

TLS Journey to building AI infused capabilities in the Integrated Datacenter

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Agenda

Agenda

Who is TLS?

Client's AI challenges

How has TLS leveraged AI?

Summary and next steps

Q&A

Goals of this session

- 1 Briefly explain who we are
- 2 Communicate how TLS is preparing for client's future needs and expectations
- 3 Lets connect for future engagements

Before we go into details...

IBM Technology Lifecycle Services (TLS)

is the essential, mission-critical provider of trusted support (break/fix) and services across IT infrastructure environments.

To best assist clients, TLS' strategy is the Integrated Datacenter

Assist our clients across the complete hybrid IT landscape for high availability with expanding client value and global reach

Who We Are

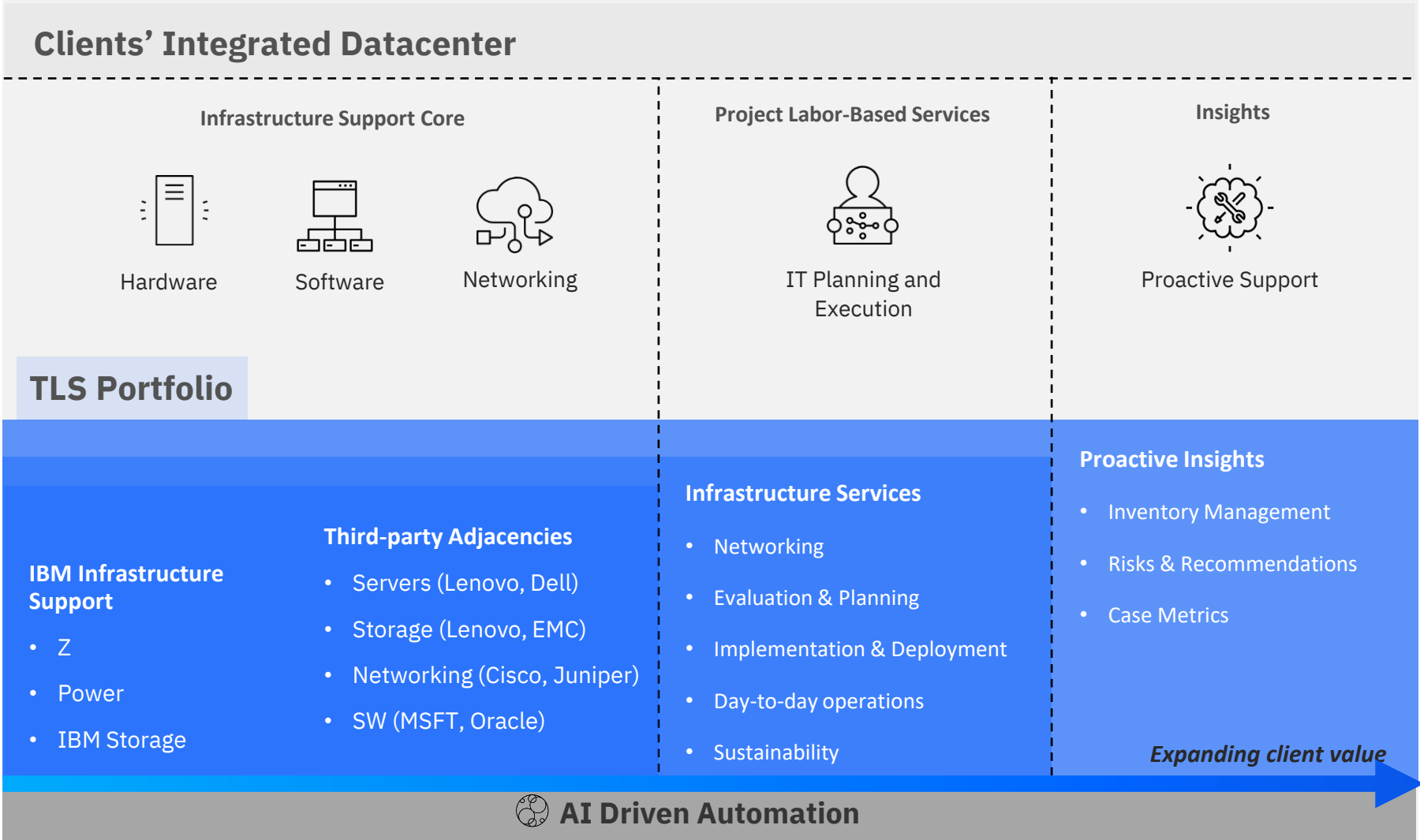
Technology Lifecycle Services is the essential, mission-critical provider of trusted support (break/fix) and services across infrastructure environments.

14K Clients

4.5M Incidents resolved annually

1.2M Incidents resolved with AI

250+ Industry certifications



The TLS strategy is built to address client's challenges in their journey with AI

AI Optimization



Rapid AI adoption is leading to changes in the market:

- 77% of executives say they need to adopt gen AI quickly to keep up with competitors ¹
- Only 25% of executives strongly agree that their organizations IT infrastructure can support scaling AI across the enterprise ²

Networking Security



Networking Security must be addressed in changing IT environments

- \$4.88M The global average cost of a data breach in 2024, a 10% increase in just 1 year ³
- \$2.22M average cost savings for organizations that used security AI and automation extensionally in prevention ³

Technology Skills Gap



Strong and skilled partnership is needed to address skill gaps

- In 2024, global CEOs estimated that, on average, 35% of their workforce needed to be reskilled. ⁴
- For CEOs, 64% say succeeding with AI depends more on people's adoption than the technology itself ⁴

We are leveraging AI to make IT support faster and more proactive



What TLS has achieved for clients with **watsonx**

88K	32%	90%
Flashsystem tickets assisted with AI	Improvement on time to solution	Of client questions resolved with self-service

Why?

Exceed the needs of clients, AND all IBMers involved in supporting clients, by putting AI to work to solve client problems faster and do more for them.

What?

Highlights:

Improve end-to-end core support	Capitalize on insights for IT environments	Streamline internal operations
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Example Solutions:

Self-service Agent Assist Case Summarization	Call Home Support Insights	Entitlements RFP Advisor
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How?

Human-centered	Cross-teaming	Learning & Iterating
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Transforming Infrastructure support agent performance with **watsonx**



Challenge

Remote technical support organizations, such as IBM, must ensure that new employees are quickly and effectively trained to resolve support cases. This challenge is particularly significant because:

- New employees may not have the necessary knowledge and experience to quickly and effectively resolve support cases, leading to delays and potential customer dissatisfaction.
- Remote technical support organizations often face the challenge of training new employees remotely, which can be difficult and time-consuming.
- Maintaining high client satisfaction is critical, as it can influence purchasing decisions and affect customer loyalty.

Solution

Agent Assist is an AI cloud service that uses LLM technology from **watsonx** to provide real-time recommendations and solutions to support agents.

Agent Assist is designed to:

- Help support agents quickly and effectively resolve support cases by providing relevant information and recommendations.
- Increase the productivity and efficiency of newly hired agents by reducing the time and effort required to research and resolve cases.
- Enhance the speed and quality of resolution, leading to increased customer satisfaction.

88K

FlashSystem tickets

78%

assisted by AI

16K

were fully resolved with AI

32%

improvement on time to solution

Solution includes: **watsonx**

Boosting Infrastructure support agent productivity with **watsonx**



Challenge

When IBM Support team and clients engage in a problem resolution, they exchange key information, such as problem descriptions, analysis results, and action plans. This process requires careful documentation and tracking.

Remote Technical Support teams, Technical Escalation Managers, and others working on support can take several weeks to resolve a case.

Manual summarization hindered the ability to derive valuable insights from all available case data, limiting the potential for informed decision-making and strategic improvements.

Solution

By harnessing the power of Generative AI, we can streamline the process of creating **case summaries**, significantly reducing the effort required. Powered by **watsonx**, we've developed a range of innovative Case Summarization features:

- **Case description summary:** Generates a description of the case immediately after it's been opened.
- **Case resolution summary:** Saves support agents' time during case closure, improves the quality of the resolution description content, and creates data for use in further AI endeavors. Support agents are saving 2-3 mins per case.
- **Incremental summary:** Enables case summarization when the case is escalated, has a change in severity, or has changed to "client requested a callback."

\$1.1M+

operational savings

500K

cases summarized per year

83%

are good quality with 2 mins savings per case

Solution includes: **watsonx**

Enabling Infrastructure Client self-service with **watsonx**

Challenge

Providing an effective support service requires understanding clients' technical issues and delivering prompt and accurate solutions.

61% of customers prefer self-service to resolve simple issues. They would like to have a single point of contact for various queries, including sales, support, onsite engineer assignments, and offerings; and they expect to be able to self-serve 24/7.

This calls for a solution that can handle a wide range of topics and provide efficient support. Product-embedded online support tools like virtual assistants can facilitate informed and efficient interactions.



Solution

Enabled by **watsonx**, IBM's **virtual assistant** is engineered to simplify service operations by offering a seamless and intuitive interface for navigating IBM.

By leveraging a comprehensive knowledge base and past interactions, **IBM's virtual assistant** can efficiently address many inquiries through self-service. If needed, it can seamlessly transition to a live agent or open a ticket for resolution by a support expert.

IBM's virtual assistant enables client's self-service, increasing the number of interactions which can be executed without direct involvement from our support engineers.

90%

client questions resolved with self-service

24/7

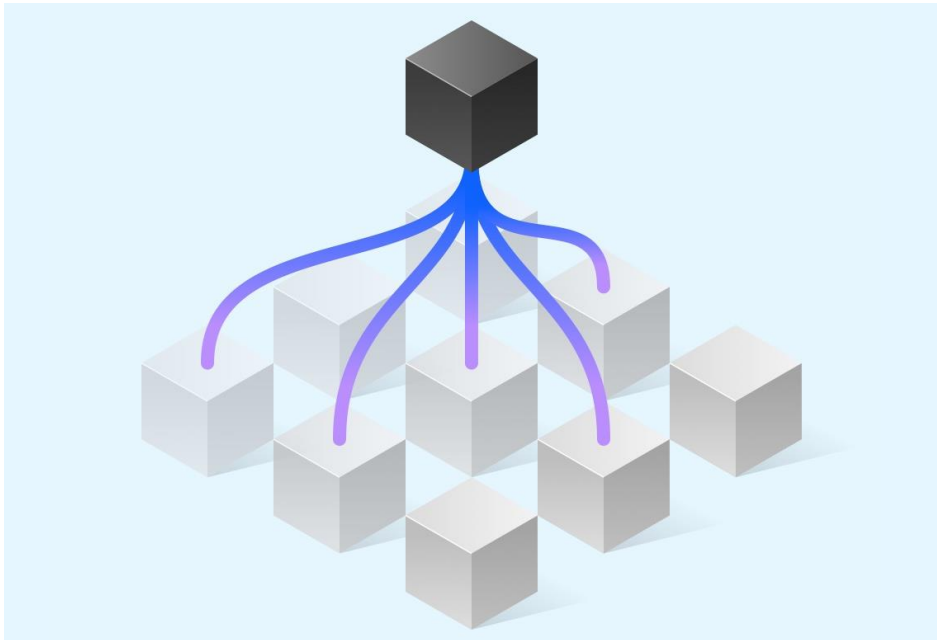
self-serve support

1300+

agent time savings (hrs)

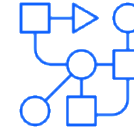
Solution includes: **watsonx**

Cisco and IBM: Opportunities to put AI into action now



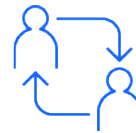
Enhancing security, Together

- ▣ Firewall implementation
- ▣ Support for virtual firewall



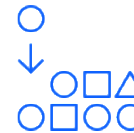
Redefining security

- ▣ RNA for Security automation
- ▣ Network health-check & vulnerability assessment



AI ↔ AI

Empowering human collaboration with AI



Expanding B2B

- ▣ Seamless data flows
- ▣ Improved data accuracy for an improved customer value

What's next?



Want to work together?

[Reach out, let's discuss](#)



Looking for a hands-on demo

[Explore IBM Support Insights](#)



Take a deeper look into our AI and Automation capabilities

[Learn how to use our chatbot](#)

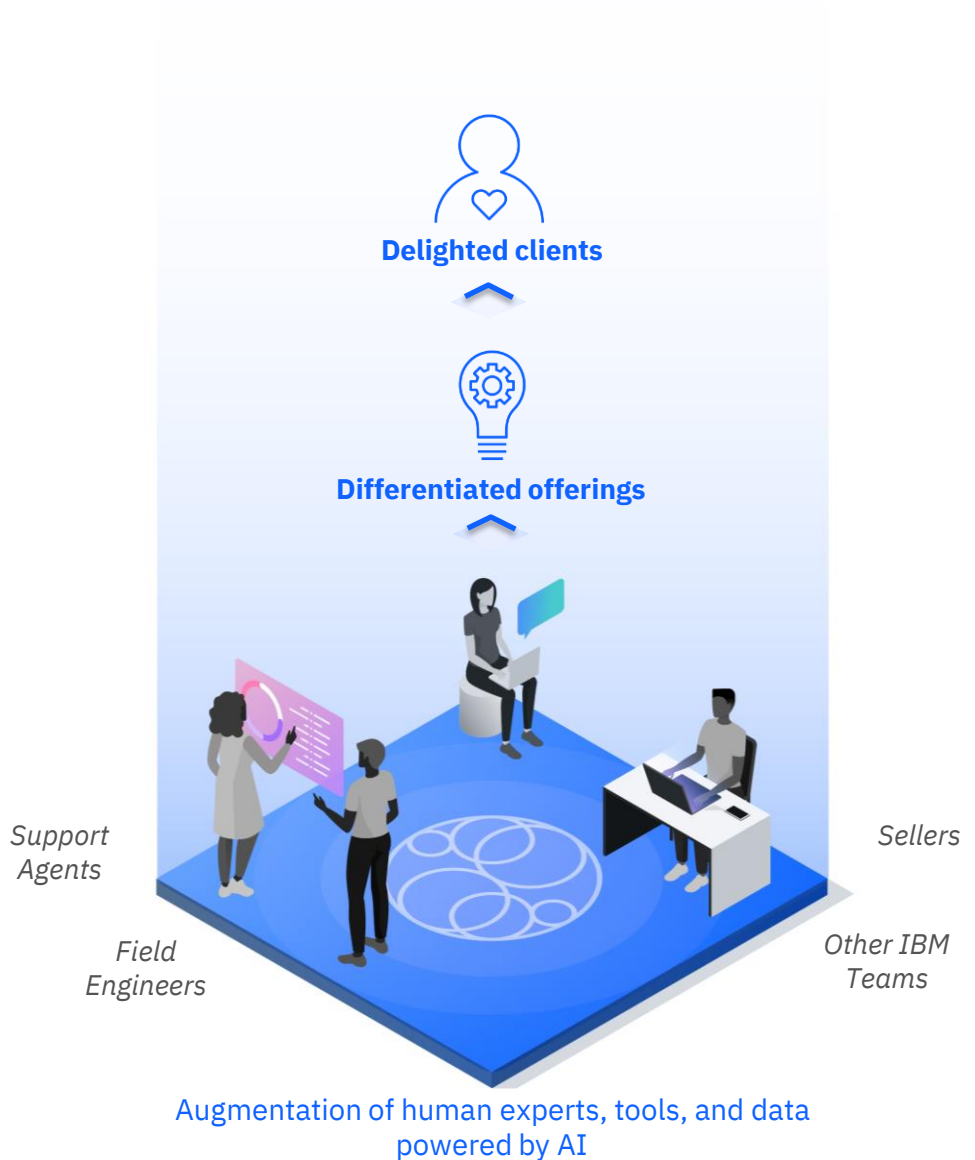


Stay up to date on all things TLS

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Transforming the support experience for our teams and clients *with AI*



Why?

Exceed the needs of clients, AND all IBMers involved in supporting clients, by putting AI to work to deliver an unmatched support experience.

What?

Highlights:

- Improve end-to-end core support
- Capitalize on insights for IT environments
- Streamline internal operations

Example Solutions:

- Self-service Agent Assist Case Summarization
- Call Home Support Insights
- Entitlements RFP Advisor

How?

- Human-centered
- Cross-teaming
- Learning & Iterating

Thank you

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