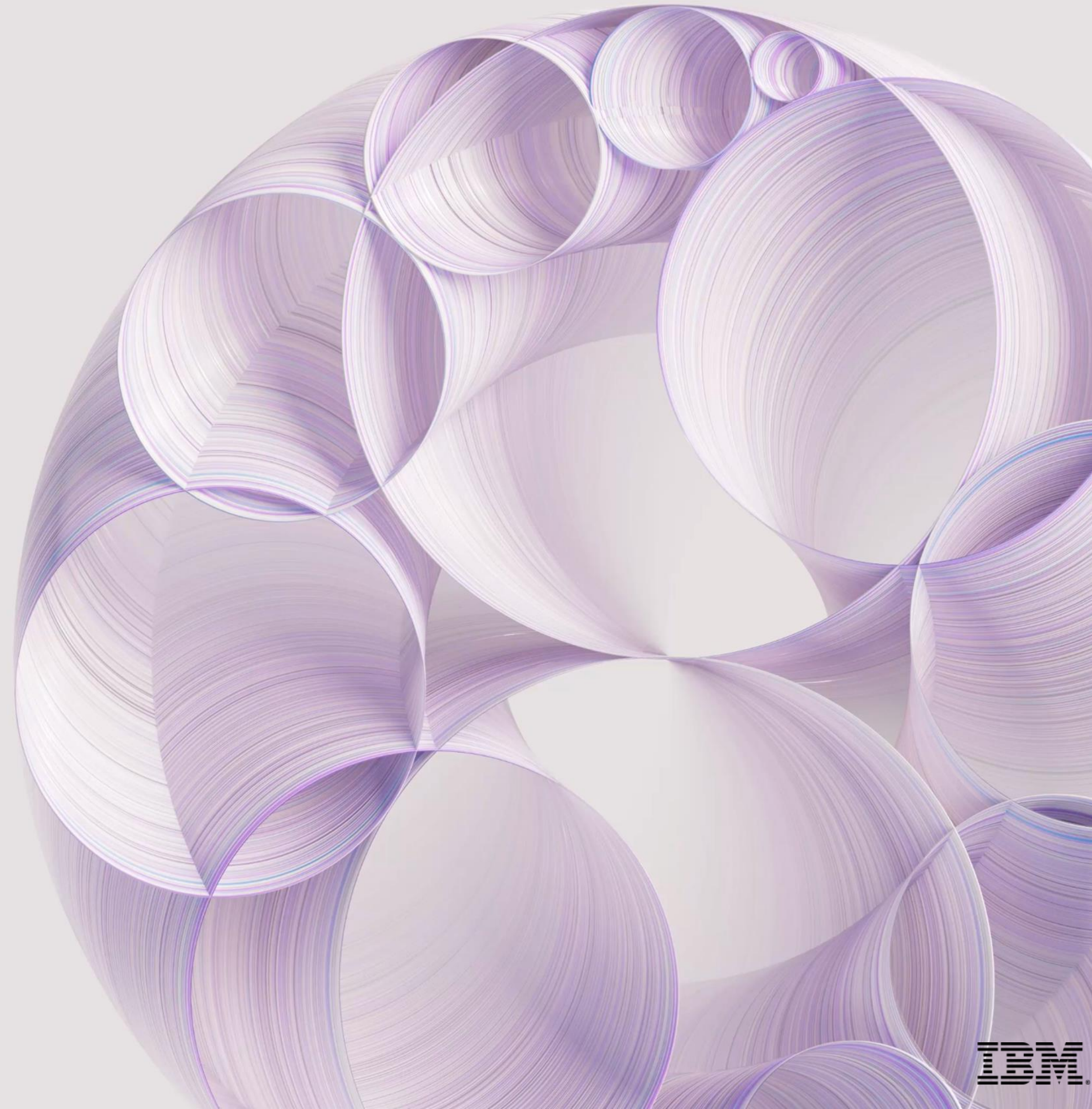


Acelerando tu negocio con watsonx AI Agents



Camilo Rojas
IBM WW watsonx Director
camilo@ibm.com





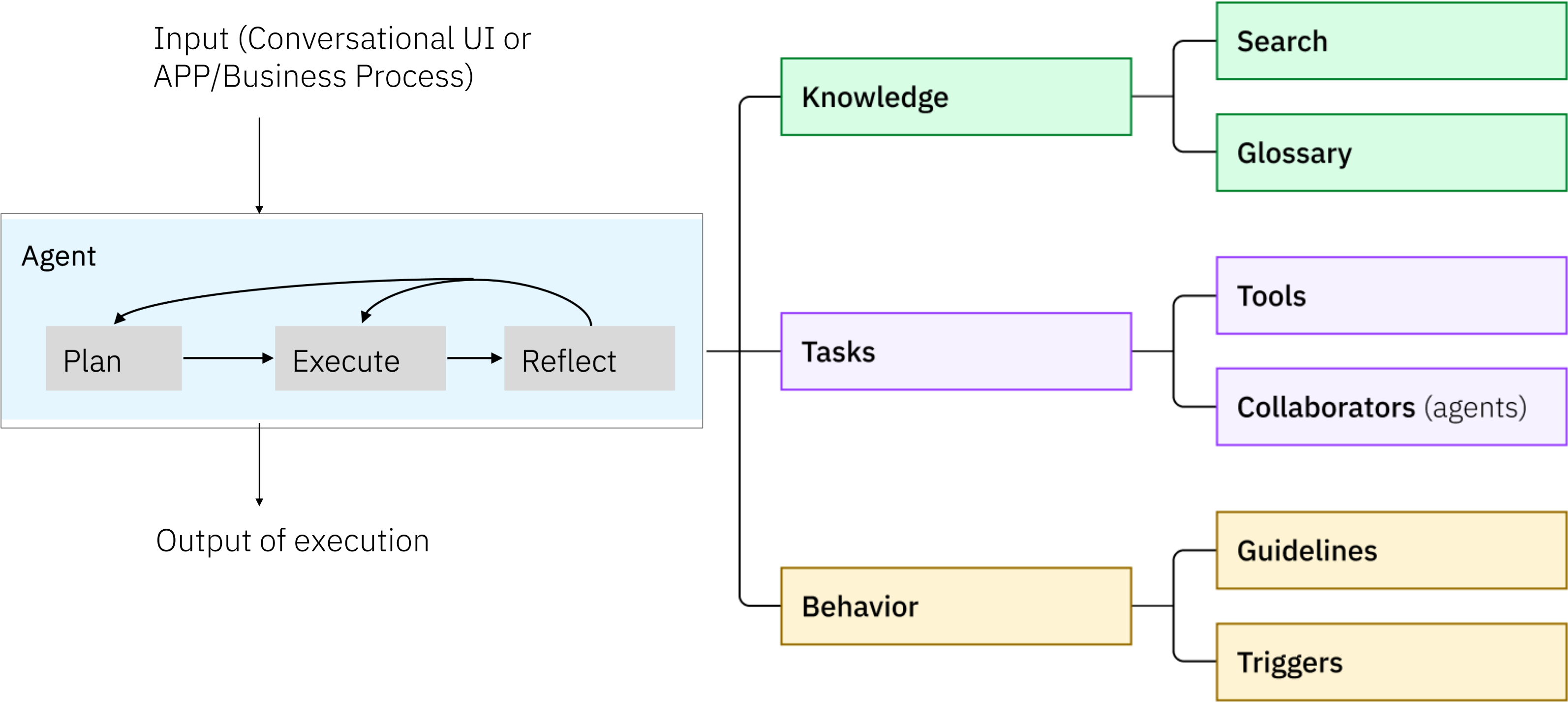
Cuando
dicen *AI*
Agents
pienso en...



Cuando
comenzamos a
usarlos
parecen más...

¿Qué son los AI Agents?

Un AI Agents es un sistema **autónomo** que puede usar **herramientas**, **memoria** y **colaborar** con otros agentes para **planear**, **actuar** y **reflexionar** acerca de los resultados de sus acciones. Este proceso iterativo de aprendizaje alinea su ejecución con sus objetivos definidos.



The Orchestrator Agent is a multi-agent, multi-tool supervisor, router, and planner, facilitating complex task execution

Según Gartner, Mayo 2025:

En 2024

0%

De las decisiones diarias de trabajo serán realizadas de manera autónoma con agentes AI empresariales.

En 2028

15%

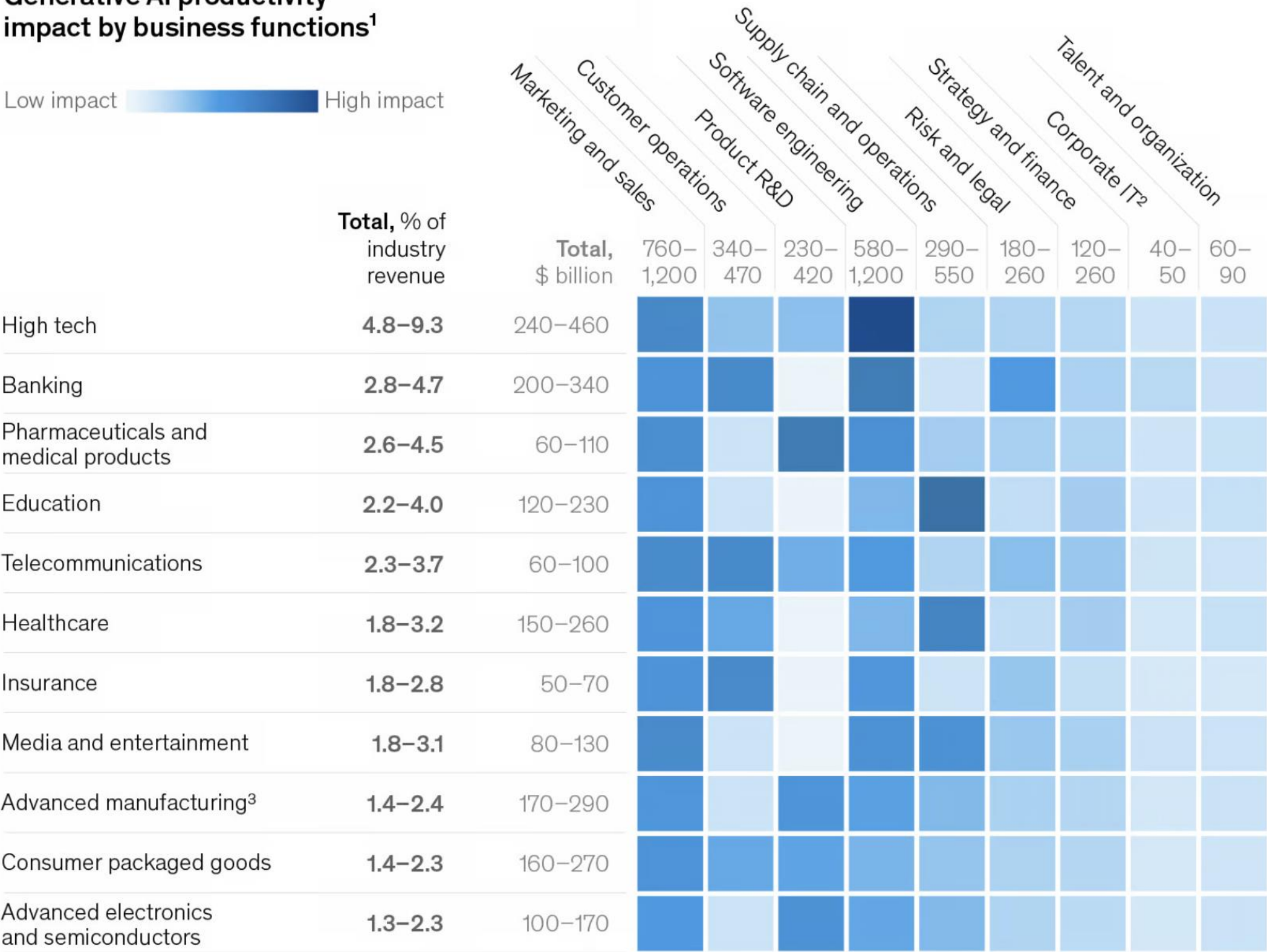
De las decisiones diarias de trabajo serán realizadas de manera autónoma con agentes AI empresariales.

Valor de negocio de AI Agents

Generative AI use cases will have different impacts on business functions across industries.

Generative AI productivity impact by business functions¹

Low impact  High impact

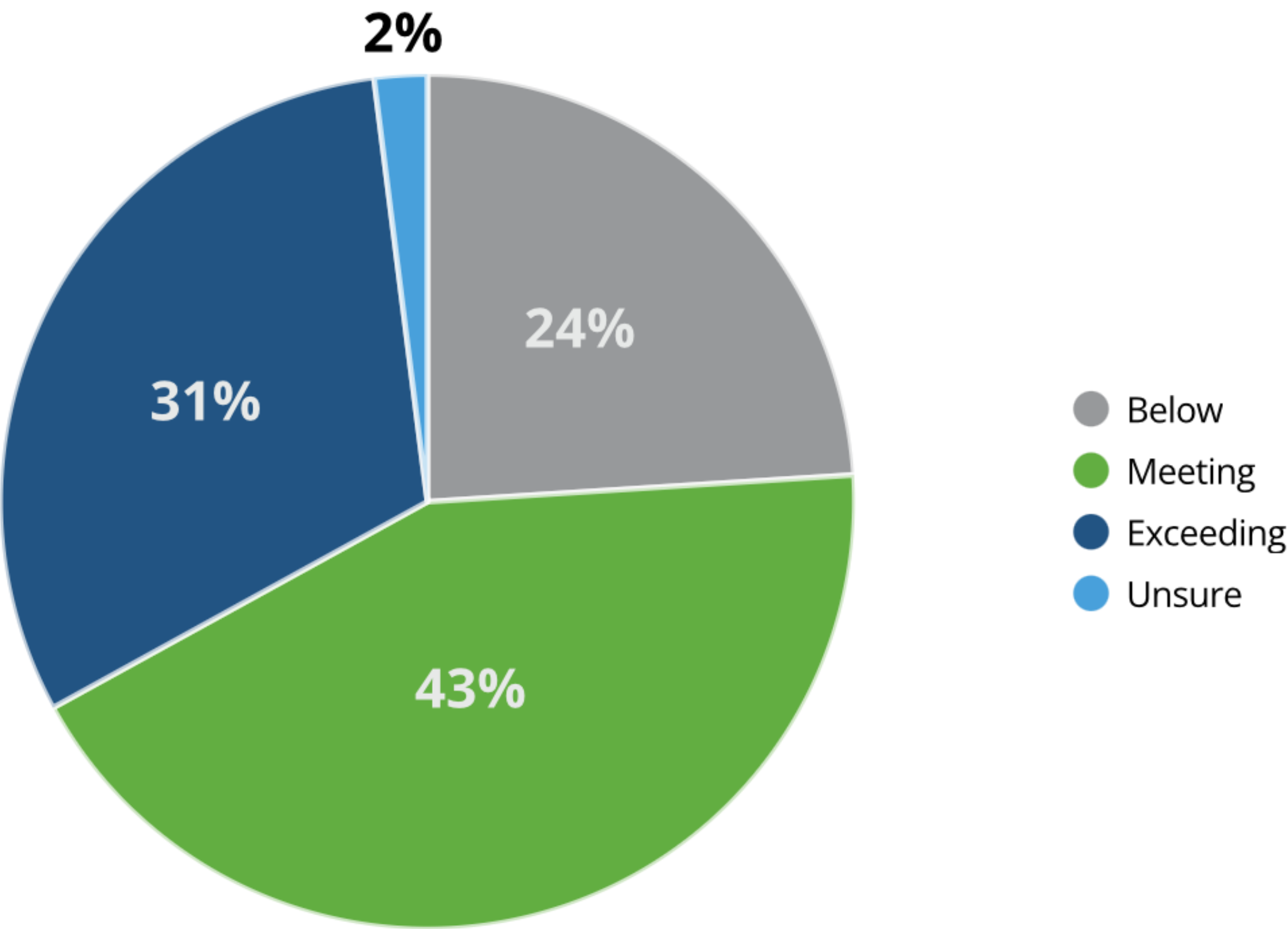


Note: Figures may not sum to 100%, because of rounding. ¹Excludes implementation costs (eg, training, licenses). ²Excluding software engineering. ³Includes aerospace, defense, and auto manufacturing. ⁴Including auto retail.
Source: Comparative Industry Service (CIS), IHS Markit; Oxford Economics; McKinsey Corporate and Business Functions database; McKinsey Manufacturing and Supply Chain 360; McKinsey Sales Navigator; Ignite, a McKinsey database; McKinsey analysis

McKinsey & Company

McKinsey & Company

% of leaders reporting on ROI expectations



Deloitte

Gen AI potenciado por los datos de su empresa logra un valor diferenciado a través de distintos casos de uso.

Customer Experience

Customer service

33% increase in agent efficiency



Digital labor

Human resources
Reduced time from résumé submission to offer by 75%



IT operations

Application modernization
Gained 30% productivity



IBM ROI: \$3.5 billion saved

Marketing
67% content creation efficiency gain for supported asset types

Customer/citizen service
800 hours saved each month



Procurement
Over USD 40 million in cost savings and avoidance



Application modernization
1,500 hours of manual labor saved yearly



Supply chain
Reduced supply chain costs by USD 150 million

IT operations
Improved initial build productivity for Ansible Playbooks by 45%



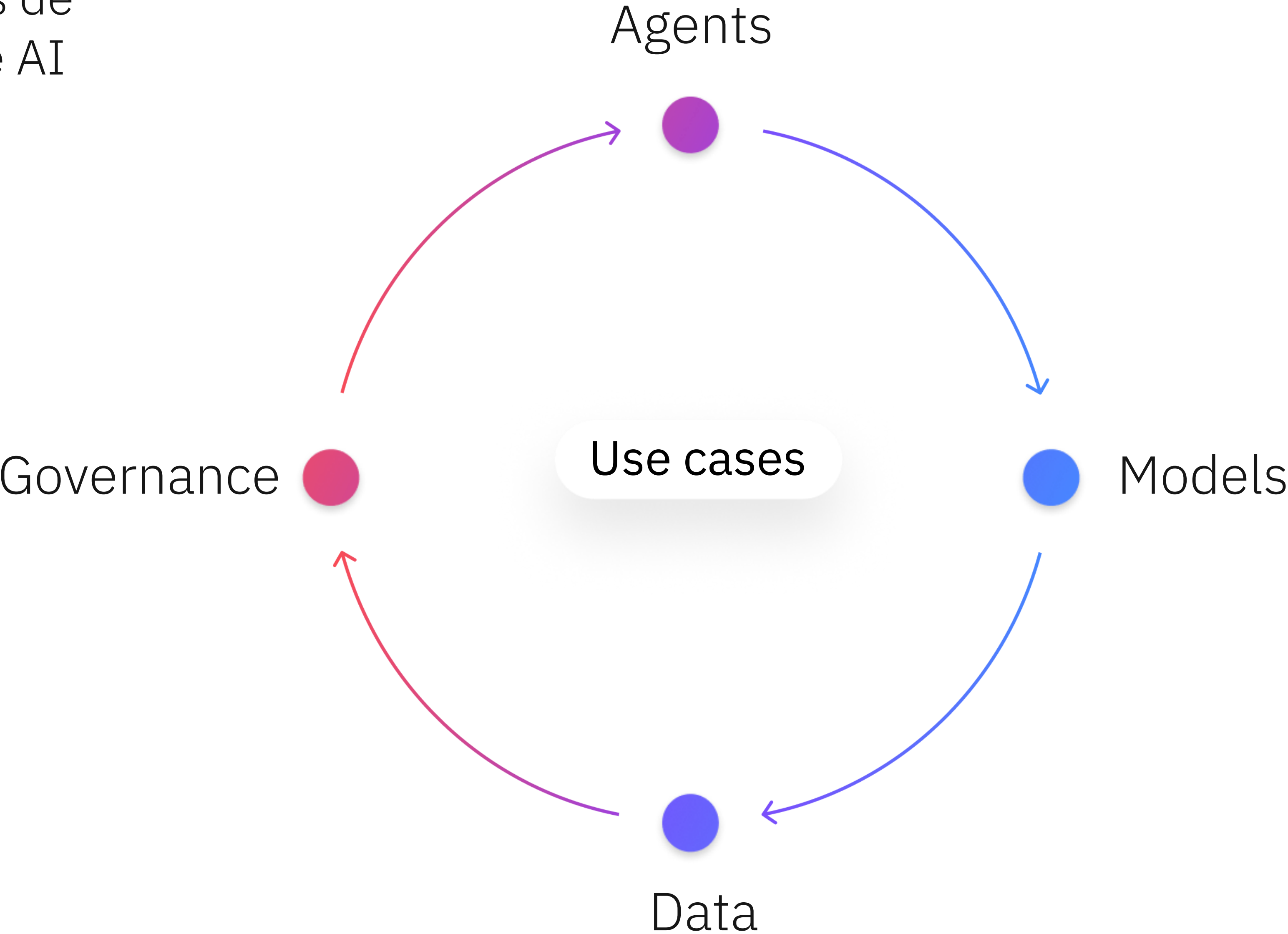
La ruta de IBM para encontrar \$3.5B en mejoras de productividad desde 2023

AskIBM				
A central unified interface for all IBMers, connecting to each domain assistant				
IBM AskHR	IBM AskIT	IBM AskSales	IBM Procurement	IBM AskIncentives ...
10M Annual HR interactions fully resolved by AI	80% Inquiries resolved via AskIT	180K Hours per week saved in gathering account information and insights	85% Orders now processed via 'touchless procurement'	96% Sales related inquiries contained within AI Assistant
40% Reduction of HR operating budget	100 Days to build + deploy AskIT from scratch	5K Seller questions answers per week (product guidance and persona targeting)	50% Reduction in time spent on manual, repetitive tasks	90% Greater accuracy in expense accruals
+55 Improvement of HR NPS score	50% Reduction in support tickets after 12 month deployment	40% Improvement in qualify of outreach content	15% Enterprise workforce comprised of contractors	76% Increase in productivity while serving 22k sellers

Consideraciones críticas para mover pilotos a producción de miles de experiencias en IBM

1	2	3	4	5
Las empresas tendrán cientos de AI Agents	Datos el diferenciador de valor	Gobierno de datos y de AI	Multi, hybrid cloud	Abierto por diseño
En la medida que los agentes escalan a través de funciones y silos empresariales vemos ambientes heterogéneos y complejos de administrar.	AI es tan preciso y diferenciado como sus datos – y solo 1% de datos empresariales son usados por LLMs normalmente bloqueados por complejidad de datos no estructurados.	Construir AI confiable significa gobierno del ciclo de vida en cada capa, datos, aplicaciones, agentes con políticas claras.	Libertad de elección donde ejecutar y mover las soluciones de AI. Cumplir regulaciones y	Prioritize open strategies that support existing investments, open-source innovation, and flexible scaling with tools and models

Elementos
fundamentales de
un proyecto de AI



Discover agents and tools

Explore pre-built [AI agents](#) and powerful [tools](#) to enhance and automate your workflows.



- Featured items
- Complete catalog
- My agents and tools

Human resources agents

Explore AI agents to streamline HR, manage employees, and automate admin tasks.

[View all agents](#) →



Employee profile agent

An agent to manage employee profile information and updates within Workday.



Compensation agent

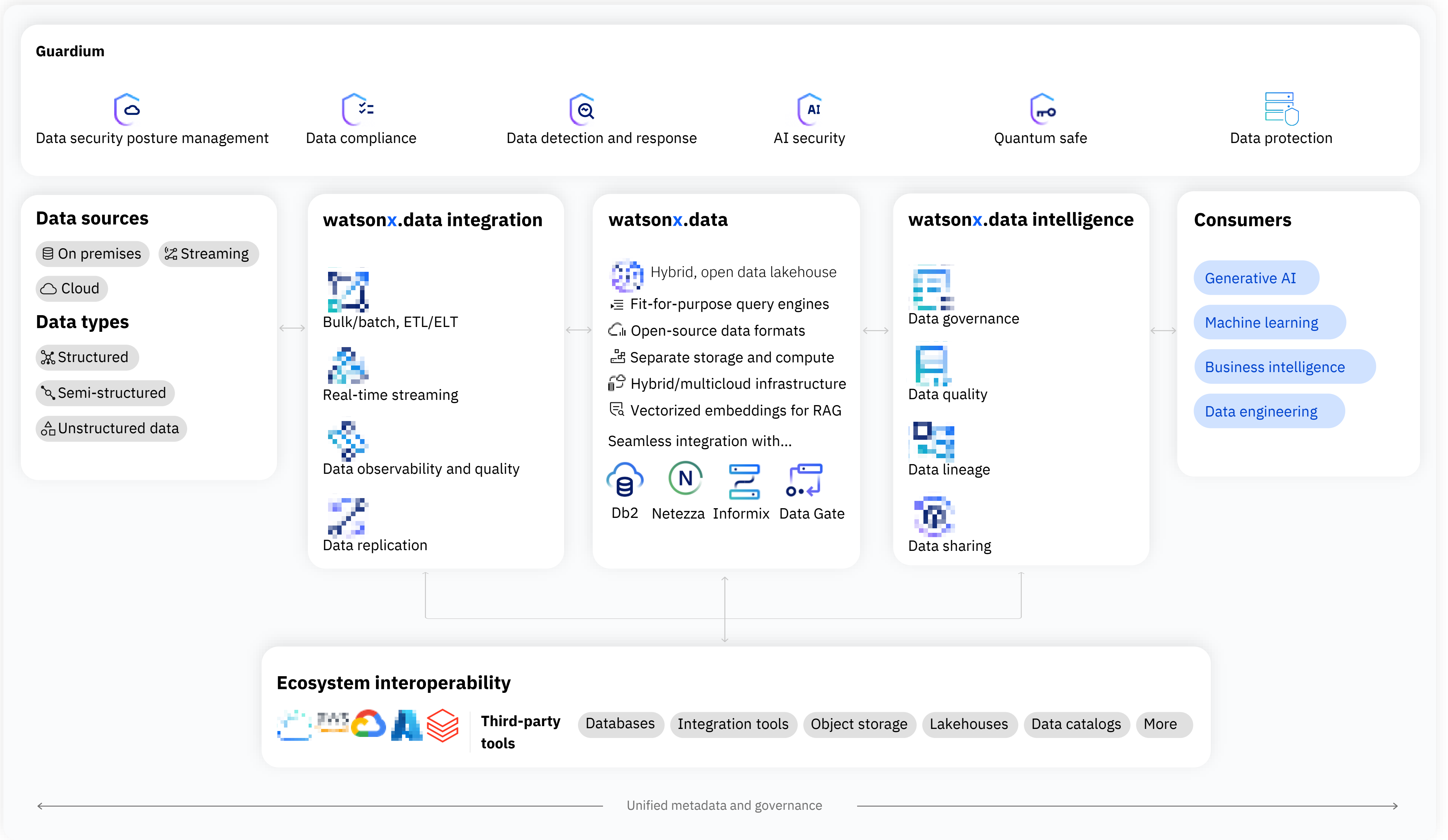
An agent to manage and streamline employee compensation processes within Salesforce.



Leave manager agent

An agent to manage employee leave requests and approvals within Oracle.

Integre, gobierne y asegure sus datos **estructurados** y **no estructurados** con la **arquitectura abierta** de datos de IBM.



IBM permite que compañías vayan más allá del RAG convencional y construir con 40% más precisión

Ingest at scale

Document systems

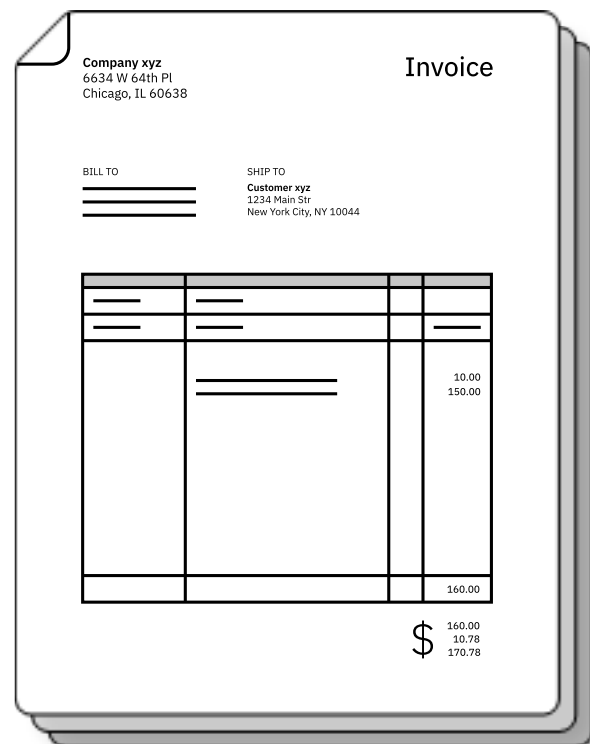
FileNet

Box

SharePoint

Google Docs

Unstructured data



watsonx.data
integration



Curate and govern

Unstructured data preparation

Extracted entities/values
<JSON>
[Iceberg]

Extracted text
[Iceberg]

Vector embeddings
_Milvus
_AstraDB

watsonx.data
intelligence



Multi-engine optimization

Deliver to AI

Better AI and analytics

DataStax

Gen AI applications

Milvus

Gen AI agents

Spark

Data engineering and AI/ML

Presto

Business intelligence

Db2 & Netezza

Data warehouse

Document library

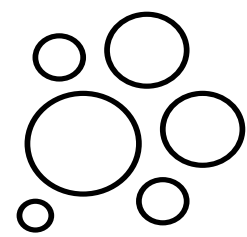


Consistent user access controls

*Based on internal testing comparing the answer correctness of AI model outputs using watsonx.data Premium Edition retrieval layer to vector-only RAG on three common use cases with IBM proprietary datasets using the same set of selected opensource commodity inferencing, judging and embedding models and additional variables. Results can vary.

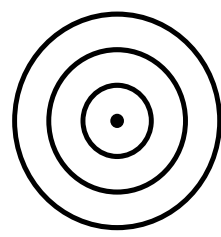
IBM Granite

A family of **open, performant and trusted** AI models to accelerate enterprise AI adoption



Open

- Open source under Apache 2.0
- Transparency of data, training methods
- Customize with your data



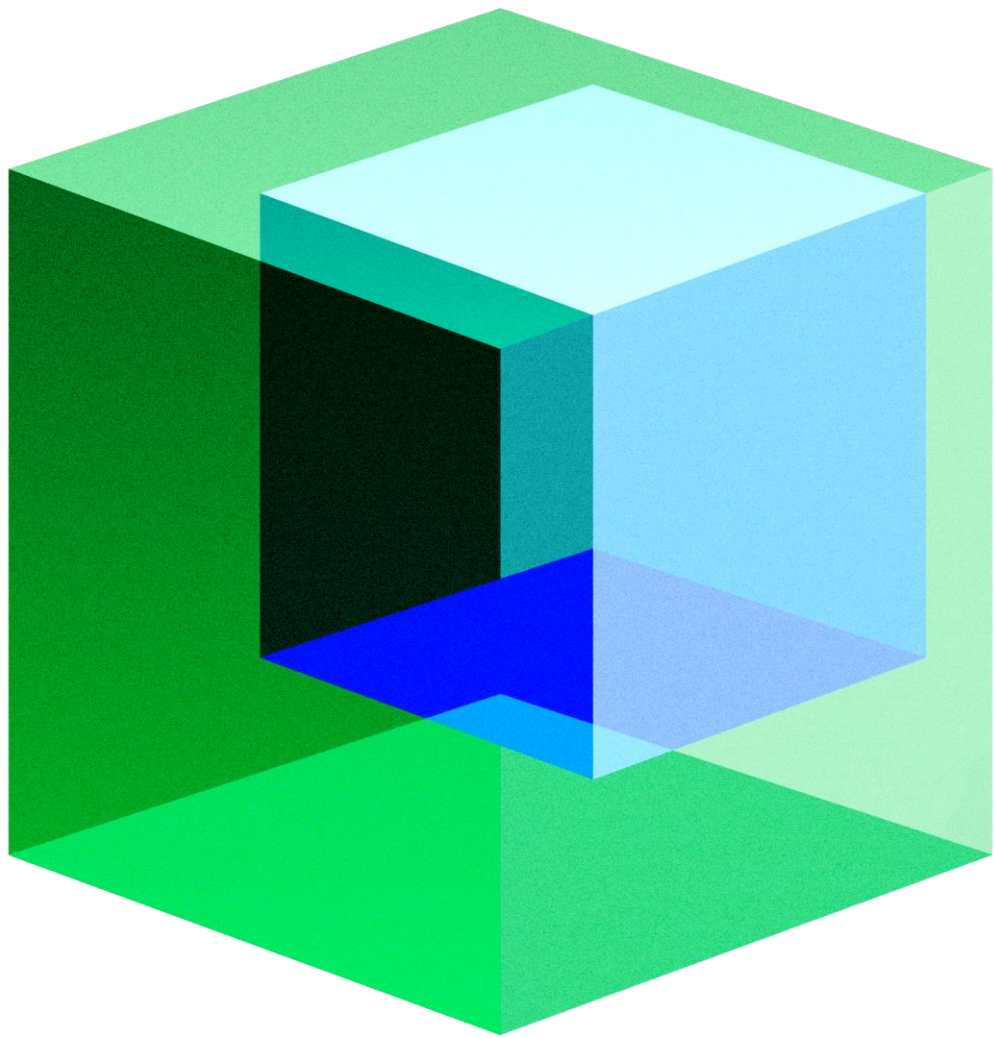
Performant

- Diverse range of small models
- Reasoning capabilities
- Multimodal capabilities

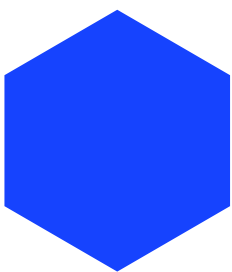


Trusted

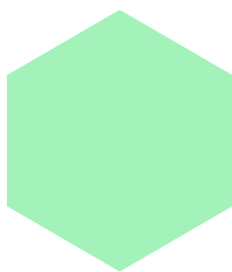
- IP indemnification
- Responsible and safe AI
- Guardrails to secure data and mitigate risks



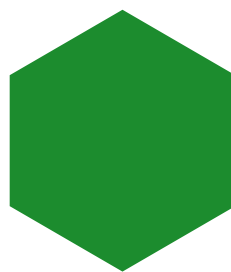
Granite family of models



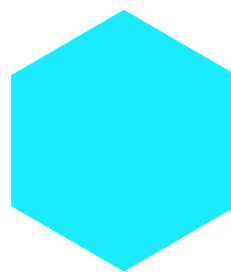
Language Models with Reasoning



Vision Model



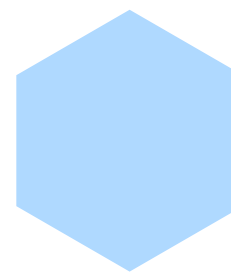
Speech Models



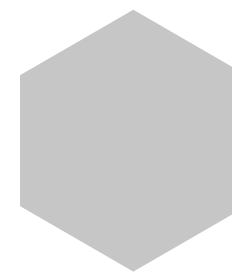
Guardrail Models



Time Series Models



Embedding Models



Speculative Decoding Models



Geospatial Models



Welcome, Marc!

Last successful login 2/10/2025, 4:41 PM

Home My Tasks (0) Subscription Tasks (0) Oversight Tasks (0)

Model Compliance Status

34



Model Inventory

Use Cases by Risk Level

32



Models by Risk Tier

34



Foundation Models by Hosting Location

0

No data available

Approved Models

18

Models added in the last 30 days

1

AI Agents

Agents by Level

13



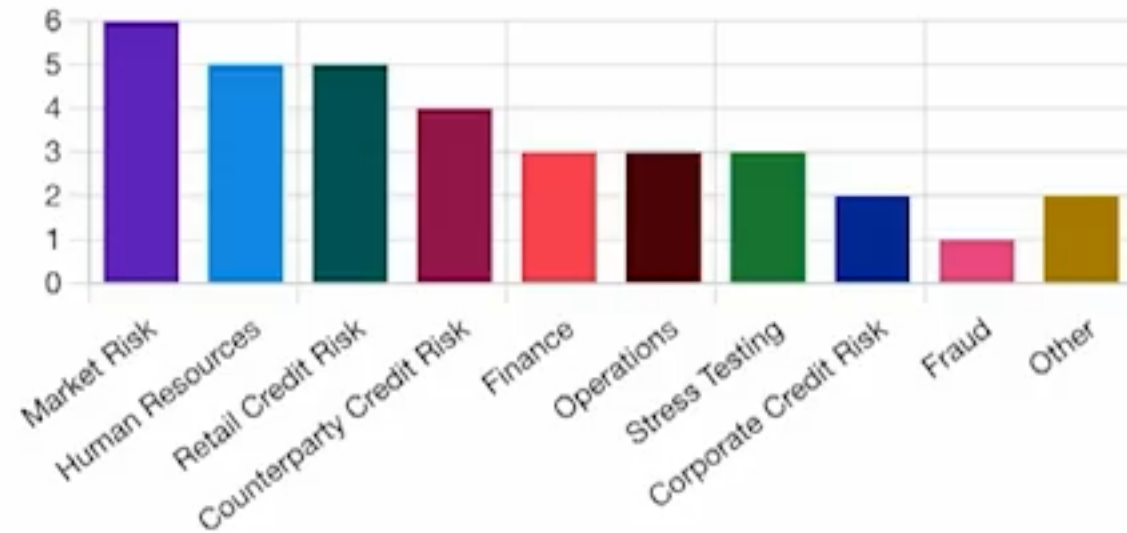
Agents by Risk Level

13



Models by Department

34



Change Management

Change Requests by Status

41



Use Cases by Lifecycle Phase

32

- Approved for Development
- Proposed
- Rejected
- Decommissioned
- Awaiting Use Case Approval
- Awaiting Development
- Under Development
- Developed
- Ready for Validation
- Other



Model Performance

186

- Not Determined
- (No Value)
- Red
- Yellow
- Green



Deployments

Deployments by Status

40



Production Deployments

Model Validation

Model Reviews by Status

37



Reviews Awaiting Assignment

1

Reviews in Progress

13

Models by Provider

Foundation Models

0

No data available

Developed Models and Prompts

34



Useful Links

[AI Risk Atlas](#)

[EU Artificial Intelligence Act](#)

Liderazgo en los segmentos empresariales de Data y AI

Gartner Magic Quadrant for Data & Analytics Governance Platforms



Gartner Peer Insights **Customer’s Choice**, 2024
“Top notch support that **I haven’t seen with other vendors**”

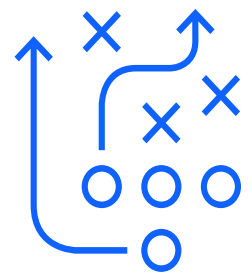


- Gartner.** Leader in Gartner’s EMQ for **Data Science and Machine Learning Platforms**, 2025
- Gartner.** Leader in Gartner’s EMQ for **AI Productivity**, 2024
- Gartner.** Leader in Gartner’s EMQ for **Generative AI Engineering**, 2024
- Gartner.** Leader in Gartner’s EMQ for **Generative AI Model Providers**, 2024
- Gartner.** Leader in Gartner’s MQ for **Cloud Database** Management Solutions, 2024
- Gartner.** Leader in Gartner’s MQ for **Cloud AI Developer Services** 2024
- Gartner.** Leader in Gartner’s MQ for **Data & Analytics Governance Platforms**, 2024.
- Gartner.** Leader in Gartner’s MQ for **Data Integration Tools**, 2024 (19th year in row).
- Gartner.** Leader in Gartner’s MQ for **Augmented Data Quality Solutions**, 2024.

Put AI to work with **watsonx**.

Portfolio of products that accelerates generative AI into core workflows to drive productivity.

¿Cómo comenzar con IBM watsonx?



Free trial

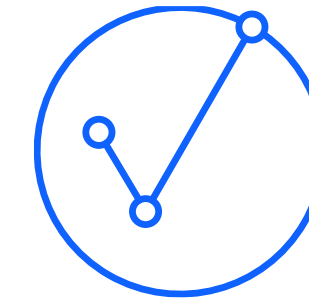
Core watsonx features to start building AI models and accessing data across your organization.



Request a client briefing or demo

Discussion and custom demonstration of IBM's generative AI watsonx point of view and capabilities. Understand where generative AI can be leveraged now for impact in your business.

2-4 hours onsite or virtual



5-year business value assessment

Engagement with an IBM multi-disciplinary team to jointly innovate and rapidly prove the business value of generative AI solutions using watsonx.

1-4 weeks



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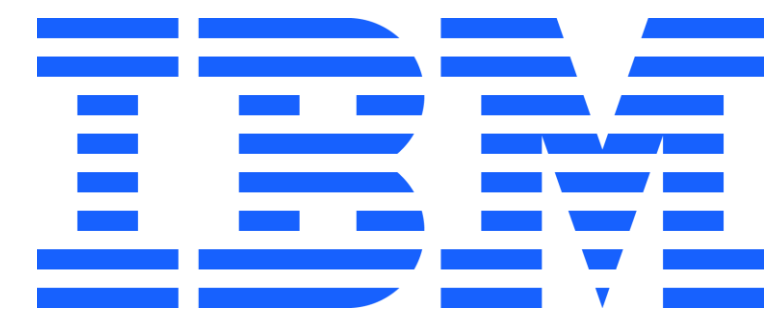
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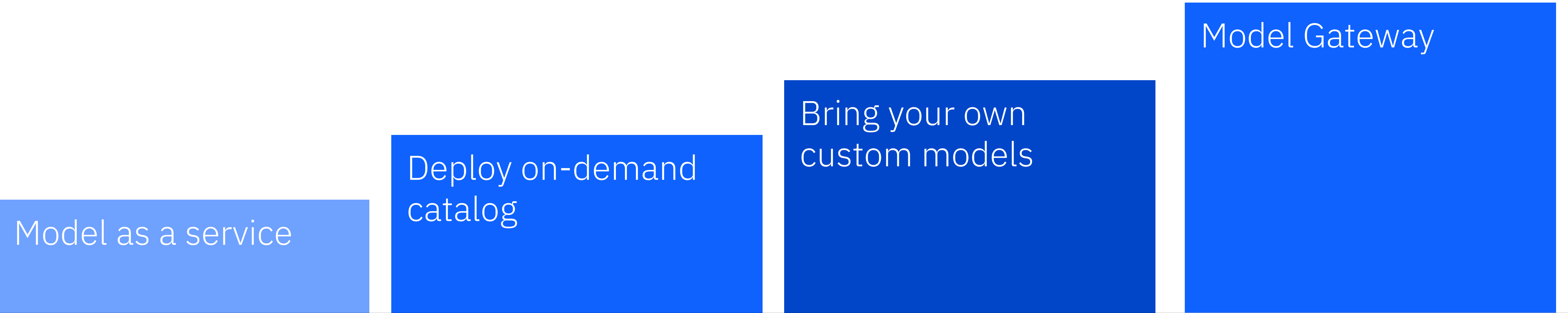
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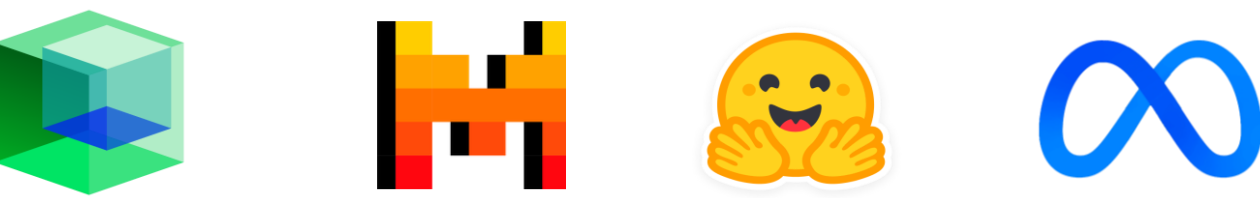
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Ultimate model flexibility on watsonx.ai



OOTB hosted models
Available in multi-tenant, dedicated SaaS and on premises.



Bring your own model (BYOM)
Import compatible model weights or tuned models for direct inference.

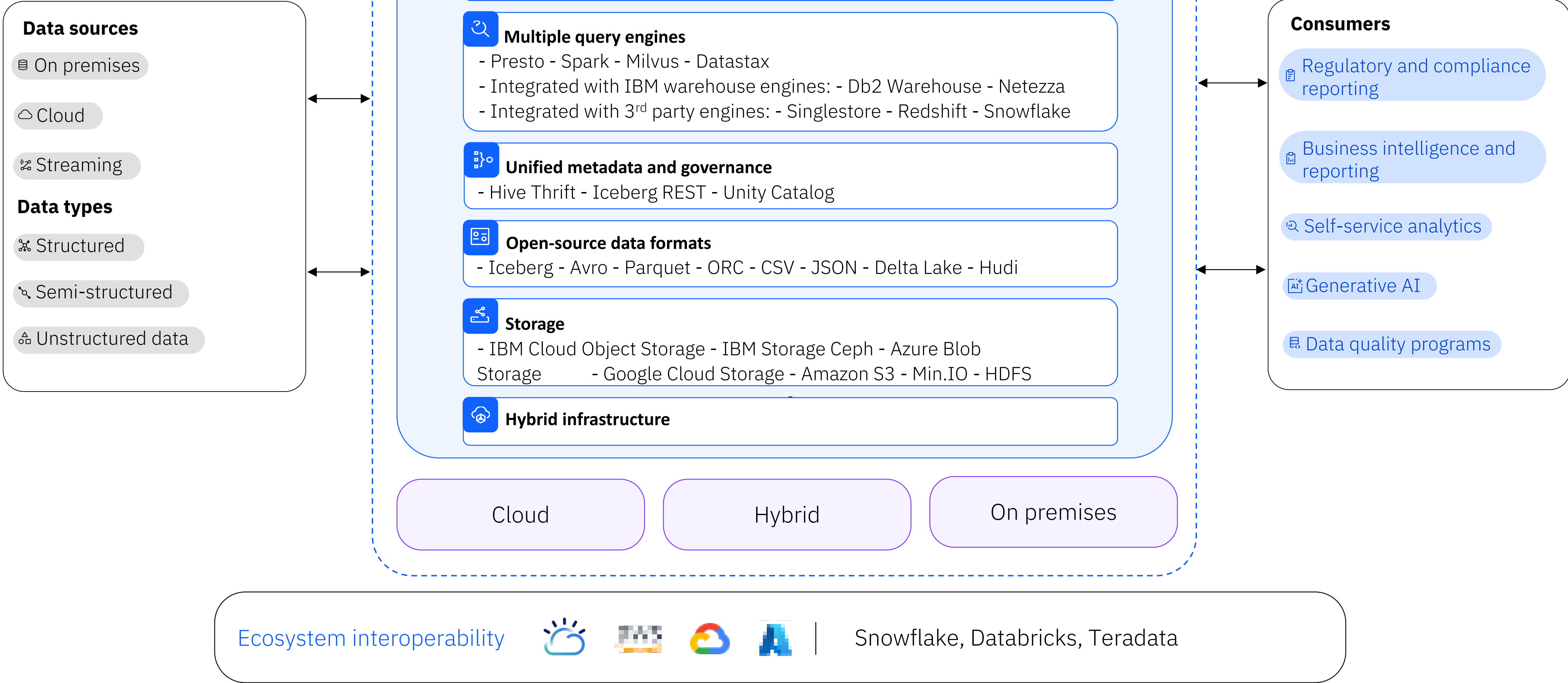


Models hosted by third parties
Access external models via secure router.

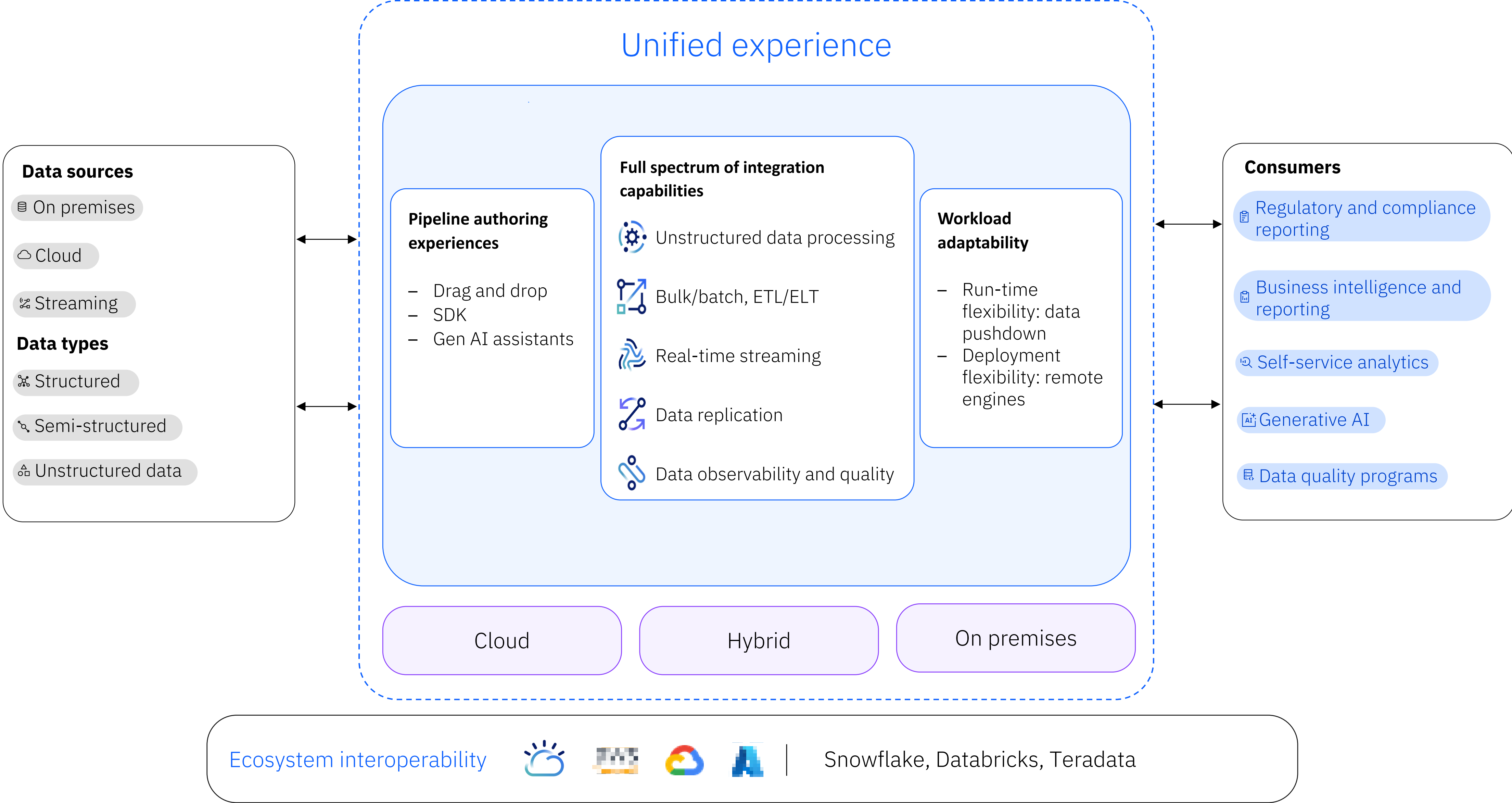


watsonx.data

Unified experience



watsonx.data integration



watsonx.data intelligence

