Accelerate AI Procurement Transformation

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The future of procurement is here

What Procurement excellence looks like in 2025

Procurement's Mission: drive strategic impact

In 2025, procurement excellence is defined by strategic impact, not just savings. Procurement leaders are no longer just gatekeepers of cost—they are growth enablers. Every decision is driven by data, automation, and the need for greater agility in a rapidly evolving supply landscape. To stay ahead, procurement must embrace AI-powered insights, low-code automation, and real-time visibility to optimize supplier relationships, mitigate risks, and unlock enterprise value. The focus is on building resilient, intelligent procurement functions that scale innovation and drive measurable business outcomes.

Why AI matters for this mission

Accelerate AI Procurement Transformation

As procurement leaders navigate a dynamic business environment—shaped by supply chain disruptions, rising cost pressures, and increasing demands for transparency and sustainability—they understand that the future of procurement hinges on agility, intelligence, and trust.

Emerging generative AI capabilities, tightly infused with agentic automation, present a powerful opportunity to transform procurement operations. From accelerating sourcing decisions to enhancing spend visibility and supplier collaboration, AI empowers procurement teams to shift from reactive tasks to strategic value creation—fueling the innovation and resilience needed for long-term competitive advantage.

"The Sourcing Professional teams and Business Unit Executives constantly need Procurement information to drive better outcomes for IBM and its trading partners.
Insights on spend, revenue, contracts metadata, sourcing pipeline, PO status, and balance of trade: these were collected by going through multiple procurement systems. This made it difficult to find answers to common questions without jumping from system to system". Derek

Today's Procurement organizations face several challenges:

Balancing Priorities

An increased focus on contracting compliance, supplier risk, diversity, and sustainability initiatives may unintentionally divert attention from core operational functions, potentially leading to disruptions..

High complexity

Users express frustration due to perceived slow responsiveness and lack of clear value generation from the procurement process. This could be because of slow lead times, complicated procedures, or poor communication about procurement outcomes.

Strategy Blockers

Strategic teams dedicating over 30% of time to non-strategic tasks struggle to deliver on transformative change. Routine tasks and meetings overshadow core strategic responsibilities.

Employee Experience

Numerous manual handoffs between various teams (category managers, buyers, vendor management, legal, risk/compliance, and P2P operations) lead to delays, inefficiencies and increase the risk of errors.

Operational Inefficiency

A substantial amount of work is being conducted outside the scope of procurement systems, which not only complicates tracking and reporting but also introduces risks related to consistency and compliance.

Operational Fragmentation

The lack of a standardized buying process across the enterprise leads to operational fragmentation, hindering efficiency and potentially increasing costs.

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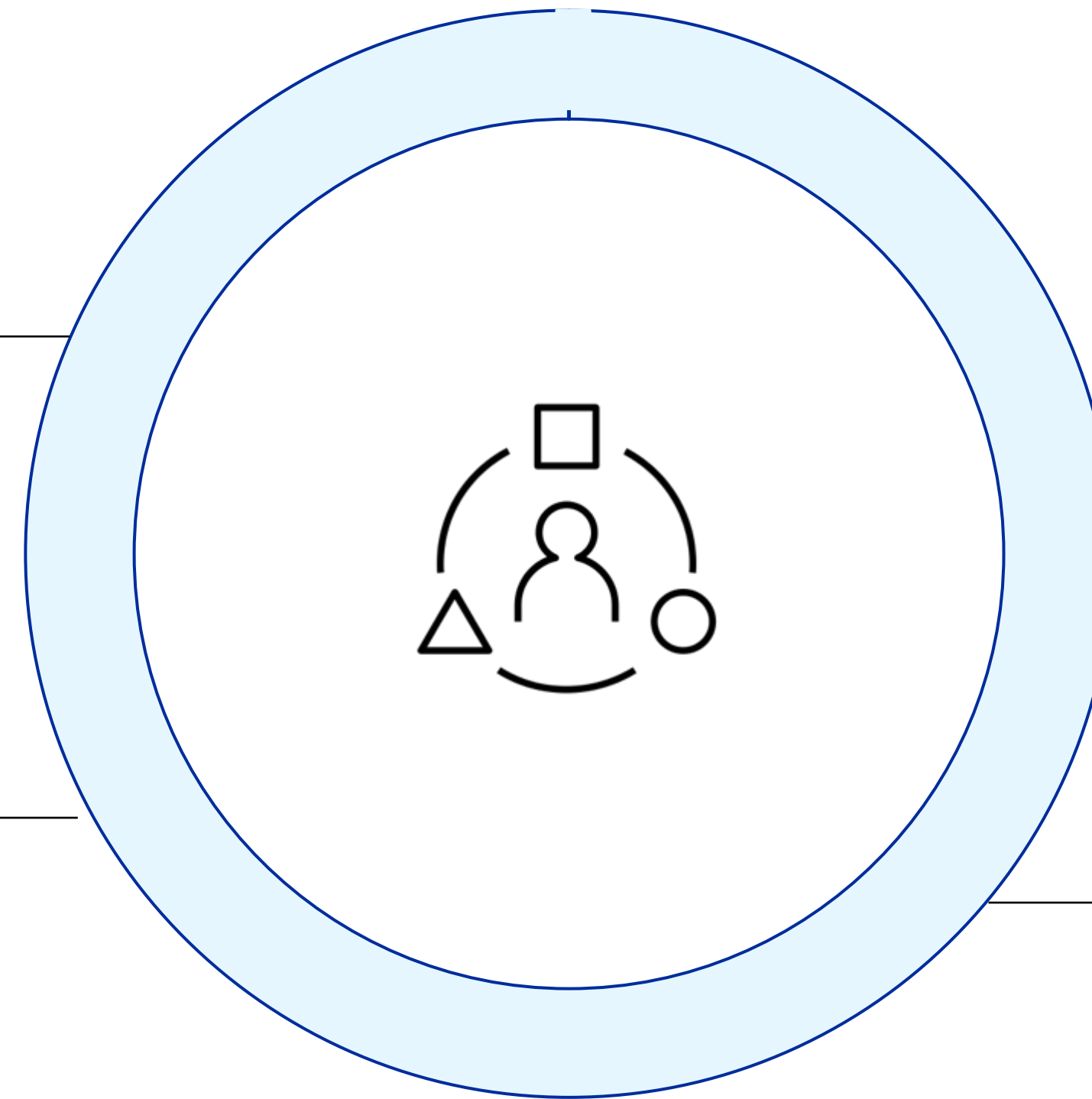
Internal and external pressures have created forces for change in Procurement functions worldwide

59% of CPO leaders say it's important to use GenAI for predictive spend and sourcing analytics.

77% of CPO leaders are in the process of implementing, piloting or planning to implement GenAI in 2025 and beyond.

84% of CPO leaders say procurement insights are essential for executing company strategy

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How IBM transformed its Procurement organization

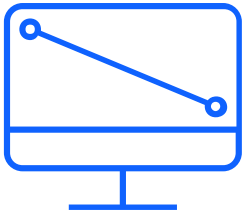# Using an AI First data driven approach, we reimagined IBM Procurement

Outcomes
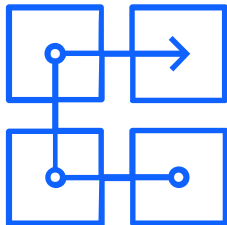
~20%
Labor Cost Reduction YoY
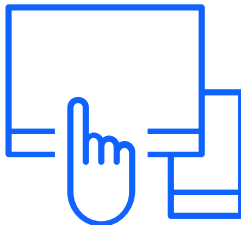
~$2B
Vendor Spend Reduction

Eliminate
operating complexity

- 40+ systems to 1 business data view
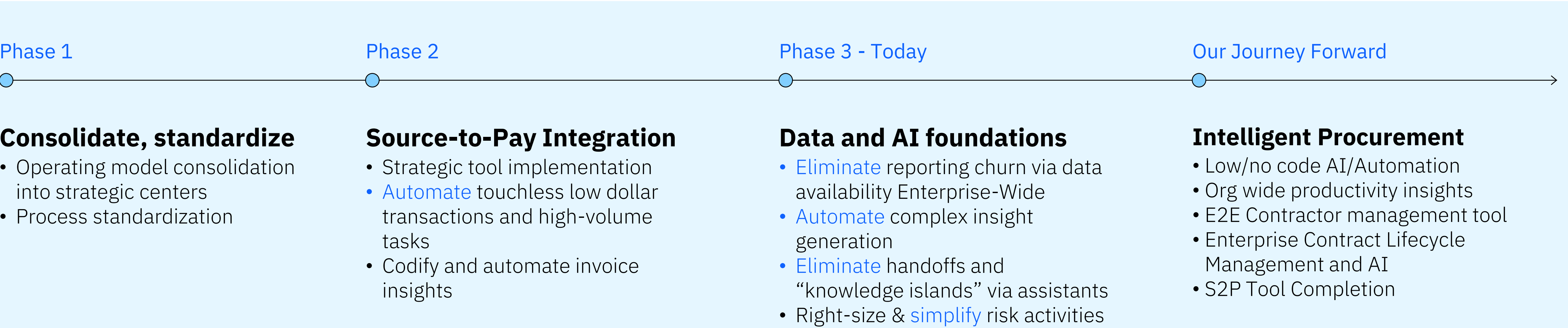- Right sized roles and activities

Simplify
end-to-end workflows

- Reducing redundant handoffs
- Self service for all stakeholders

Automate
manual tasks

- Automating manual reporting and reducing multiple hand offs

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Phase 1

Phase 2

Phase 3 - Today

Our Journey Forward

Consolidate, standardize
- Operating model consolidation into strategic centers
- Process standardization

Source-to-Pay Integration
- Strategic tool implementation
- Automate touchless low dollar transactions and high-volume tasks
- Codify and automate invoice insights

Data and AI foundations
- Eliminate reporting churn via data availability Enterprise-Wide
- Automate complex insight generation
- Eliminate handoffs and "knowledge islands" via assistants
- Right-size & simplify risk activities

Intelligent Procurement
- Low/no code AI/Automation
- Org wide productivity insights
- E2E Contractor management tool
- Enterprise Contract Lifecycle Management and AI
- S2P Tool Completion

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IBM AskProcurement
Business outcomes

AI agents empower IBM procurement professionals to focus on what really matters—strategic sourcing, supplier management, and driving value—rather than spending time piecing together insights across disconnected systems. With Ask Procurement, teams no longer waste 26,000 hours a year on manual searches. Instead, they get instant, AI-powered access to spend, contract, and supplier data—so they can act faster, smarter, and with confidence.

Operational Efficiency

AskProcurement has reduced the amount of manual work , leading to time savings across procurement tasks.

26,000 hours
Saved Yearly

20,000+ invoice status inquiries
Automated yearly

90%+
Reduction on time to solve blocked invoices due to PO shortage

Data Accuracy

AskProcurement improved the quality of data and provided better access to information for strategic decision-making.

75%
Supplier risk management efficiency gains

30%
Improvement in accuracy of spend classification from previous process

↑ visibility
instant access to spend, contracts, and supplier relationships

Scalable value creation

AskProcurement launched to achieve large-scale impact and highlight the role of AI in driving scalable, long-term transformation.

1 touch approval
Eliminating manual validation across multiple systems

↑ digital labor
Scalable digital labor model

100%
Policy & Process Compliance and standardized approach across all categories of spend

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The journey to procurement excellence is agentic

*Solve domain-specific problems with
agentic AI—designed to think, act and adapt to your work.*

IBM watsonx Orchestrate
An enterprise-ready low-code solution for building, deploying and
managing custom, pre-built and third-party AI assistants and agents
across fragmented and complex IT stacks.

IBM watsonx Procurement Agents
Pre-built AI agents on top of wxO platform designed with enterprise-
grade logic and equipped with tools already connected to leading
platforms (Coupa, D&B, SAP Ariba)

These agents enhance efficiency and automate workflows in high-
value areas such as supplier management, purchasing, sourcing and
contracts, invoice management, and procurement insights.

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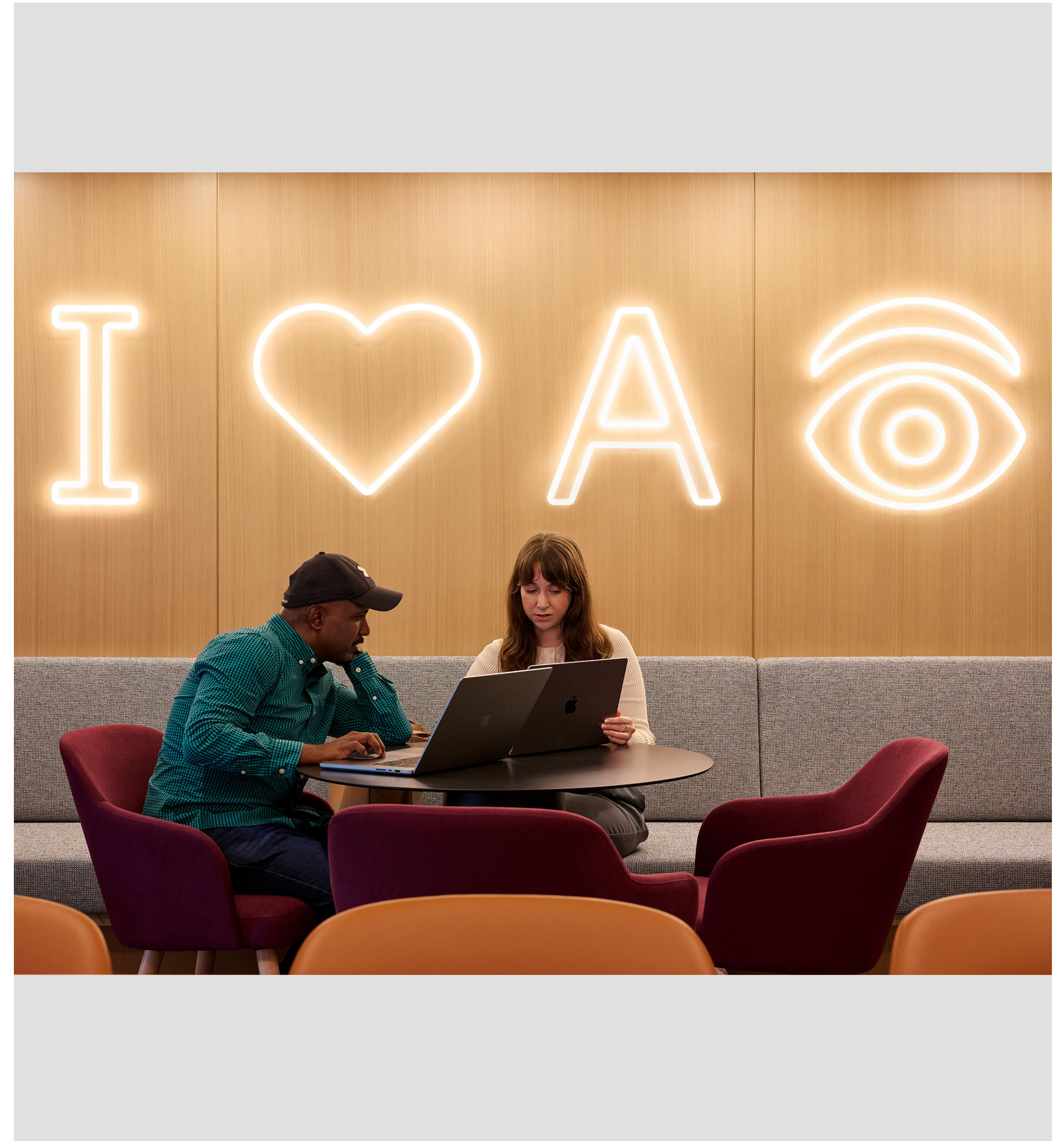
Accelerate AI agent development

Get started quickly with prebuilt AI agents powered with business logic and seamless integration to the tools that power your business

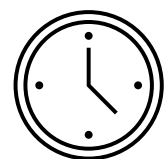

**EXPLORE
PREBUILT AGENTS**

**CONFIGURE
& CUSTOMIZE**

**CONNECT
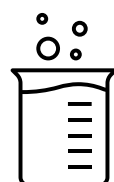TO APPLICATIONS**

**DEPLOY
TO CHANNEL**

Accelerate time to value with prebuilt expert agents designed for high-ROI use cases

Preview, observe, customize and experiment rapidly to create MVP agentic solution
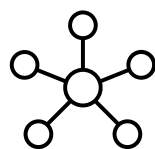
Bridge the gap between agent and common enterprise applications through prebuilt tools
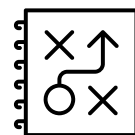
Manage authentication centrally across several APIs and systems with enterprise-grade security controls
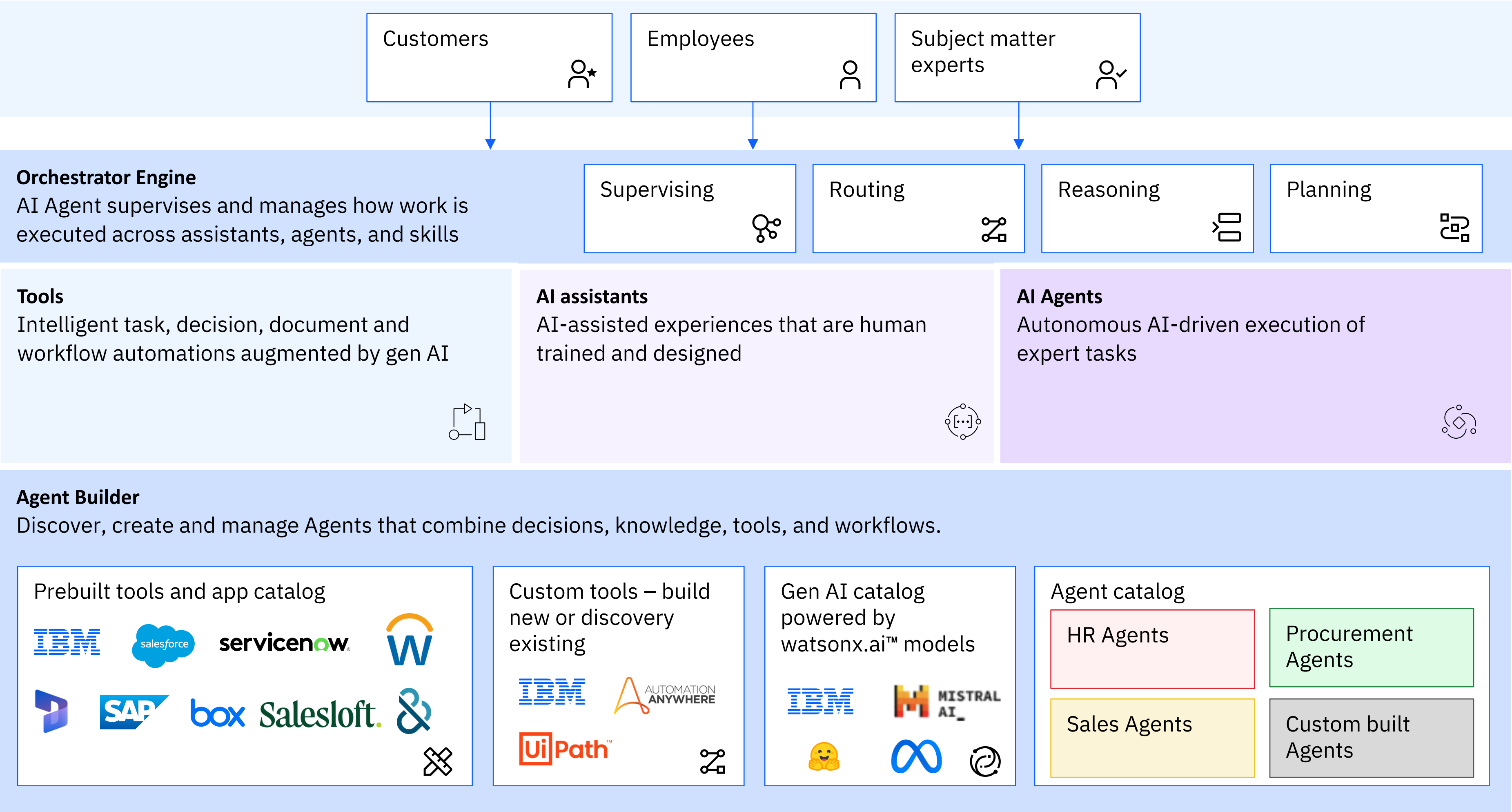
VIDEO

https://ibm.seismic.com/Link/Content/DCTRD2fQ3g6qQG4DbpXQQFjR3V6V

IBM watsonx Orchestrate conceptual architecture

Empower customers and employees through simple, intuitive and guided conversations

Customers 👤★	Employees 👤	Subject matter experts 👤✓

Orchestrator Engine
AI Agent supervises and manages how work is executed across assistants, agents, and skills

Supervising	Routing	Reasoning	Planning

Boost productivity with AI and automation

Tools
Intelligent task, decision, document and workflow automations augmented by gen AI

AI assistants
AI-assisted experiences that are human trained and designed

AI Agents
Autonomous AI-driven execution of expert tasks

Accelerate time to value with pre-built capabilities or build your own

Agent Builder
Discover, create and manage Agents that combine decisions, knowledge, tools, and workflows.

Prebuilt tools and app catalog
IBM · salesforce · servicenow · W · SAP · box · Salesloft · &

Custom tools – build new or discovery existing
IBM · AUTOMATION ANYWHERE · UiPath

Gen AI catalog powered by watsonx.ai™ models
IBM · MISTRAL AI_ · 🤗 · ∞

Agent catalog
HR Agents	Procurement Agents
Sales Agents	Custom built Agents

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InTTrust Services & Key differentiators

Dynamic Infrastructure
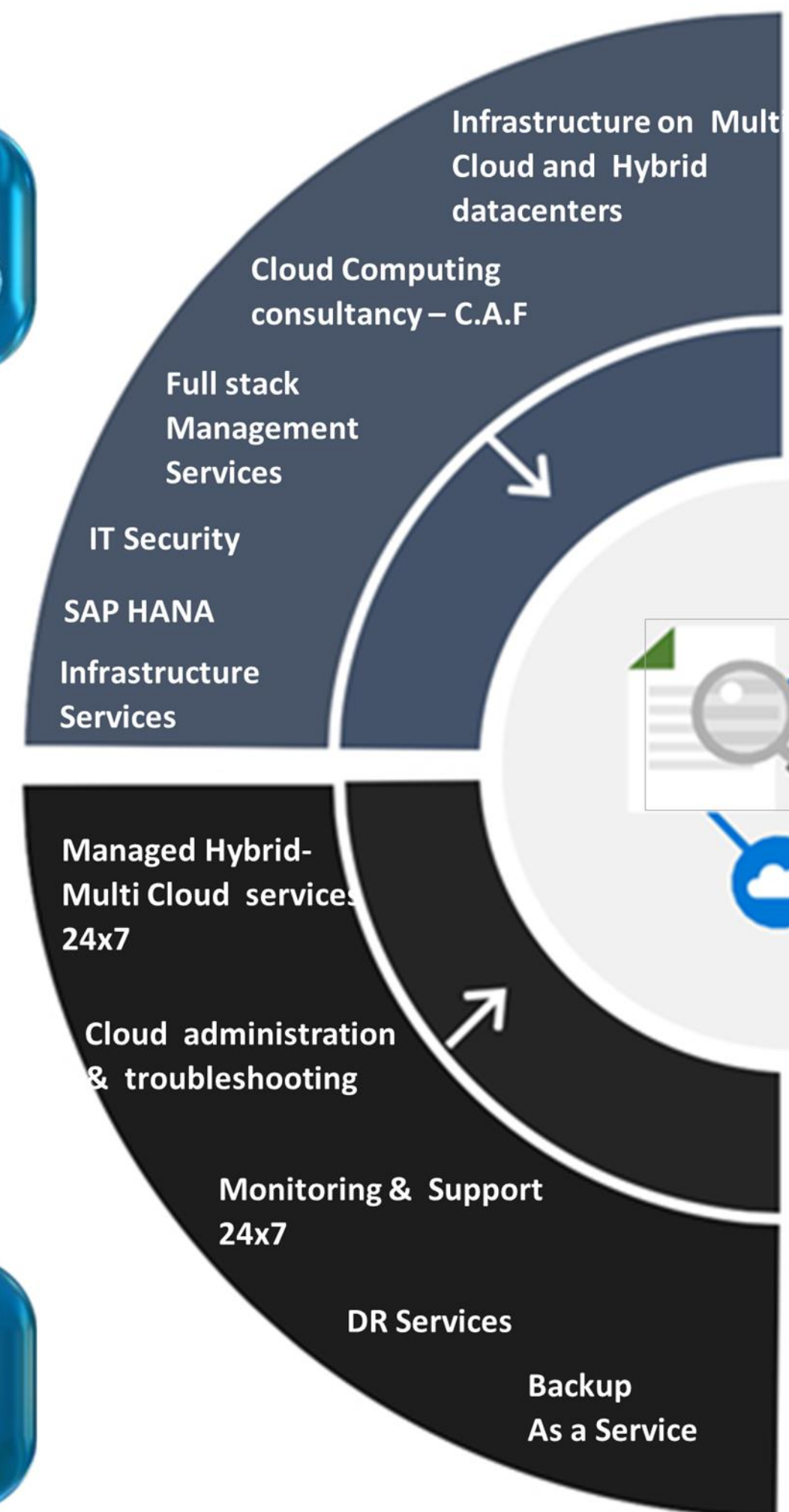
Application Development

Managed

DBA

Infrastructure on Mult Cloud and Hybrid datacenters

Cloud Computing consultancy – C.A.F

Full stack Management Services

IT Security

SAP HANA

Infrastructure Services

Application Modernization

Modern Workplace Apps development

Cloud Native Applications

Power Platform Applications, RPA

Analytics, ML/AI, IoT

Integration & migration

Managed Hybrid-Multi Cloud services 24x7

Cloud administration & troubleshooting

Monitoring & Support 24x7

DR Services

Backup As a Service

DB Operations

Db upgrades, configuration, migration, performance tuning

Multi-Cloud data migrations

DB Consulting

Configuration management

IBM
Platinum Partner
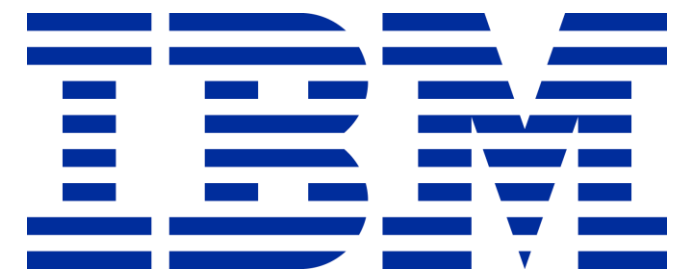
Thank you.

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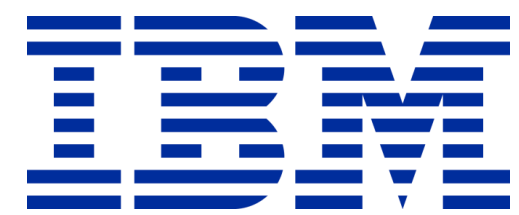IBM Software Sales Manager – Greece & Cyprus
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