

# IBM Watson Discovery

Dig less, discover more to accelerate decisions and business processes



## Highlights

Accelerates decisions and business processes with natural language AI

Understands your business domain to empower experts and knowledge workers

Delivers superior client outcomes with documented ROI and benefits

Encompasses powerful features and capabilities in a single platform

As business documents keep growing in volume and talent gets increasingly scarce, businesses need to ensure that experts spend their valuable time delivering high-value work more efficiently. By investing in natural language AI technologies like IBM Watson® Discovery to automate the discovery of information and insights, businesses can free their experts to spend more time creating value for their stakeholders and less time searching and reading. The bottom line is faster business results, more satisfied customers, and happier employees.

IBM Watson Discovery provides AI-powered document understanding, processing and text analytics capabilities to empower an organization's subject matter experts and knowledge workers with the right information, at the right time, in the right context. The document understanding and natural language processing (NLP) capabilities of IBM Watson Discovery help unlock hidden value in unstructured text data to find answers and monitor trends and surface patterns. These benefits augment an expert's ability to understand complex, high-value documents by providing immediate access to concise, trusted information.

## Accelerates decisions and business processes

IBM Watson Discovery helps accelerate decisions and business processes by applying cutting-edge natural language understanding capabilities to comprehend the structure, language and semantics of your documents in the context of your business domain to help your experts discover information and insights faster. Text, tables and images are visually labelled so AI can understand your contracts, purchase orders, tax documents, financial records, word documents, excel spreadsheets, webpages and other structured documents to surface insights that help your experts make better decisions, faster.



### **Understands your business domain**

IBM Watson Discovery can learn the language of your domain space, regardless of where your data is stored. It integrates custom NLP models automatically to understand the language in your documents and data and is designed to continually provide more accurate results through machine learning. The solution can be deployed virtually anywhere, on any cloud, whether public or on-premises, and can be easily scaled across the enterprise. It's a powerful low-code AI platform that can be configured easily by business experts for their specific domain with little to no support from IT.

Following are some examples of business processes that are accelerated by IBM Watson Discovery.

- **Insurance:** Underwriting, claims processing, risk, and fraud management
- **Banking:** Digitization, loan origination and credit card processing
- **Financial markets:** Investment research, due diligence, and portfolio optimization
- **Legal:** Research, litigation response and contract management

### **Delivers superior client outcomes**

Through IBM Watson Discovery, our clients use the investment that IBM Research® is making in powerful natural language AI to ingest, process and understand millions of documents in a short time span through advanced indexing and robust algorithms. With our intuitive and easy-to-use interface business experts can configure business applications for their respective domains—without the need for extensive training or technical skills. Machine learning models can be trained on specific domains with less training data and time. The platform supports flexible deployment virtually anywhere, on-premises or any cloud, and scales easily across the enterprise.

Following are results attained by some of our clients who implemented our solution.

- Reduced the time spent searching for information by up to 75%<sup>1</sup>
- Reduced the average call time of customer contact centers by as much as 75%<sup>2</sup>
- Realized a 383% ROI with a payback period of less than 13 months<sup>3</sup>

### **Encompasses powerful features and capabilities**

IBM Watson Discovery offers the following features in a single platform



#### **1. Understands your document structure**

Watson Discovery includes a visual machine learning tool that enables users to label text so that the tool builds an understanding of critical components inside your enterprise documents, such as headers, tables and more. Once you annotate a few pages of your documents, the tool teaches itself the rest, retrieving answers and information only from relevant content.



#### **2. Delivers passages as answers**

Traditional enterprise search engines perform keyword searches and provide end users with links to documents. But with IBM Watson Discovery, you'll get specific passages that possess the relevant information and its source documents using semantic search. The design of this platform ensures that all the information you need is easily accessible.



### **3. Surfaces insights with text mining**

Content mining uses NLP to understand context and relationships in text. As a result, you can search across your documents to surface patterns, trends, anomalies, and the evolution of elements in your content in near real-time.



### **4. Offers NLP enrichments**

The platform's out-of-the-box NLP enrichments include entity extraction, sentiment analysis, emotion analysis, keyword extractions, category classification, concept tagging and more.



### **5. Integrates with chatbots**

Powered by IBM Watson Discovery, the IBM Watson Assistant search skill enables virtual agents to respond to users' queries quickly and efficiently. You'll also be able to provide a better customer experience by delivering passages of text from relevant content.



### **6. Creates an industry-specific dictionary**

Create a custom dictionary, inclusive of synonyms, to help IBM Watson Discovery find and learn terms that hold meaning for your workflows. You can also add a patterns resource that teaches the platform to recognize patterns in your data and suggest more rules for your review.

## **Conclusion**

By investing in a powerful natural language AI platform like IBM Watson Discovery, businesses can accelerate their business decisions and processes by automating discovery of information and insights. IBM Watson Discovery can learn the language of specific business domains to empower experts and knowledge workers to spend more time on creating value for their stakeholders and less time on manual, repetitive work. It all adds up to faster business results, happier customers, and satisfied employees.

## **For more information**

To learn more about IBM Watson Discovery, contact your IBM sales representative or IBM Business Partner or visit [ibm.com/cloud/watson-discovery](https://ibm.com/cloud/watson-discovery).

1. Woodside Energy, IBM case study, May 2017.
2. CodeObjects, IBM case study, January 2019.
3. The Total Economic Impact Of IBM Watson Natural Language Processing (NLP) Solutions, a Forrester study commissioned by IBM, February 2021.

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Produced in the  
United States of America  
January 2023

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