

Accelerate business decisions and processes

Natural language AI technology delivers answers and insights with speed and accuracy



There are over 1 billion knowledge workers in the world who need fast access to information. But given the volumes of data stored by enterprises, often in disparate systems, as well as the complex documents that employees must read through, finding this information is time consuming and tedious. Employees can spend a fraction of their time looking for the information required for their work. This is where the business opportunity exists. Enabling employees to access information more efficiently can grow revenue 5%, with an ROI of 383%.¹

IBM Watson® Discovery's Natural language AI technology automates search and document understanding to empower experts to dedicate more time on creation and less time on tiresome business processes. The bottom line: you can get more work done in less time.

Insurance underwriters can spend more time on risk assessment and less time on analyzing claims documents. Attorneys can spend more time on legal arguments and less time on case research and precedents. Call center agents can spend more time on customer query resolution on first contact and less time on digging through various sources of information. These are just some examples where AI can deliver business value. At the end of the day, businesses will achieve faster results, more satisfied customers and happier employees.

Recognized as a leader in insight engines, text analytics and enterprise search by top technology analysts from Gartner and Forrester, Watson Discovery offers benefits to customers around the globe. Those benefits include:

- AI-powered natural language understanding.
- An easy-to-use interface.
- A platform that you can deploy nearly anywhere: on premises or any cloud.

Watson Discovery is a proven and effective technology that can help you optimize your business processes to earn more revenue and save on costs. According to Forrester's Total Economic Impact (TEI) study, Watson Discovery clients realize four times greater returns on investment with a payback timeframe of only 13 months.¹

Watson Discovery accelerates business decisions and processes by applying natural language AI powered search and content analysis to discover answers and insights buried in business documents.



During the Grammys, Watson Discovery scanned 20 million business documents to recommend interesting facts about recording artists to their customers.



Code Objects developed an AI assistant with Watson technology to create frictionless customer experience, reducing average call time by 75%.



UBank built a Watson-based AI-powered tool to enhance employee productivity, cutting down manual search time by 33%.

[Learn more](#) about Watson Discovery.

[Start trial](#) →

1. Forrester, The Total Economic Impact™, Total Economic Impact (publication), February 2021.