

BusinessConnect and SolutionsConnect

It's time to make bold moves.

The New Era of Cognitive Computing

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IBM Watson



Topics

The Cognitive Era of Computing

Transforming Business with IBM Watson

Developing Your Cognitive Strategy

The new era of cognitive computing will transform our future

Tabulating Systems Era



Programmable Systems Era



Cognitive Systems Era



Cognitive systems expand the problems we can address



Programmatic Systems

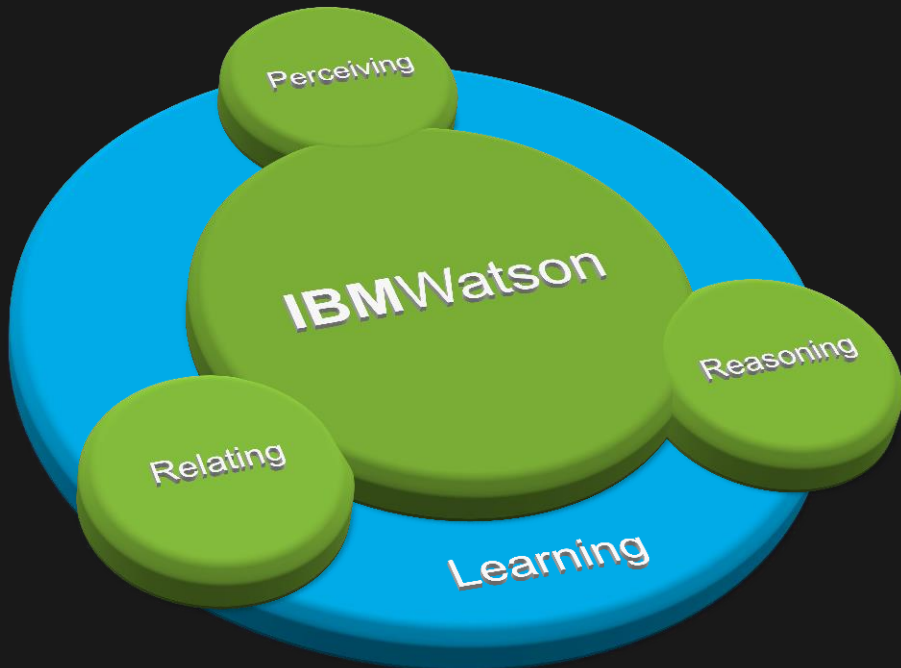
- Leverage traditional data sources
- Follow pre-defined rules (programs)
- Provide the same output to all users



Cognitive Systems

- Are taught, not programmed.
- Learn and improve based on experience
- Interpret sensory and non-traditional data
- Relate to each of us as individuals
- Allow us to expand and scale our own thinking

Watson: A cognitive learning system that enhances our abilities to perceive, reason and relate



Perceiving:

Watson understands the world as we do: it interprets sensory input beyond traditional data

Reasoning:

Watson thinks through complex problems: it deepens our analysis and inspires creativity

Relating:

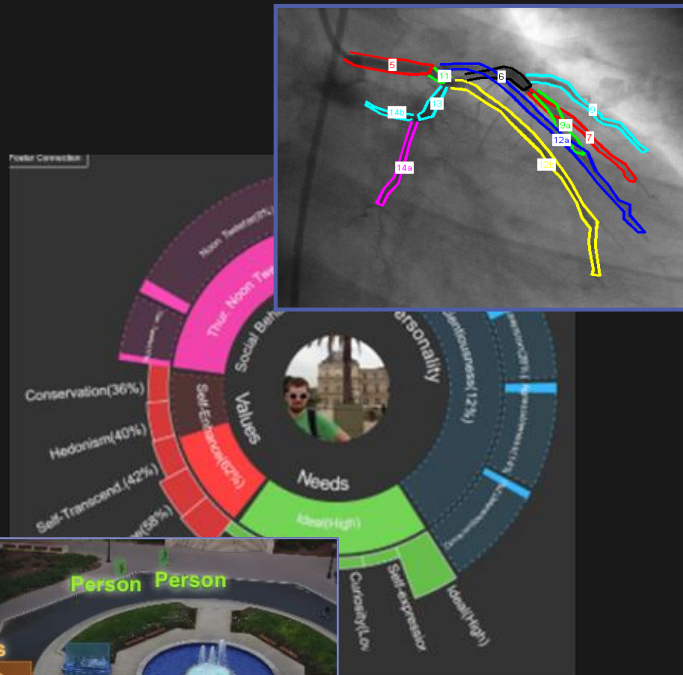
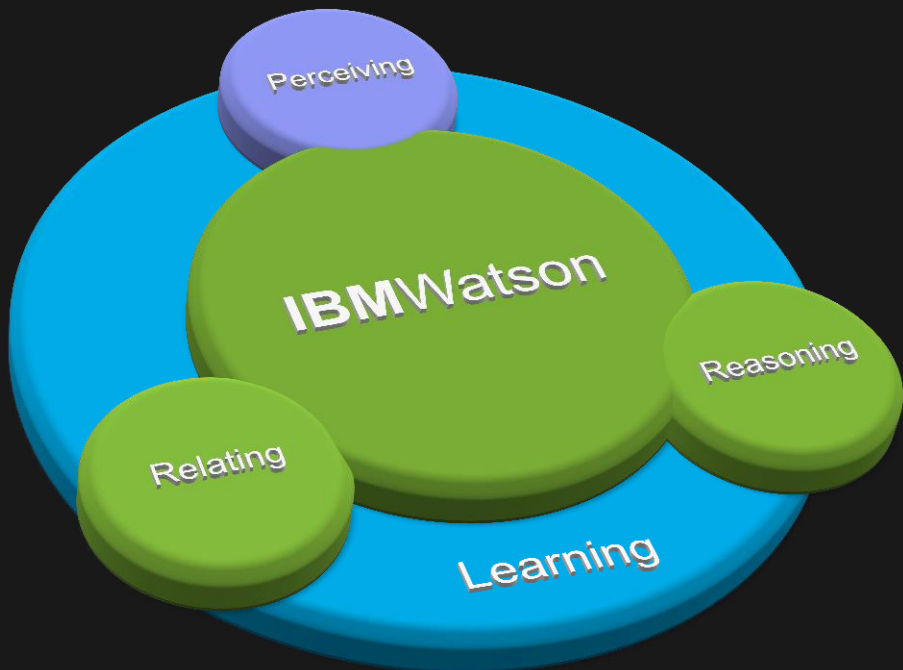
Watson understands how we communicate, and personalizes its interactions with each of us

Learning:

Watson learns from every interaction, scaling our ability to build experience

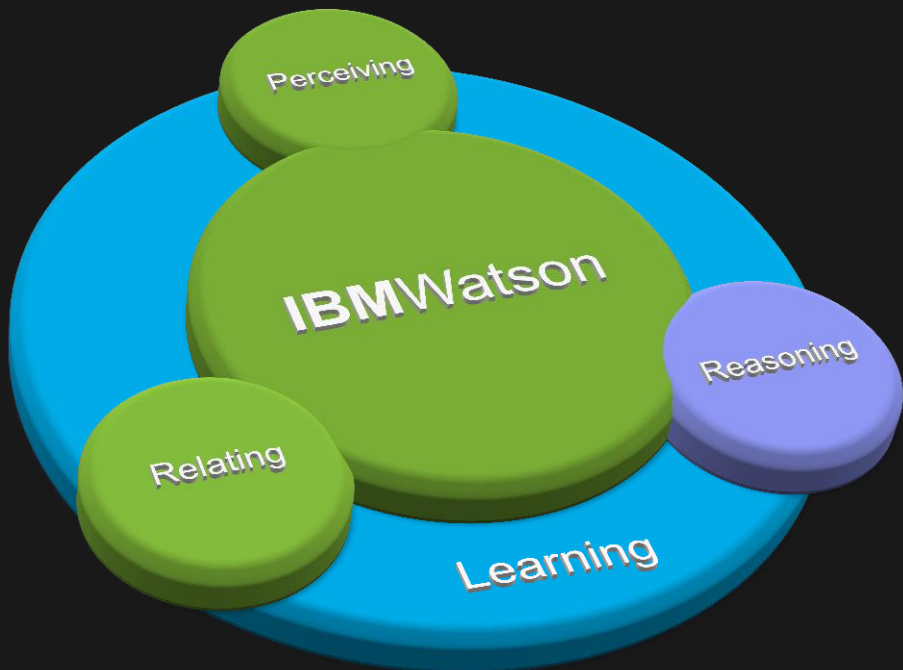
Cognitive computing – Perceiving

Watson understands the world as we do



Cognitive computing – Reasoning

Simplifies complex thinking and inspires creativity



The screenshot displays the IBM Watson interface for a medical diagnosis. It includes a 'Scenario' section with a radiological examination description, a 'Solution' section with a diagnosis, and a 'Statistics' section with a detailed description of the tumor. A network diagram shows connections between genes (SOX9, SMAD4, IC711, KRAS, P16, ARID1A) and a list of related medical terms (Enchondroma, Periosteal reaction, Chondrosarcoma, Osteogenic sarcoma, Giant cell tumor of bone, Synovial sarcoma). A quote icon is visible in the bottom right corner.

IBM WATSON

Scenario: "The radiological examination shows radiolucent tumor with thickened cortex. There are spotty calcifications."

Solution: "The adjacent cortex is thickened and eroded and tumor has extended into the soft tissue."

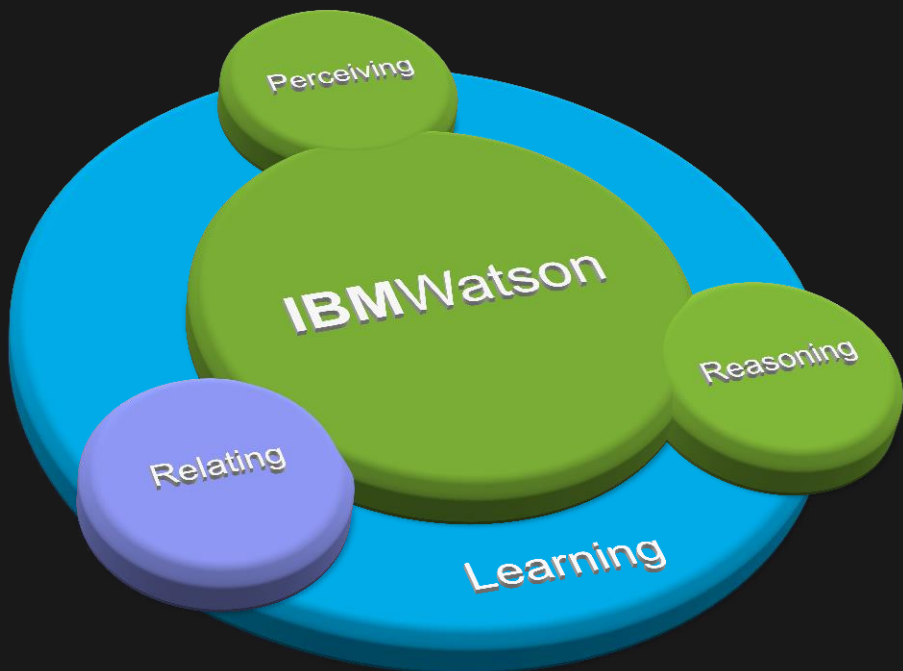
Statistics: "The adjacent cortex is thickened and eroded and tumor has extended into the soft tissue."

Genes: SOX9, SMAD4, IC711, KRAS, P16, ARID1A

Medical Terms: Enchondroma, Periosteal reaction, Chondrosarcoma, Osteogenic sarcoma, Giant cell tumor of bone, Synovial sarcoma

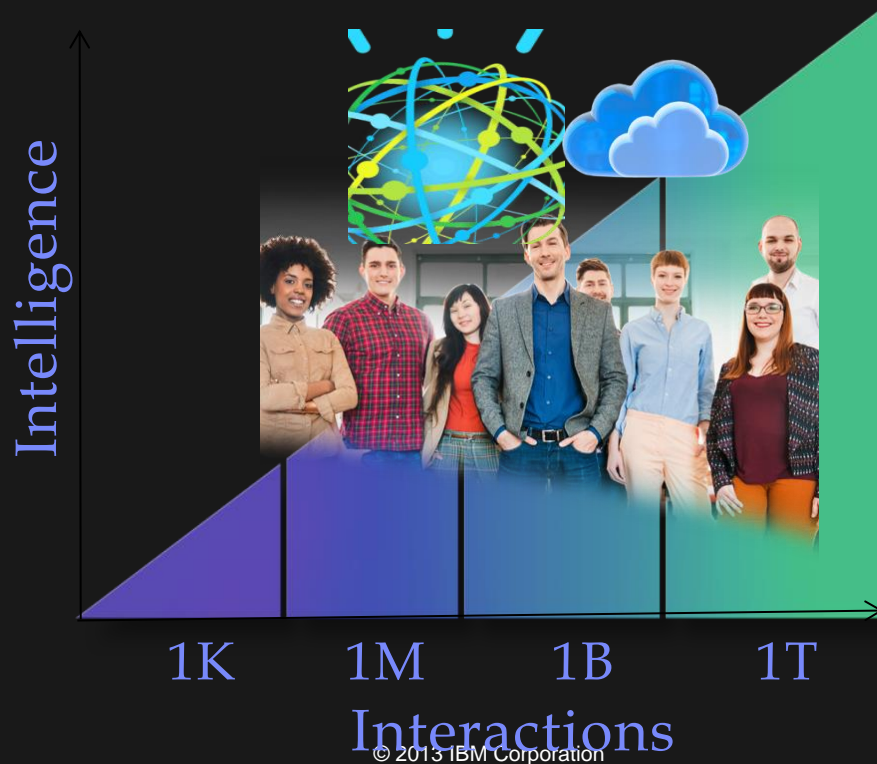
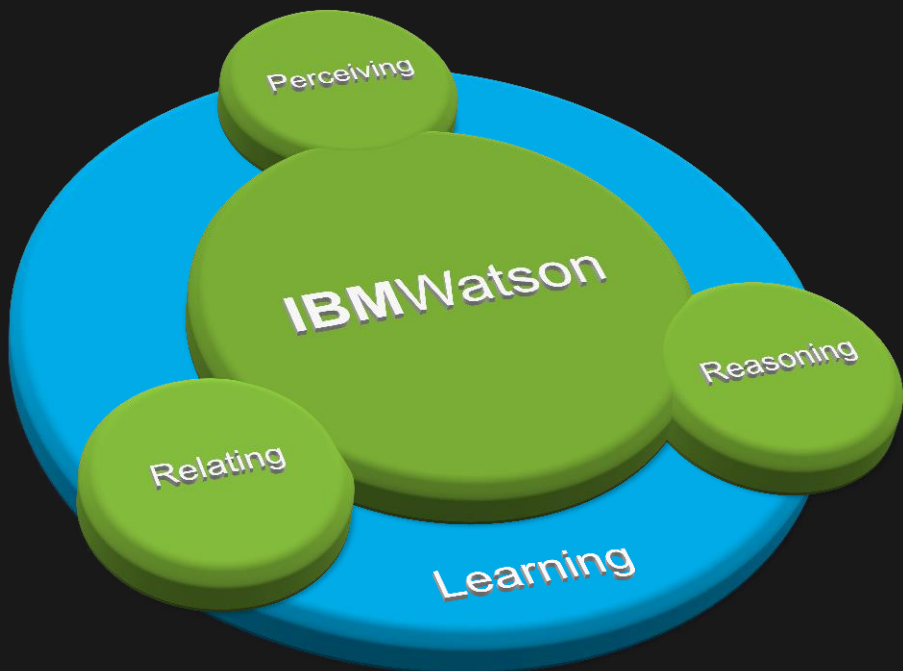
Cognitive computing – Relating

Adapting and personalizing interactions to each individual



Cognitive computing – Learning

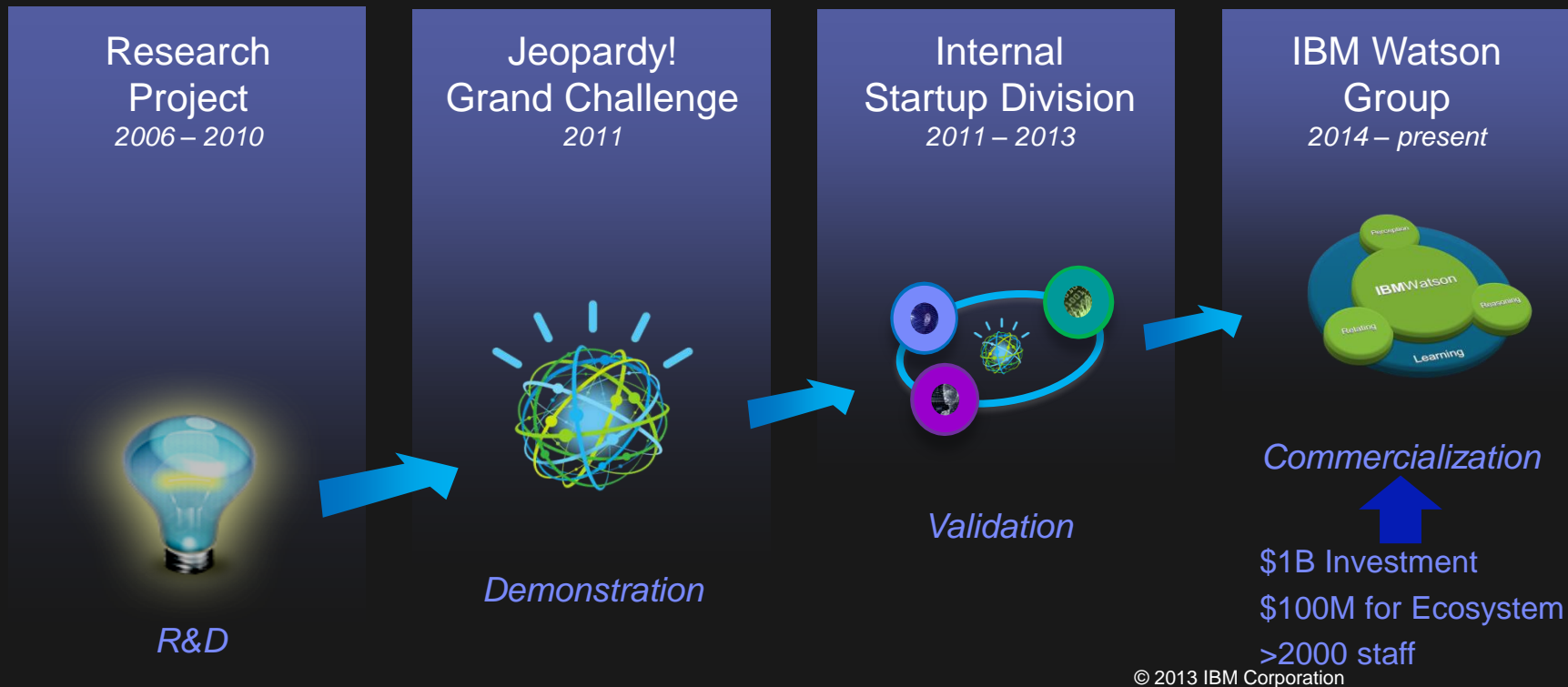
Continuously improving insight with experience



Cognitive Computing will continue to advance and evolve

	Today		Tomorrow		Future
Perceiving	Language	→	Personality	→	Current Attitude
Reasoning	Synthesis	→	Inferences	→	Conjecture and Debate
Relating	Questions & Answers	→	Personalized Dialog	→	Empathizing & Humor
Learning	Direct Feedback	→	Implied Feedback	→	Conceptual Application

Watson has graduated from a startup to a full business



Topics

The Cognitive Era of Computing

Transforming Business with IBM Watson

Developing Your Cognitive Strategy

Transforming Cancer Care

Our initial focus for Watson was in Healthcare

Opportunity:

Meaningful test case to see if Watson can be applied to real problems

Language:

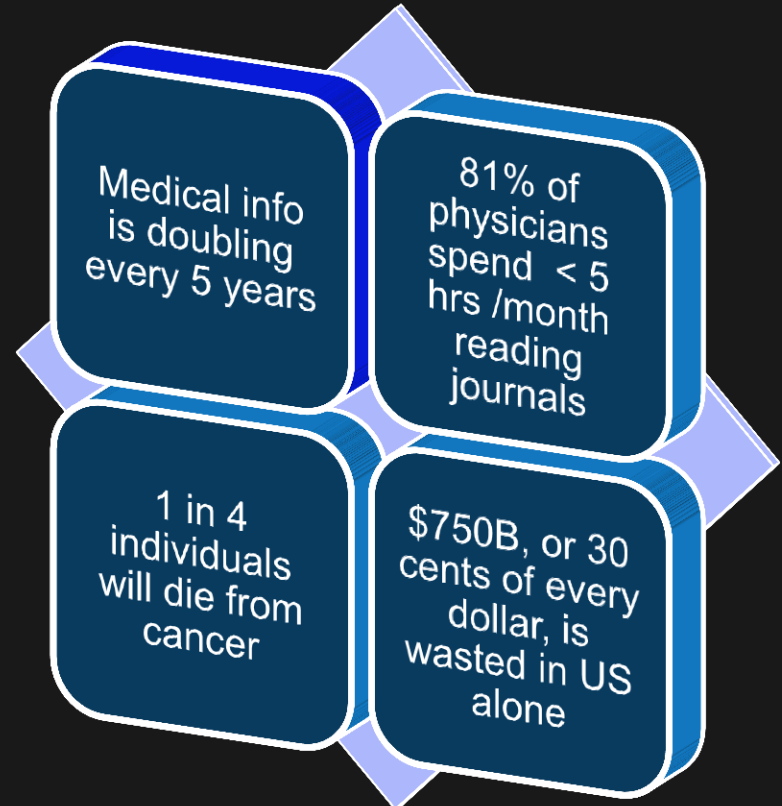
Medical language is highly specialized and new content is produced regularly

Complexity:

Patient cases are extremely complex often requiring 25 page long questions

Potential:

Put the right information at a physician's fingertips to help them make better decisions



Watson can read & understand these medical records in seconds



The Watson Oncology solution is helping physicians



Cancer Treatment Focus:

Watson helps physicians evaluate treatment options for patients using expertise & evidence

Trained with Experts:

Initial work with expert oncology sub-specialists at Memorial Sloan Kettering Cancer Center

Fueled by Information:

Watson reads through 5M pages of medical literature to evaluate each case

Initial projects with Healthcare Providers underway

Watson Oncology help physicians transform patient care

Quality & Consistency of Care

Promote adoption of evidence based practices

Clinical Efficiency

Rapidly identify best treatments with evidence based reasoning

Optimize clinical trial matching

System identifies clinical trials available for patient case

Physician-patient engagement

Use dialog to personalize treatment selection

Transforming Customer Engagement

Customer expectations are challenging traditional service



Mobile:

Customers demand great experiences on their mobile devices across their relationship with you

Personal:

Customers expect you to know them across channels and personalize your interaction

Effectiveness:

Response rate on online ads has significant opportunity for improvement

Costs:

Organizations spend over \$300B annually on contact center labor

Watson enables transformational customer engagement improving the customer experience and business value

1

Customers: *Watson reads information to net it out for customers on mobile screens*

2

Customization: *Watson can understand psychographics & personalize communication*

3

Action: *Watson integrates to processes to enable action*

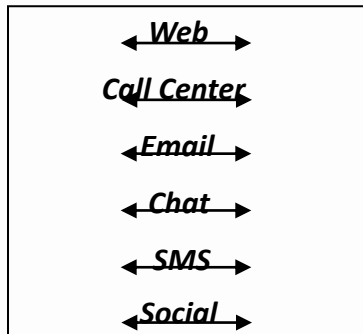
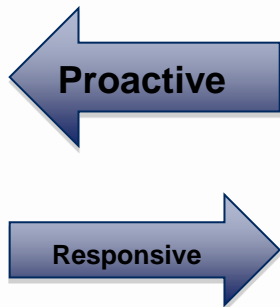
Customers

Direction

Contact Channels

Customer Care

Agents



6

Value: *Watson surfaces offers in discussion, increasing visibility*

5

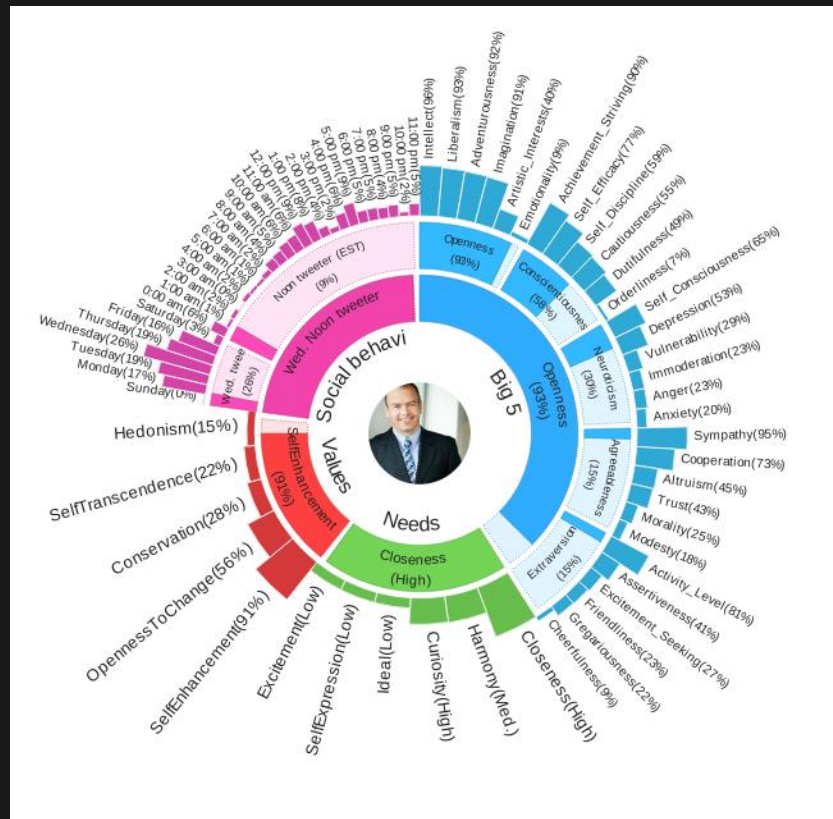
Insights: *Watson captures interactions over time for identification of new insights*

4

Agents: *Watson helps New agents become productive quickly*

Connect and engage with customers in a hyper-personalized way

Loyalty Status	Gold
Location	Sydney
Interests	Sport, ...
Spending (2013)	\$2346.65
Openness	HIGH
Extraversion	HIGH
Ideals	HIGH
Curiosity	MEDIUM
Social genome	...





WHAT KIND OF TRIP DO YOU WANT TO TAKE?

RECENTLY ASKED

I want a romantic spa vacation with my husband in February.

I want to have a unique cultural experience.

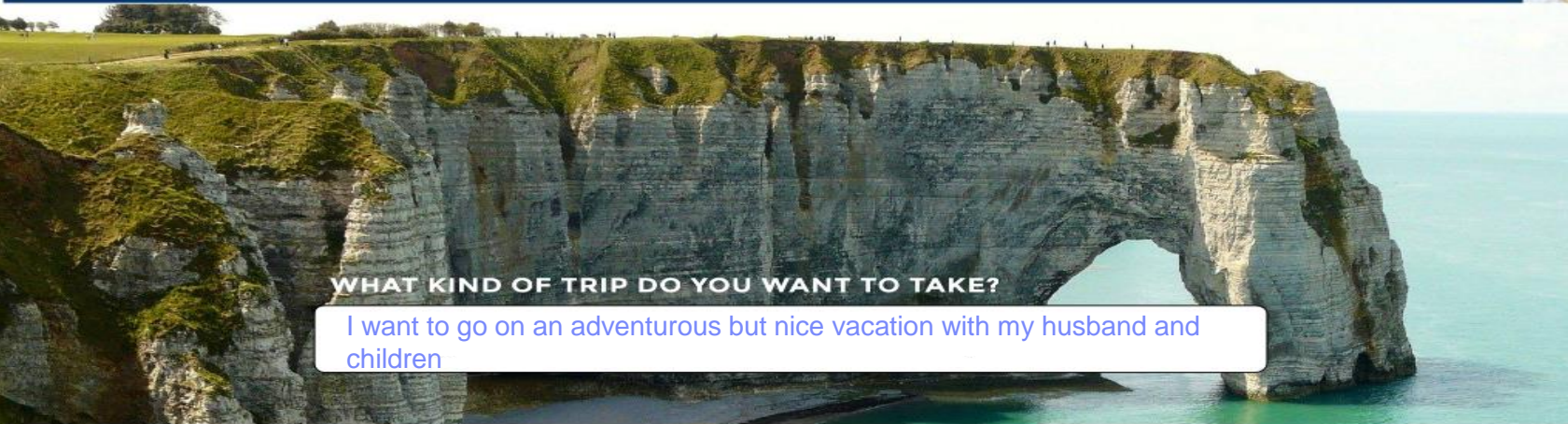
I want to go someplace dangerous but not deadly.

I want to experience an outdoor adventure.

I want to go antique shopping with my mom and grandma.

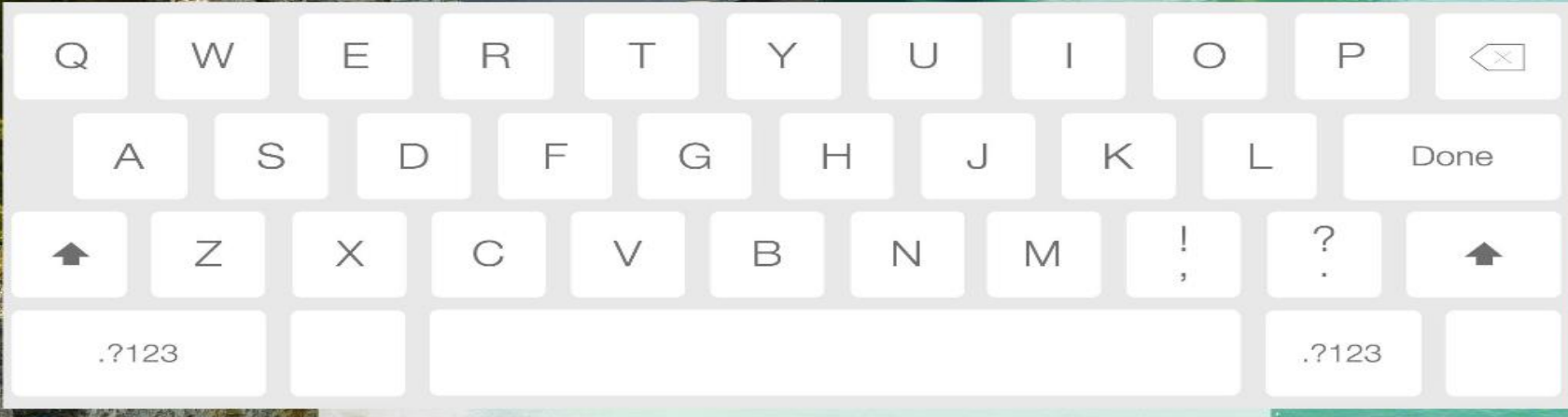
I want to take my children to Europe.

I want to go on a culinary adventure.



WHAT KIND OF TRIP DO YOU WANT TO TAKE?

I want to go on an adventurous but nice vacation with my husband and children





Ask Watson

YOU

I want to go on an adventurous but nice vacation with my husband and children.

WATSON

Your family likes beaches and international travel. Is this the kind of trip you're looking for?

 Yes No



Ask Watson

YOU

I want to go on an adventurous but nice vacation with my husband and children.

WATSON

Your family likes beaches and international travel. Is this the kind of trip you're looking for?



Yes

No



YOU

I want to go on an adventurous but nice vacation with my husband and children.

WATSON

Your family likes beaches and international travel. Is this what you're looking for?

YOU

Yes.

WATSON

Bali, Ibiza, and Tamarindo are the recommended destinations for you and your family. If you think of anything else you want on your vacation, enter it below to update your recommendations!



97% confidence



Bali

INDONESIA

POPULAR ACTIVITIES

- Snorkeling
- Scuba Diving
- Parasailing

FRIENDS WHO HAVE BEEN THERE



FLIGHT + HOTEL
from **\$1280**

BOOK NOW >

WHY THIS PLACE IS RIGHT FOR YOU

"Bali homes great child-friendly resorts that offer all-inclusive activities for kids so you and your hubby can lay on the beach or swim in the clear blue water."

- *Wikitravel*



"The azure seas of the Indian Ocean that frame the island provide the coral reefs and world-famous waves sought by professional divers and hardened surfers alike."

- *Diver's Guide*



ABOUT BALI

The mere mention of Bali evokes thoughts of a paradise. It's more than a place; it's a mood, an aspiration, a tropical state of mind. Its rich culture plays out at all levels of life, from the exquisite flower-petal offerings placed everywhere to the processions of joyfully garbed locals, shutting down major roads as they march to one of the myriad temple ceremonies, to the otherworldly traditional music and dance performed island-wide.



93% confidence



Ibiza

SPAIN

POPULAR ACTIVITIES

- Scuba Diving
- Visiting local markets
- Boat charters

FRIENDS WHO HAVE BEEN THERE



FLIGHT + HOTEL
from **\$1190**

BOOK NOW >

you
Yes.

97%
confidence



Bali

INDONESIA

FLIGHT + HOTEL
from **\$1280**

BOOK NOW >

POPULAR ACTIVITIES

- Snorkeling
- Scuba Diving
- Parasailing

FRIENDS WHO HAVE BEEN THERE



WATSON

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WHY THIS PLACE IS RIGHT FOR YOU

"Bali homes great child-friendly resorts that offer all-
inclusive activities, facilities, and amenities."

ABOUT BALI

The mere mention of Bali evokes
the spirit of adventure."

We love the beach but we also want some adventure time on dry land.

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YOU
Yes.

WATSON

Bali, Ibiza, and Tamarindo are the recommended destinations for you and your family. If you think of anything else you want on your vacation, enter it below to update your recommendations!

YOU

We love the beach, but we also want some adventure time on dry land.

WATSON

Sure. Punta Cana, Cabo San Lucas, and Hanalei Bay are destinations you'll love if you want dry land adventure too.



95%
confidence



Punta Cana

DOMINICAN REPUBLIC

FLIGHT + HOTEL
from **\$980**

BOOK NOW >

POPULAR ACTIVITIES

- Zip-Lining
- Scuba Diving
- Jungle Safari

FRIENDS WHO HAVE BEEN THERE



WHY THIS PLACE IS RIGHT FOR YOU

"Activities abound, not only scuba diving but snorkeling, windsurfing, kayaking, water biking, sailing, beach volleyball or soccer, even water polo, along with aqua aerobics and tons of children's activities." - *Frommer's*



"There are plenty of guided tours — safaris to sugar cane plantations; excursions to the capital, Santo Domingo; catamaran rides to offshore islands, and whale-watching trips in Samana Bay during the mating season." - *REI Travel*

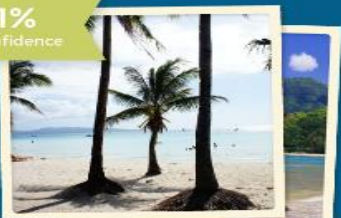


ABOUT

It wouldn't be out of line to equate the eastern coast of the Dominican Republic as a sort of sea and sun Disneyland — after all, it is here where the megalomaniacal all-inclusive resorts snatch up broad swaths of cinematic beaches faster than the real estate agents can get the sun-soaked sands on the market. Its beaches rival those anywhere else in the Caribbean, both in terms of their soft, white texture and their warm aquamarine waters.



91%
confidence



Cabo San Lucas

MEXICO

FLIGHT + HOTEL
from **\$820**

BOOK NOW >

POPULAR ACTIVITIES

- Fishing
- Whale watching
- Snorkeling

FRIENDS WHO HAVE BEEN THERE





YOU
Yes.

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[BOOK NOW >](#)

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FRIENDS WHO HAVE BEEN THERE**WHY THIS PLACE IS RIGHT FOR YOU**

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FRIENDS WHO HAVE BEEN THERE



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SOURCE: FROMMER'S - ACTIVE PURSUITS IN PUNTA CANA

<http://frommers.info/destinations/punta-cana/725833>

Active Pursuits

One of the Caribbean's great beaches stretches along the so-called Costa del Coco, or Coconut Coast, covering more than 32km (20 miles) of brilliant white sand -- so there's room for everyone. Flanked by the all-inclusives, the major beaches here include Playa Macao, Playa Cortecito, Playa Bávaro, Playa Punta Cana, and Playa Punta Juanillo. The upmarket all-inclusives have staked out the best beachfront properties, so everything is done for you here, including unlimited access to food and drinks and watersports concessions at each hotel. For facilities, bars, and restaurants, you can use the hotel at which you are a guest.

Activities abound, not only scuba diving but snorkeling, windsurfing, kayaking, water biking, sailing, beach volleyball or soccer, even water polo, along with aqua aerobics and tons of children's activities. Despite the visual beauty of the sands and the swaying palms, there isn't any particularly fabulous snorkeling at Punta Cana. There aren't enough offshore reefs nearby -- the kinds that shelter rich deposits of marine life -- so if you happen to sign up for a snorkeling or scuba adventure at Punta Cana, chances are high that you'll be escorted to any of several offshore wrecks whose rusting hulks provide the shelter that underwater critters crave.

The beaches at Punta Cana are wide, they're gorgeous, and it's safe to swim offshore throughout the year. An improvised series of barricades runs parallel to some stretches of the coastal road, prohibiting access to the various beaches fronting the hotels. Entrances guarded by security forces prevent nonguests from entering, since once inside you're entitled to unlimited food and drink. We noted that fewer and fewer of the all-inclusives are selling day passes or evening passes to nonresidents. The policy seems to be viewed with increasing disfavor. When such day passes are available, they can cost anywhere from US\$40 to US\$75 per person, and are strictly defined as day passes (allowing access from around 9am to around 6pm) and night passes (from around 6pm till around 1am). The idea, frankly, never caught on, and we estimate that only around 25% of the resorts now offer them. Even then, it's complicated and sometimes unpleasant to talk your way past the security guards at the entrance, even if you're willing to pay.

How to Spend a Day Outside the All-Inclusive Hotels

The answer for the adventurous would involve a trek to the center of Cortecito Village, where you



YOU
Yes.

WATSON

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Punta Cana

DOMINICAN REPUBLIC

FLIGHT + HOTEL
from **\$980**

[BOOK NOW >](#)

POPULAR ACTIVITIES

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- Scuba Diving
- Jungle Safari

FRIENDS WHO HAVE BEEN THERE**WHY THIS PLACE IS RIGHT FOR YOU**

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FRIENDS WHO HAVE BEEN THERE



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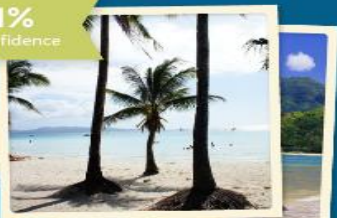
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91%
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POPULAR ACTIVITIES

- Fishing
- Whale watching
- Snorkeling

FRIENDS WHO HAVE BEEN THERE



1. SELECT YOUR DATES

MAY
2014

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				*1 \$1786	2 \$1889	3 \$2041
4 \$1562	*5 \$1205	*6 \$1140	*7 \$1140	*8 \$1140	9 \$1418	10 \$1489
11 \$1373	12 \$1205	13 \$1140	14 \$1140	15 \$1140	16 \$1140	17 \$1879
18 \$1409	19 \$1205	20 \$1140	21 \$1140	22 \$1140	23 \$1618	24 \$1089
25 \$1290	26 \$1505	27 \$1185	28 \$2003	29 \$1754	30 \$1459	31 \$1488

JUNE
2014

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1 \$1173	2 \$1202	3 \$1085	4 \$1607	5 \$1764	6 \$1914	7 \$1488
8 \$1562	*9 \$1205	*10 \$1140	*11 \$1140	*12 \$1140	*13 \$1418	14 \$1489
15 \$1373	16 \$1505	17 \$1085	18 \$1607	19 \$1764	20 \$1914	21 \$1488

BUILD YOUR ITINERARY



Punta Cana
DOMINICAN REPUBLIC

1. Select your dates
2. Select your hotel
3. Select your flights
4. Review and purchase
5. Confirmation receipt





1. SELECT YOUR DATES

MAY
2014

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				*1 \$1786	2 \$1889	3 \$2041
4 \$1562	*5 \$1205	*6 \$1140	*7 \$1140	*8 \$1140	9 \$1418	10 \$1489
11 \$1373	12 \$1205	13 \$1140	14 \$1140	15 \$1140	16 \$1140	17 \$1879
18 \$1373	19 \$1140	20 \$1140	21 \$1140	22 \$1140	23 \$1418	24 \$1489
25 \$1373	26 \$1505	27 \$1185	28 \$1607	29 \$1764	30 \$1914	31 \$1488

JUNE
2014

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1 \$1373	2 \$1505	3 \$1410	4 \$1607	5 \$1650	6 \$1914	7 \$1488
8 \$1373	*9 \$1505	*10 \$1085	*11 \$1607	*12 \$1764	*13 \$1914	14 \$1488
15 \$1373	16 \$1505	17 \$1085	18 \$1607	19 \$1764	20 \$1914	21 \$1488

BUILD YOUR ITINERARY



Punta Cana
DOMINICAN REPUBLIC

1. Select your dates
*Outbound date
May 14, 2014*
2. Select your hotel
3. Select your flights
4. Review and purchase
5. Confirmation receipt





2. SELECT YOUR HOTEL

Hotels in your preferred network



EL PATIO DE TITA

10.1 miles from the airport
 Area: Bavaro Beach
 Book online or call 1-800-222-0892
 Includes: All-Inclusive

BOOK NOW

\$1140/person
 5 days, 4 nights



EUROPE VILLA CORTES

14.2 miles from the airport
 Area: Bavaro Beach
 Book online or call 1-800-222-0892
 Includes: All-Inclusive, Free WiFi

BOOK NOW

\$1560/person
 5 days, 4 nights



REDLEVEL AT GRAN MELIA

24 miles from the airport
 Area: El Macao
 Book online or call 1-800-222-0892
 Includes: All-Inclusive, Free WiFi

BOOK NOW

\$1690/person
 5 days, 4 nights



EL MACAO

25 miles from the airport
 Area: El Macao
 Book online or call 1-800-222-0892
 Includes: All-Inclusive, Free WiFi

BOOK NOW

\$1710/person
 5 days, 4 nights

BUILD YOUR ITINERARY



Punta Cana
 DOMINICAN REPUBLIC

1. **Select your dates**
Outbound date
 May 14, 2014
Return date
 May 19, 2014
2. **Select your hotel**
3. *Select your flights*
4. *Review and purchase*
5. *Confirmation receipt*





3. SELECT YOUR OUTBOUND FLIGHT

Flights in your preferred network

<p>\$1140/person</p> <p>DELTA</p> <p>JFK 08:55AM LRM 12:50PM</p> <p>Nonstop Total trip time: 3:55</p>	<p>\$1140/person</p> <p>DELTA</p> <p>EWR 07:45AM PUJ 11:50AM</p> <p>Nonstop Total trip time: 4:05</p>	<p>\$1301/person</p> <p>DELTA</p> <p>JFK 07:45PM PUJ 02:25PM</p> <p>1 stop (ATL) Total trip time: 6:40</p>
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Flights outside your preferred network

<p>\$1187/person</p> <p>UNITED</p> <p>LGA 07:25AM PUJ 02:20PM</p> <p>1 stop (MIA) Total trip time: 6:55</p>	<p>\$1242/person</p> <p>UNITED</p> <p>EWR 02:15PM PUJ 09:00PM</p> <p>1 stop (MIA) Total trip time: 6:45</p>	<p>\$1339/person</p> <p>JETBLUE</p> <p>JFK 07:00AM PUJ 02:05PM</p> <p>1 stop (SJU) Total trip time: 7:05</p>
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OR SEARCH FOR A DIFFERENT FLIGHT >

BUILD YOUR ITINERARY



Punta Cana
DOMINICAN REPUBLIC

- 1. Select your dates**
Outbound date
May 14, 2014
Return date
May 19, 2014
- 2. Select your hotel**
El Patio de Tita
- 3. Select your flights**
- 4. Review and purchase*
- 5. Confirmation receipt*





3. SELECT YOUR OUTBOUND FLIGHT

SELECT RETURN FLIGHT >

Flights in your preferred network

\$1140/person

DELTA

JFK	08:55AM
LRM	12:50PM

Nonstop
Total trip time: 3:55

\$1140/person

DELTA

EWR	07:45AM
PUJ	11:50AM

Nonstop
Total trip time: 4:05

\$1301/person

DELTA

JFK	07:45PM
PUJ	02:25PM

1 stop (ATL)
Total trip time: 6:40

Flights outside your preferred network

\$1187/person

UNITED

LGA	07:25AM
PUJ	02:20PM

1 stop (MIA)
Total trip time: 6:55

\$1242/person

UNITED

EWR	02:15PM
PUJ	09:00PM

1 stop (MIA)
Total trip time: 6:45

\$1339/person

JETBLUE

JFK	07:00AM
PUJ	02:05PM

1 stop (SJU)
Total trip time: 7:05

OR SEARCH FOR A DIFFERENT FLIGHT >

BUILD YOUR ITINERARY



Punta Cana
DOMINICAN REPUBLIC

1. **Select your dates**
Outbound date
 May 14, 2014
Return date
 May 19, 2014
2. **Select your hotel**
El Patio de Tita
3. **Select your flights**
Delta 1283
EWR 07:45Am
PUJ 11:50A
4. *Review and purchase*
5. *Confirmation receipt*





3. SELECT YOUR RETURN FLIGHT

Flights in your preferred network

\$1140/person	\$1180/person	\$1301/person
DELTA PUJ 01:05PM EWR 05:15PM Nonstop Total trip time: 4:10	DELTA PUJ 09:55AM JFK 01:00PM Nonstop Total trip time: 4:05	DELTA PUJ 07:50PM JFK 02:30PM 1 stop (ATL) Total trip time: 6:40

Flights outside your preferred network

\$1480/person	\$1726/person	\$1935/person
UNITED LRM 08:15AM LGA 03:20PM 1 stop (MIA) Total trip time: 6:45	UNITED PUJ 12:15PM EWR 07:00PM 1 stop (MIA) Total trip time: 6:45	JETBLUE PUJ 07:00AM EWR 02:05PM 1 stop (SJU) Total trip time: 7:05

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SELECT RETURN FLIGHT >

Flights in your preferred network

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Flights outside your preferred network

<p>\$1187/person</p> <p>UNITED</p> <p>LGA 07:25AM PUJ 02:20PM</p> <p>1 stop (MIA) Total trip time: 6:55</p>	<p>\$1242/person</p> <p>UNITED</p> <p>EWR 02:15PM PUJ 09:00PM</p> <p>1 stop (MIA) Total trip time: 6:45</p>	<p>\$1339/person</p> <p>JETBLUE</p> <p>JFK 07:00AM PUJ 02:05PM</p> <p>1 stop (SJU) Total trip time: 7:05</p>
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3. SELECT YOUR RETURN FLIGHT

CONFIRM FLIGHTS >

Flights in your preferred network

\$1140 / person	\$1180 / person	\$1301 / person
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 PUJ 11:50A
 Delta 1284
 PUJ 01:05pm
 EWR 05:15pm
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Dear headhunter, you have

TRAVELERS UNITED Powered by IBM WATSON.

Welcome back, Emma!



Ask Watson

What do you want to know?





Ask Watson

[Empty response area]

What is the local currency?



[Empty response area]



Ask Watson

EMMA

What is the local currency?



What do you want to know?





Ask Watson

EMMA

What is the local currency?

WATSON

The local currency is the Dominican Peso. Its value fluctuates between 30-40 pesos per US dollar and 48-53 pesos per Euro. Although any currency can be changed into pesos, it should be noted that in some situations it may be difficult to exchange pesos back into your original currency. We recommend exchanging only small amounts of money at a time to avoid any inconveniences.



What do you want to know?





Ask Watson

EMMA

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WATSON

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What is the peak season?





Ask Watson

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EMMA

When is the peak season?



What do you want to know?





Ask Watson

EMMA

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WATSON

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EMMA

When is the peak season?

WATSON

Peak Season: Peak season in Punta Cana tends to run from December to April.



What do you want to know?



Customer engagement transformation drives business value

Share of Wallet

Increasing interaction drives new opportunities

Loyalty

Building relationships reduces attrition

Advocacy

Engaging socially-connected customers grows word of mouth

Cost Savings

Reduced costs on call center staffing and training time



Transforming Discovery & Innovation

Research & Innovation is focused on identifying great ideas and bringing them to market quickly

.01%

of Pharma therapies
are successful
enough to reach
Go-to-Market stage

\$30B

is spent on Research in
Life Sciences,
Financial Services,
and Government annually

**...increasing probability of success and accelerating
time to market can pay significant dividends**

Watson can Transform Discovery & Innovation across industries

Government & Education

Healthcare & Life Sciences

Financial Markets



University Researches can explore & investigate new ideas accelerating commercialization

Researchers investigate new areas, accelerating time to market and doubling yield

Financial advisors and analysts instantly take advantage of every new piece of information

Watson can help inspire new ideas *Vietnamese Apple Kebab?*

“Rather than a crutch that removes the chef’s decision-making process from the equation, this technology pushes chefs outside of their familiar comfort zones to consider new ideas and techniques toward deliciousness.”

– *Chef Michael Laiskonis, Institute of Culinary Education*



Discovery & Innovation transformation drives business value

Probability of Success

Increasing ability to identify high potential ideas

Time to Market

Accelerating execution throughout the research process

Research Efficiency

Increasing value across teams by sharing insights quickly

Topics

The Cognitive Era of Computing

Transforming Business with IBM Watson

Developing Your Cognitive Strategy

Our Cognitive Strategy engagements helps create a customized roadmap, implementation plan and sample system

Cognitive Strategy Workstreams

1. User Scenario & User Experience

2. Value & Roadmap

3. Business Requirements

4. Content Assessment

5. Implementation Planning

6. Project Management

The first two weeks of the engagement focus on selecting the target use case

Stakeholder briefing and methodology overview



Collaborative use case candidate development

Use case evaluation for Steering Team feedback



Final use case selection by Steering Team for delivery plan development

BusinessConnect and SolutionsConnect

It's time to make bold moves.

Thank You

Jason Leonard

Business Leader – Asia Pacific

May 2014

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IBM Watson

