# Operationalize AI with confidence

Deliver high user-satisfaction by ensuring performance and relevance of AI within enterprise applications.

**Highlights**

Comprehensive services for managing, governing, securing, optimizing, and enhancing data and applications in the AI stack.

Enables observability, FinOps and SecOps across the entire AI value chain.

Improves reliability, performance and relevancy of AI within enterprise application stacks.

Artificial Intelligence has tremendous potential in becoming a critical driver of enterprise transformation. But as more businesses move AI from pilot to production, new operational complexities are coming to light continuously. Data pipelines break. Models drift. Costs escalate. Security threats evolve. Some of the most common problems that lead of decline in performance of AI environments include:

- Data quality issues stemming from outdated data pipelines, growth of data silos and changes in data accuracy
- AI models can degrade due to model drift, lack of retraining programs, or even due to proper management of model versions
- Infrastructure and performance bottlenecks due to latency, throughput or scalability limitations
- Cost overruns arising from unpredictable infrastructure costs, over-provisioning, and lack of visibility
- Security risks from cyber threats or privacy risks from unauthorized access
- Lack of governance programs for managing ownership of the AI and its associated systems

AI that performs well in labs can under-perform or even fail with time in production environments. Like a living, growing organism AI systems need to be managed, maintained and evolved so that they can stay accurate, be innovative and be scalable in response to user demands and business objectives.

That's where our enterprise AI management services come in. We help large organizations manage AI across its full operational lifecycle - from raw data to deployed applications, and focusing on performance, cost control, governance and security.
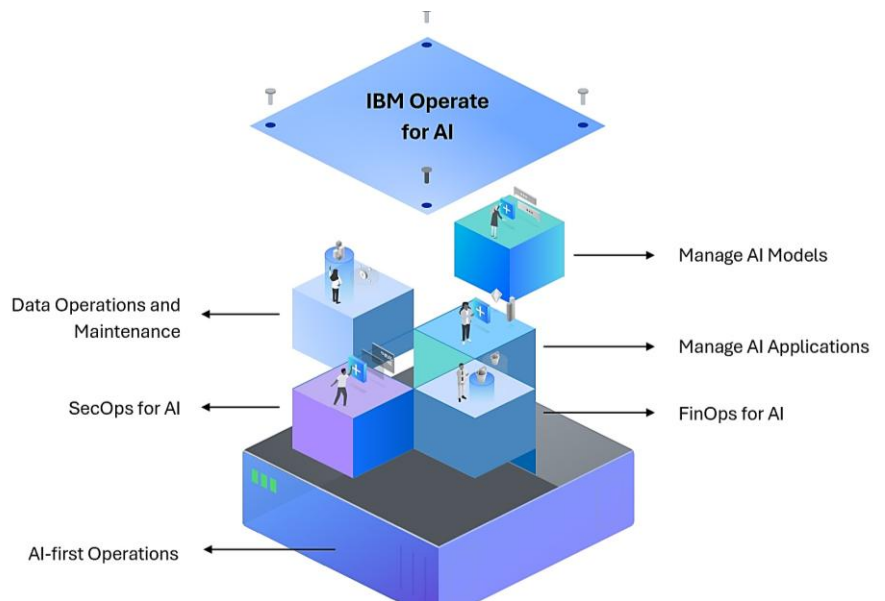
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Figure 1. 'Solution-in-a-box' for managing entire AI value chain

"AI may spark innovation, but it's world-class AI management that turns that spark into a sustained blaze of enterprise transformation. To fuel real business impact, managing AI is just as critical as building it."

# Build bold, deploy smart, manage with confidence

**Fostering innovation through complete management of AI systems**
By delivering end-to-end services for AI-based applications, IBM empowers enterprises to focus on what matters most – driving innovation within their core business. Our extensive capabilities extend from design and building of intelligent solutions, with an equally strong focus on operationalizing AI at scale.

IBM Operate for AI services help enterprises maintain peak performance, reliability and business alignment across hybrid cloud and on-prem environments by focusing on the 5 main pillars of achieving success with AI:

- **DataOps** streamlines and enhances the way data is stored, managed, delivered and used across the AI stack. It also ensures compliance with regulatory requirements.

- **Model management** services ensure seamless packaging, deployment, monitoring, and retraining of AI models with built-in automation, observability and compliance. They provide scalable, secure and governed workflows to manage the full AI lifecycle – from development to production.

- **Application management** services enable seamless integration of GenAI into enterprise workflows by automating AI orchestration, fine-tuning of AI models, providing observability across AI workflows and processes, as well as setting up guardrails for safety and governance.

- **FinOps** services provide cost visibility, optimization and governance - by tracking resource usage, forecasting spends and enforcing budget controls. They enable efficient and accountable AI operations within IT budgets.

- **Integrated SecOps** services safeguard enterprise AI systems through secure development, protected deployments, real-time monitoring and rapid incident response. They ensure regulatory compliance as well as defense against drift, bias and misuse.

Solution brief

**Success story: CPG company achieves robust observability and proactive issue detection.**

A unified approach to model monitoring with a centralized platform providing observability across multiple tools and frameworks.

Observability framework based on open standards and was vendor agnostic, with ability to connect to multiple types of AI models.

In-built scalability for meeting emerging needs. Platform designed to accommodate continuous development for addition of new features in response to the emerging needs of stakeholders.

# Benefits of IBM Operate for AI

1. Faster time-to-value
   Managed services bring in pre-built frameworks, automation and experts that accelerate the deployment and scaling of AI systems – reducing delays in experimentation, validation and production rollout.

2. Cost efficiency and predictable spend
   With centralized FinOps practices and infrastructure optimization, enterprises can control cloud costs, reduce underutilized resources and shift from CapEx-heavy operations to predictable OpEx models.

3. Improved reliability and performance
   Outsourced AI operations teams ensure 24/7 monitoring, automated scaling, and fine-tuned infrastructure that enhance system uptime, reduce latency and ensure consistent model accuracy and app responsiveness.

4. Stronger governance, security and compliance
   Managed services enforce robust data governance, security best practices, and compliance with global regulations (like GDPR, HIPAA, EU AI Act) – backed by auditability, traceability and access control.

5. Access to specialized talent and innovation
   By leveraging external AI experts, cloud architects, MLOps engineers and domain specialists; enterprises can adopt best-in-class tooling, stay updated with emerging tech and focus internal teams on strategic initiatives.

**The IBM advantage**
IBM combines our extensive expertise in AI tools and agile processes to accelerate delivery and enhance quality at every stage. At IBM we focus on delivering value through a proven combination of:

- **Assets and accelerators**

| IBM AIOps 2.0 | IBM Consulting Transition Engine | Ignite Quality ++ | IBM Consulting Advantage |
|---|---|---|---|
| PRISM | PromptForge | IBM Automation Platform | IBM Consulting Agents Catalyst |

- **Access to IBM's portfolio of cutting-edge products**

| Red Hat OpenShift AI | watsonx.data | watsonx.gov | watsonx Orchestrate |
|---|---|---|---|
| watsonx Code Assistant | IBM Databand | IBM Cloudability | Turbonomic |
| Instana | IBM Cloud Pak for data | Hakkoda | Datastax |
| Manta Data Lineage | InstructLab | IBM Appscan | Guardium security |

- **Extensive AI tools from our ecosystem of partners**

| Microsoft CoPilot | Microsoft PowerBI | Microsoft AutoGen | Azure ML |
|---|---|---|---|
| Azure OpenAI | Amazon Bedrock | AmazonQ | Amazon SageMaker |
| Amazon QuickSight | Databricks | Snowflake | |

**For more information**
To learn more about IBM Operate for AI, contact your IBM representative or IBM Business Partner.