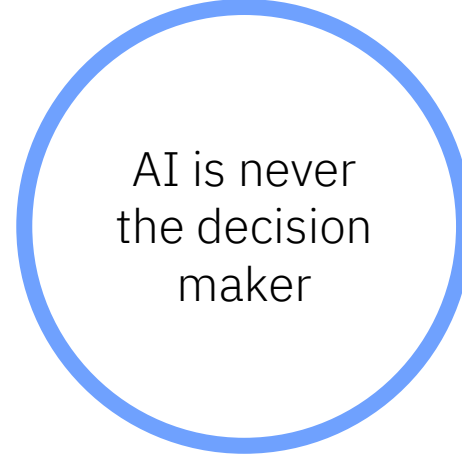
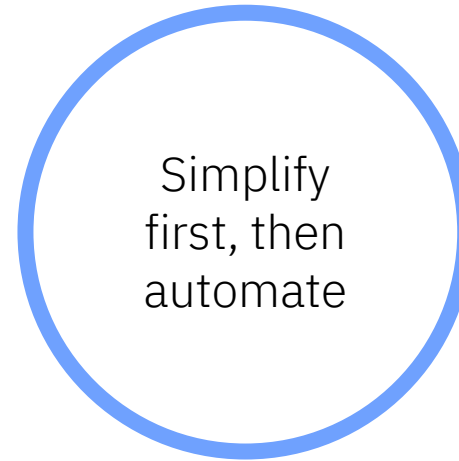
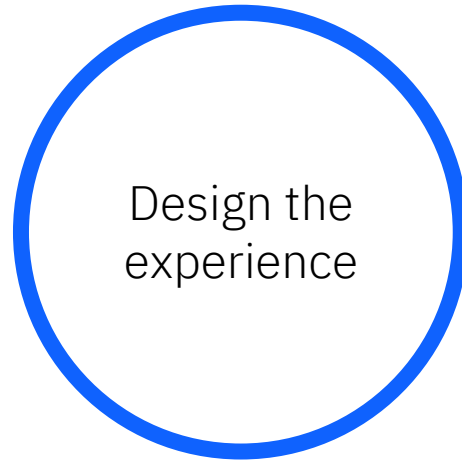
Executive Adoption

**+2**

Increase in HR employee 'level'



# Lessons learned from IBM HR



# IBM Client Zero – AI and Automation unlocking \$4.5B in savings at other areas too

Enterprise Insights	Customer Experience	IT Modernization	Employee Productivity
<p>50% productivity gains with cognitive pricing</p> <p>Instana, Tririga, Maximo, Envizi, Planning Analytics, etc  <b>watsonx</b> Orchestrate  <b>watsonx.ai</b>  <b>watsonx.data</b>  <b>watsonx</b> Assistant</p>	<p>\$191M annualized operational savings</p> <p><b>watsonx.data</b>  <b>watsonx</b> Assistant</p>	<p>\$600M+ optimization</p> <p>30% infrastructure cost savings</p> <p>Hybrid Cloud            Turbonomic            Apptio            Ansible Automation  <b>watsonx</b> Code Assistant</p>	<p>40% savings in HR Operating Budget</p> <p><b>watsonx</b> Orchestrate  <b>watsonx</b> Assistant  <b>watsonx</b> Discovery</p>



Reduction in vended spend



Simplified technology stack



Best in Class in Expense to Revenue



Reduction indirect roles



Optimized footprint



Increase in productivity through predictive and touchless processes



**IBM**