

# Agentic AI: The Next Operating Model for Procurement

May 2026



**watsonx™ Orchestrate**



# GenAI is expected to impact many supply chain processes

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

# IBM's Procurement Landscape

12K

Procurement-managed  
supplier entities

80+

Countries  
Supported

260K

Annual  
Purchase Orders

\$15.5B

Annual Procurement  
Spend

12 Month

Future Sourcing  
Event Visibility



Answers frequently asked questions and performs routine supplier compliance checks



Answers on contract, PO and invoice status, balance of trade, and sourcing events



Consolidating multiple systems onto one conversational experience



Leveraging low code, conversational AI and automation to fast-track development

**One**

Data location from  
dozens of systems

**Anytime**

Insights without  
waiting for experts

**Automated**

Reporting through an  
easy user experience

# Procurement Help Desk Agents with Watson Orchestrate - Key Outcomes

**\$150M**

In business value

**26K Hours**

Saved per year

**One Place**

For all supplier data

**Instant Insights**

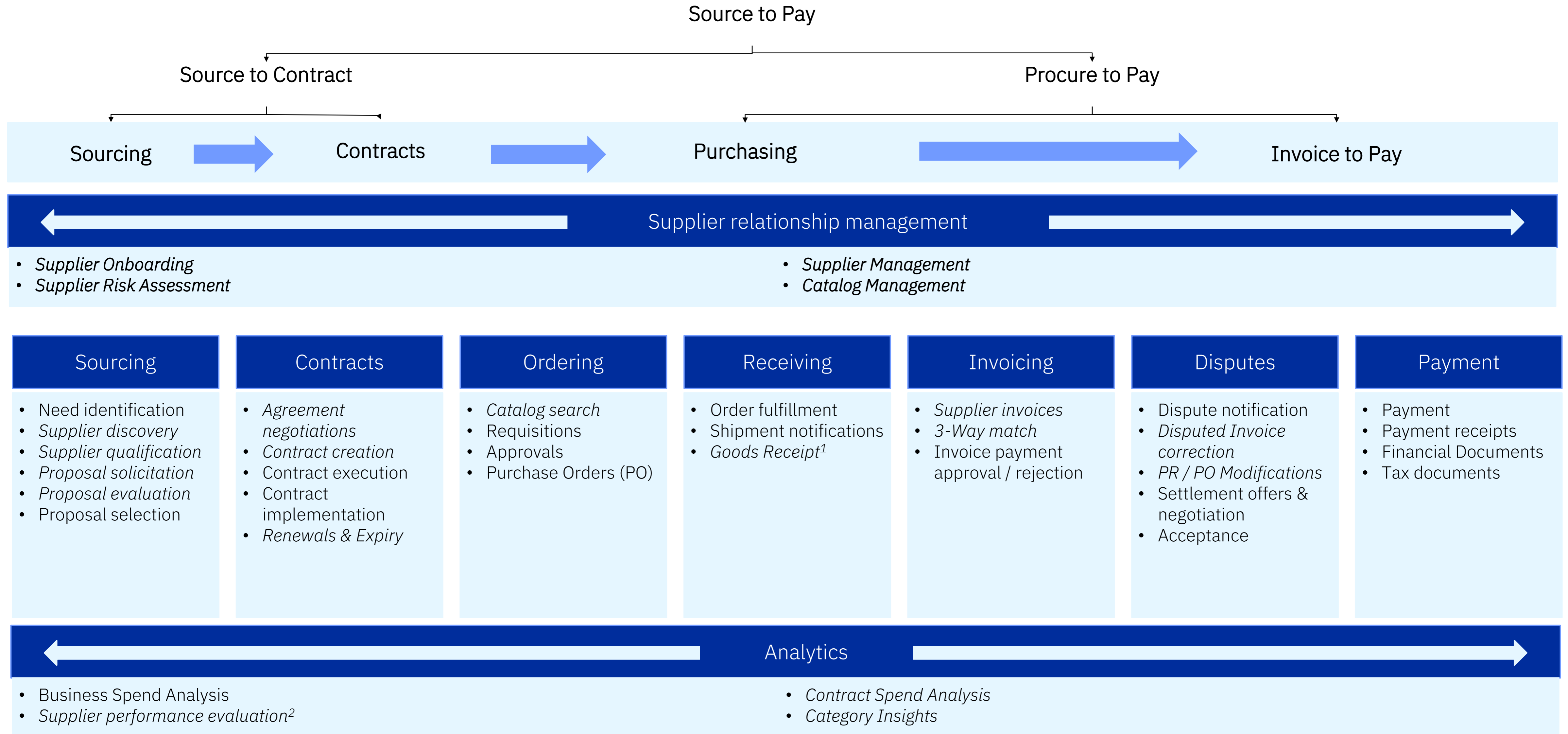
To make quick decisions

**Elimination of  
manual  
reporting**

**90%**

Reduction on time to  
solve blocked invoice

# Agent-AI Use Cases across Procurement Lifecycle



# Client zero: The path to \$4.5B (and counting)

## AI productivity gains since 2023

### AskIBM

A central unified interface for all IBMers, connecting to each domain assistant

#### IBM AskHR

10M

Annual HR interactions fully resolved by AI

40%

Reduction of HR operating budget

+55

Improvement of HR NPS score

#### IBM AskIT

80%

Inquiries resolved via AskIT

100

Days to build + deploy AskIT from scratch

50%

Reduction in support tickets after deployment

#### IBM AskSales

180K

Hours per week saved in gathering account insights

5,000

Seller questions answers per week

40%

Improvement in quality of outreach content

#### IBM Procurement

85%

Orders now processed via 'touchless procurement'

50%

Reduction in time spent on manual, repetitive tasks

15%

Enterprise workforce comprised of contractors

#### IBM AskIncentives

96%

Sales related inquiries contained within AI Assistant

90%

Greater accuracy in expense accruals

76%

Increase in productivity while serving 22k sellers

# Supply Chain & Procurement Agents Available Today in the WxO Catalog

IBM watsonx Orchestrator

Discover and effortlessly use agents and tools with the Catalog

Access powerful agents and thousands of tools to accomplish tasks efficiently.

Search "Show me Agents that increase productivity."

Filter(s): Procurement x Agents x Clear all

Agents (55)

A specialized agent focused on executing specific tasks using a defined set of tools and domain knowledge. Select an agent to see their details.

Sort by: Alphabetically A-Z

Agent Name	Description	Tools	Provider
Blocked supplier invoices with Coupa	An agent to resolve blocked invoices by analyzing Purchase order and receipt matchin...	13 Tools	By: IBM Procurement
Catalog Management with Ariba	An agent to search for catalog items in SAP Ariba.	1 Tool	By: IBM Procurement
Catalog Management with Coupa	An agent to create, read, update, search, and manage catalog items and suppliers in Coupa...	8 Tools	By: IBM Procurement
Catalog Management with Oracle Fusion	An agent that can search, create, and manage items and their supplier relationships in Oracl...	7 Tools	By: IBM Procurement
Catalog Management with S4 HANA	An agent supports end-to-end catalog operations including creating, retrieving, and...	16 Tools	By: IBM Procurement
Catalog Search with Coupa	An agent that retrieves and searches catalog items and their suppliers in Coupa.	5 Tools	By: IBM Procurement
Contract Management with Oracle Fusion	An agent to retrieve, create, update, and submit contracts in Oracle Fusion.	9 Tools	By: IBM Procurement
Contract Management with S4 HANA	An agent to create and get contracts information from SAP S4 HANA system.	7 Tools	By: IBM Procurement
Contracts Management with Coupa	An agent that can retrieve, create, update, and publish contracts in Coupa procurement...	8 Tools	By: IBM Procurement
Goods Receipts with Coupa	An agent that handles receiving goods and items based on purchase orders in Coupa.	7 Tools	By: IBM Procurement
Goods Receipt with Ariba	An agent to create goods receipts and retrieve receipt information from SAP Ariba.	3 Tools	By: IBM Procurement
Goods Receipt with Oracle Fusion	An agent that can retrieve, create, and update goods receipts for received items in Oracle...	6 Tools	By: IBM Procurement

Showing 1 - 12 of 55 results

- ✓ One-stop shop to find IBM & partner and pre-built agents
- ✓ Faster time-to-value with ready-to-run automations that reduce manual effort
- ✓ Higher productivity and decision quality through guided, AI-driven workflows

# What enterprises need to know to scale agentic AI

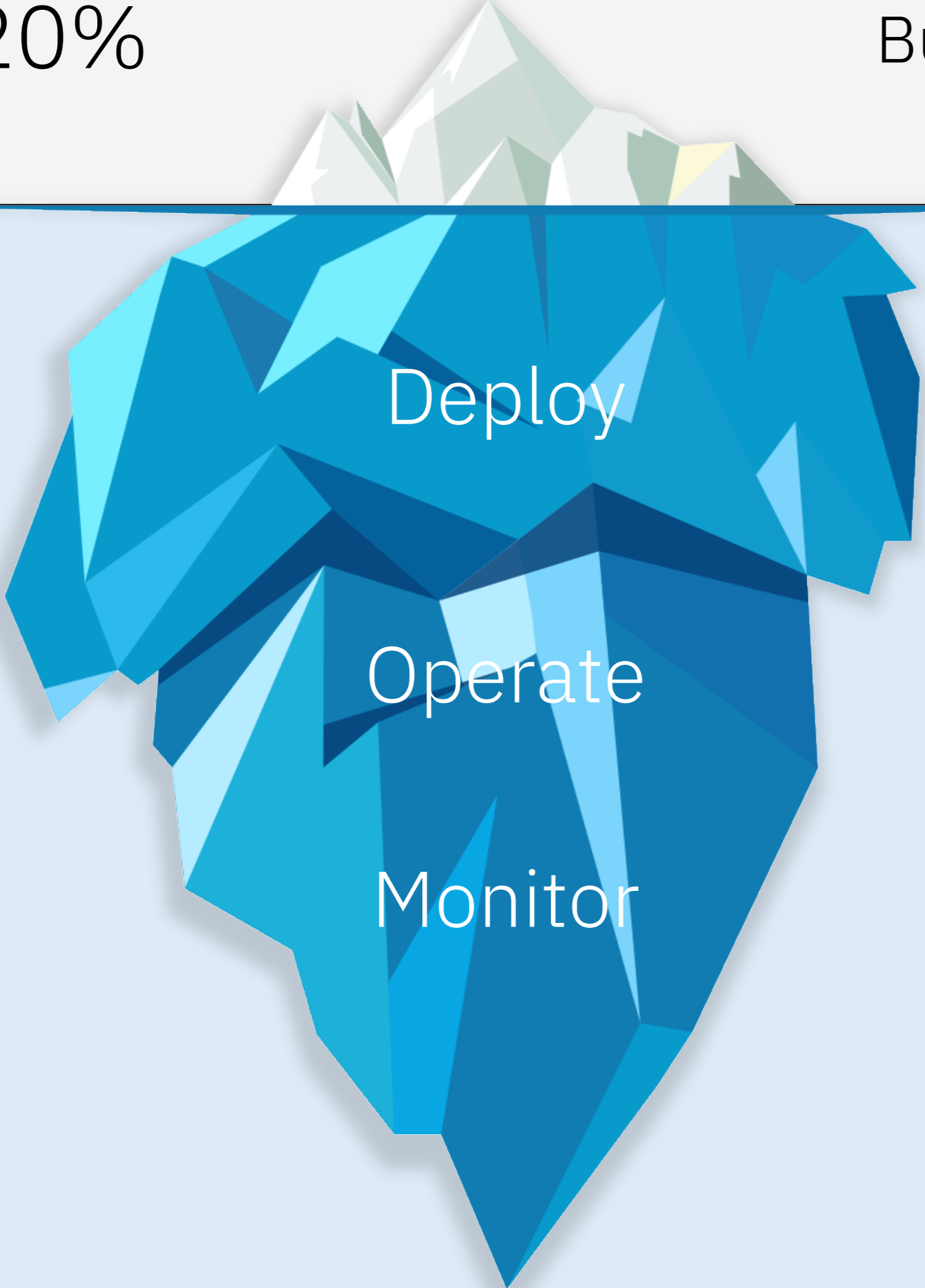
1. What's running in my environment?
2. Why does it exist, and who is using it?
3. Is it secure, and can I turn it off if something goes wrong?

Enterprises need an agentic platform & governance model built for this reality — one that empowers productivity & innovation **without sacrificing oversight, control or accountability.**

# Building AI agents is just the beginning....

20%

Building AI Agents



- Integration with back-end systems
- Evaluations & Deployment
- Monitoring & Observability
- Governance & Compliance
- Security & Access control
- Performance optimization
- Multi-agent coordination
- Continuous improvements

# watsonx Orchestrate

The enterprise agentic control plane to build, run & manage AI agents

## Agentic Control Plane



### Build agents your way, natively or bring your own

Build AI agents with no-code tooling or developer tools like the wxO ADK & IBM Bob. Import LangGraph agents & create multi-agent systems with MCP & A2A that use the same governed lifecycle from day one.



### Deploy agents from draft to production confidently

The Agent Development Lifecycle (ADLC) guides every agent from design through deployment. Run evaluations, stage in the governed catalog, enforce policies & promote to production — with full auditability at every step.



### Operate with enterprise- grade control across agent ecosystems

Centralize identity, access & policy enforcement across every agent & framework. AI Gateway applies security guardrails, rate limiting & enforces policies with full audit trails for AI agents at scale.

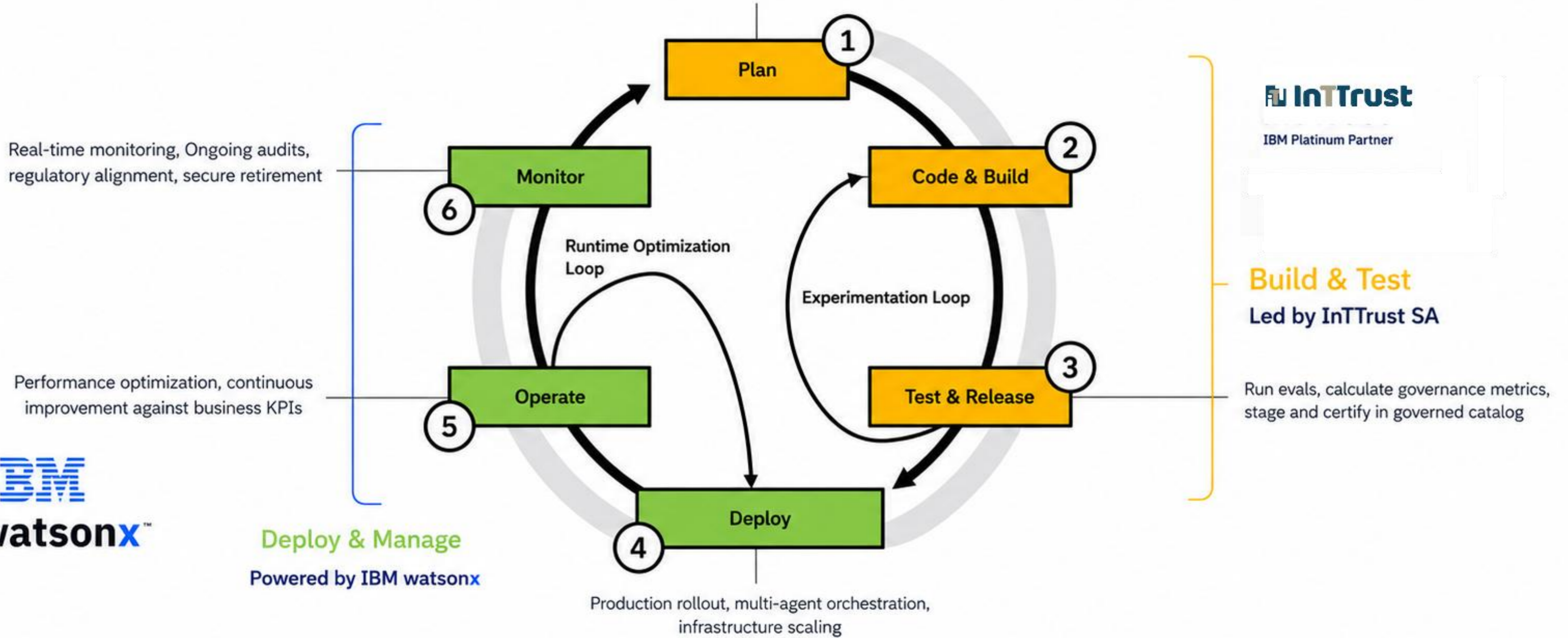


### Monitor, observe, evaluate & optimize agent performance

Real-time traces, telemetry & evaluation across all agents — regardless of where they were built. Identify issues, measure quality, continuously improving AI agent effectiveness & efficiency

# Agent Development Lifecycle (ADLC)

Use case alignment, KPI definition, evaluation framework setup



## Better together: InTrust SA + IBM watsonx

Accelerate agent innovation with enterprise-grade governance, security, and scalability.



**Accelerate**  
Faster time to value



**Trust**  
Built-in governance and observability



**Scale**  
Enterprise-grade security & reliability

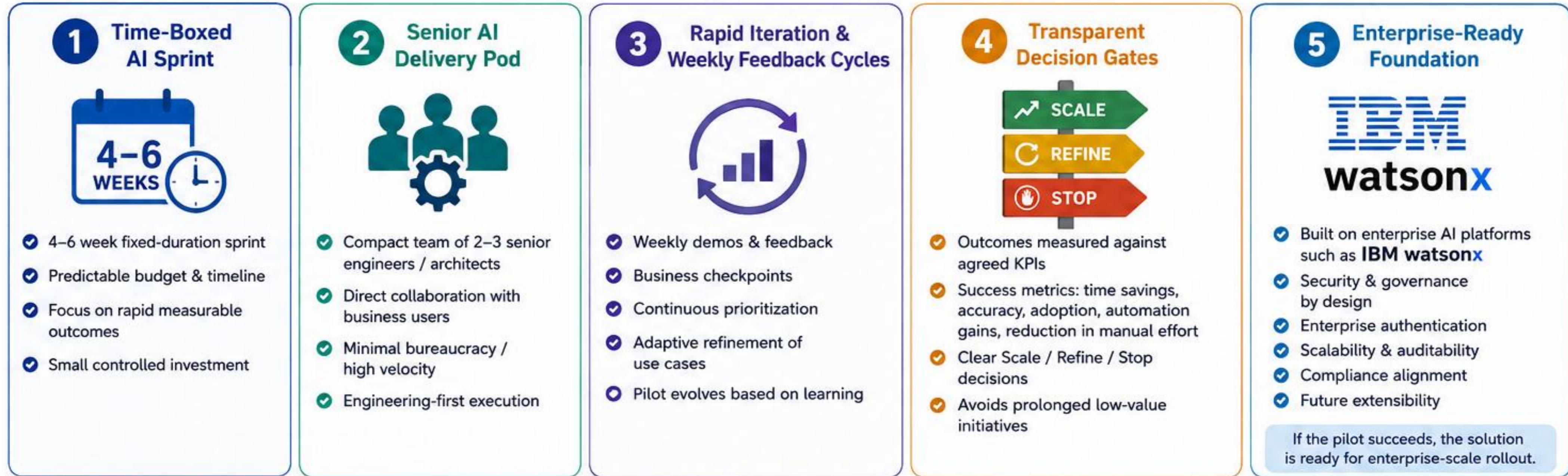


**Optimize**  
Continuous feedback and improvement

# InTTrust Delivery Approach

## Time-Boxed AI Pilot Sprints – Our Trusted Delivery Model

A lean, engineering-led delivery model designed to **validate AI business value rapidly** – with controlled investment, measurable outcomes, and enterprise-ready governance.



Why This Model Works	
Traditional AI Projects	InTTrust AI Pilot Sprints
Large upfront commitment	Small controlled investment
Long delivery cycles	Prototype in weeks
Rigid project structure	Flexible sprint execution
ROI validated late	ROI measured early
Heavy governance overhead	Lean senior delivery teams

### Executive Takeaway

**Start small. Validate quickly. Scale only when value is proven.**

Minimize Risk & Cost

Accelerate Time-to-Value

Measure & Learn Continuously

Scale with Confidence

# AVOID THE AI TRANSFORMATION PITFALL

Why small, time-boxed **sprints** are the smarter path to real business value

## 1 HARD TO PREDICT ROI UPFRONT



- Generative AI's benefits can be indirect or hard to quantify early.
- It's challenging for businesses (and CEOs) to justify big investments before seeing real outcomes.

**RISK:** Misaligned expectations and uncertain returns.

## 2 BIG-BANG PROJECTS OFTEN STALL



- Many large AI programs never reach production due to data issues, high costs, or unclear business value.
- Gartner predicts ~30% of GenAI projects will be abandoned at PoC stage by 2025 for these reasons.

**RISK:** Wasted time, budget, and opportunities.

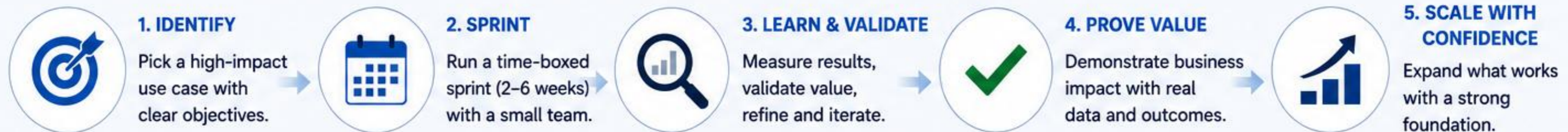
## 3 SAFER PATH – SMALL SPRINTS



- Instead of “AI factories” or sweeping transformations, start with focused, low-risk sprints.
- Research shows incremental “small” AI efforts better control risks like data quality and compliance challenges.

**BENEFIT:** Quick wins, learning, and controlled risk.

## THE SMARTER PATH: SPRINT, LEARN, PROVE, THEN SCALE



**TAKEAWAY:** Before committing to a large AI program, validate value with small, time-boxed sprints. It's prudent to try, learn, and prove value fast, then scale up once you're confident in the results.

