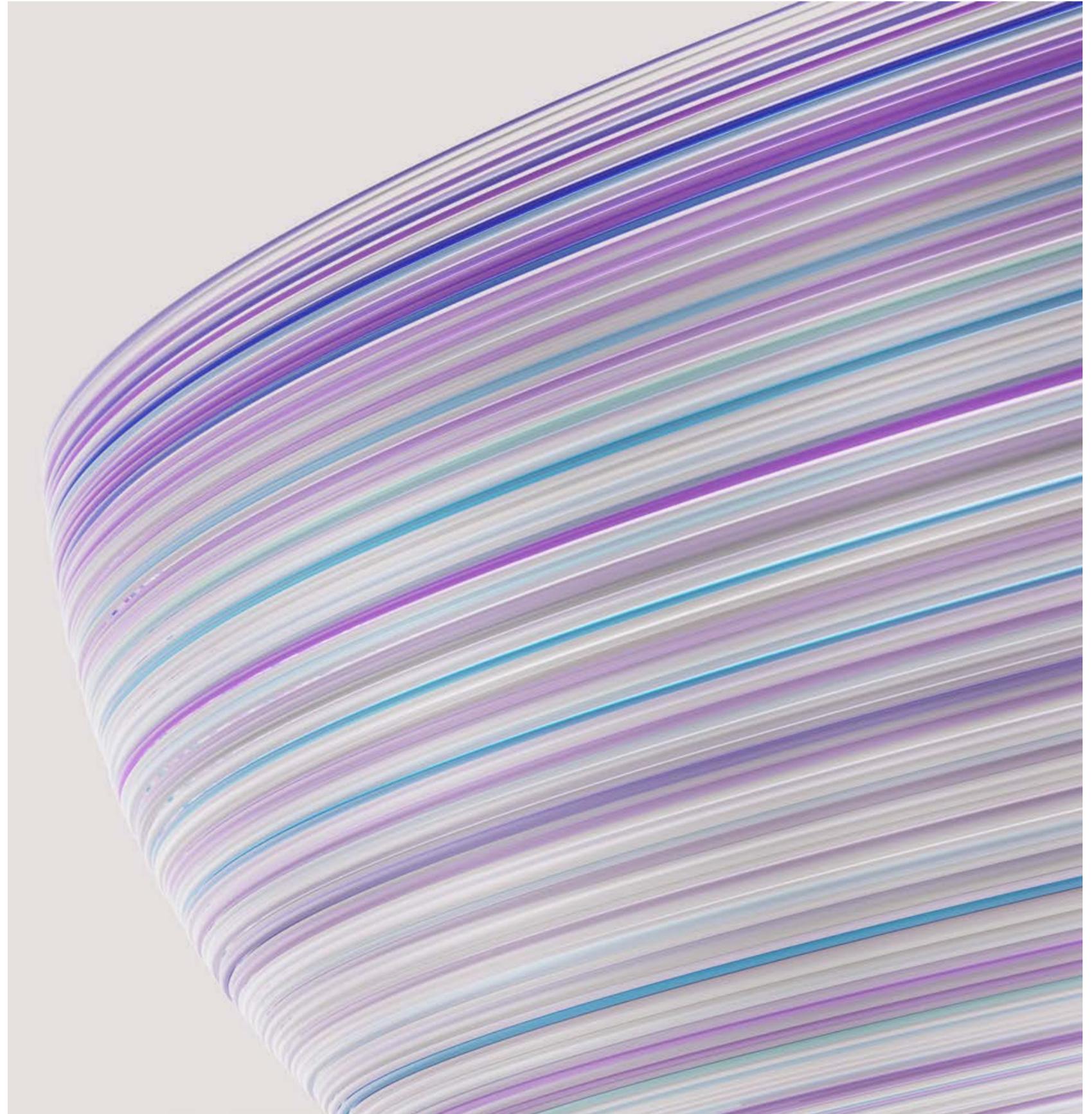# IBM generative AI assistants:
The complete 2024 buyer's guide

How to choose the right productivity assistant for creating new ways of working and serving customers

IBM

Contents

Why did we create this guide?

Three out of four CEOs surveyed by IBM say their competitive advantage rests on generative AI (gen AI).[1]

Some of that competitive advantage will come, and is coming, from the use of gen AI assistants to support employees and customers across the business. Gen AI is applicable to a variety of use cases within customer service and innovation, financial management and planning, risk and compliance, development and IT operations, to name a few.

If you're in the market for gen AI assistants to improve employee productivity and customer experiences with the aim of improving your competitive advantage, you might be experiencing hype fatigue from the sheer number of products claiming to be AI assistants, or so-called intelligent virtual agents, AI chatbots, digital labor or digital assistants.

While this guide can't cover the hundreds of AI assistant products out there, we can provide some clarity around the ones IBM offers and hopefully make it easier to compare them against others.

Use this guide to help you understand what IBM generative AI assistants do best and for whom, how to compare them to others and how to get started.

Chapter 1: What is a generative AI assistant, exactly?

Generally speaking, generative AI assistants interact in natural language to guide you through a task, generating new content based on inputs.

More specifically, when we think of generative AI assistants, we think of purpose-built, software-based labor that uses generative AI to simplify access to the information and automation people need to get to effective business outcomes faster.

However you define it, a generative AI assistant should do three things well:
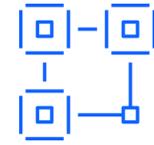
Interpret your requests with the appropriate context—prompting for additional information where needed.
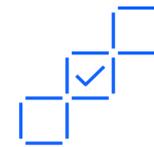
Select the response to your request, such as provide information, execute a transaction or generate an asset.

Respond in a way that helps you accomplish your task—aligning systems, data and knowledge to achieve an outcome.

Generative AI assistants can provide a friendly interface for nontechnical users. You can start small with out-of-the-box large language models (LLMs), giving you the ability to model out use cases and experience the solution before investing more to create a custom LLM.

What's next?
Which IBM gen AI assistant does what? A quick side-by-side comparison

Chapter 2:
Which IBM gen AI assistant does what? A quick side-by-side comparison

IBM AI assistants use generative AI to simplify access to information and automation across the business—targeting workflows and processes that are routine or complicated for employees and customers.

The following tables highlight the basics of each AI assistant.
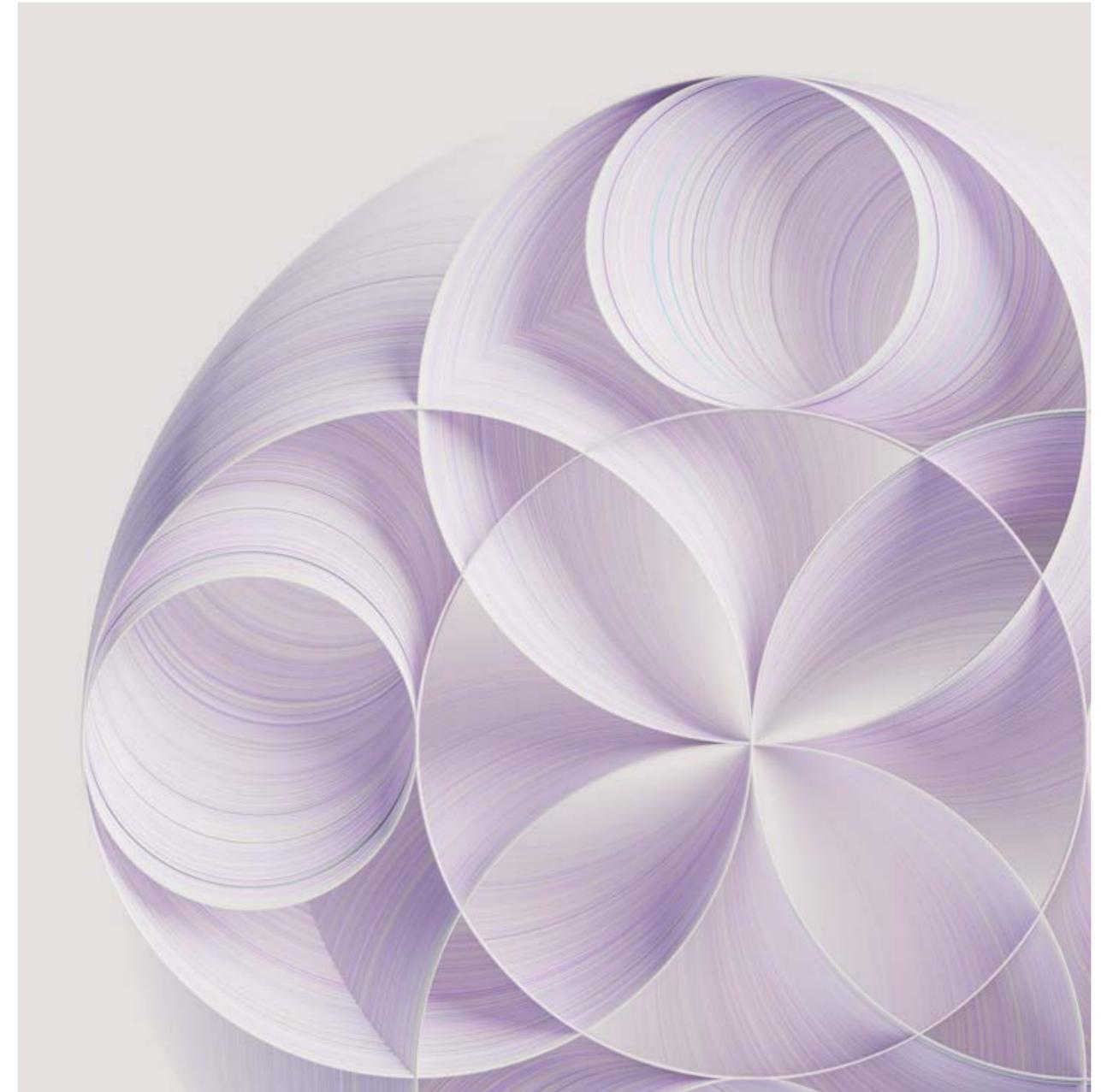
What is it?

IBM® watsonx Orchestrate™

AI assistants for enterprise productivity

Users are able to delegate simple and multistep tasks using natural language.

Example: Using watsonx Orchestrate, a manager initiates the transfer of an employee by simply chatting with the assistant in natural language.

Watch short video →

IBM® watsonx Assistant™

AI assistants for customer support

Users are able to train and deploy AI assistants that use natural language to deliver enhanced support for customers or agents, across multiple channels and touchpoints.

Example: Using watsonx Assistant, a customer can self-serve and doesn't wait on hold to solve a problem.

Watch short video →

IBM® watsonx Code Assistant™

AI coding assistants for enterprise developers

Developers of all experience levels can write high-quality code with AI-generated recommendations based on natural language requests or existing source code.

Example: Using watsonx Code Assistant, a developer automatically refactors existing code and performs high-quality translation from one language to another.

Watch short video →

What problems does it help solve?

IBM® watsonx Orchestrate	IBM® watsonx Assistant	IBM® watsonx Code Assistant
– Talent and skills shortages impeding growth by putting more pressure and workload on existing employees	– Customers unable to get immediate and accurate answers when they contact support	– IT skills shortages, making it difficult for development teams to keep pace with change and support digital transformations
– Complex processes decreasing productivity due to too many tools and too much app switching	– High operational costs due to high call volumes, inefficient or incorrect call routing, or lengthy call durations	– A lack of development time and resources to build automations for common IT workflows, such as configuration, deployment and orchestration tasks
– Siloed information and disconnected applications inhibiting collaboration and frustrating employees	– Unmanagebale workloads, insufficient training and lack of career development opportunities making it difficult to retain experienced call center agents to serve customers effectively	– Developers managing thousands of applications without the time or resources to modernize them quickly and efficiently

What are three key things it can do?

IBM® watsonx Orchestrate

– Give users the ability to design and build custom AI assistants that can guide business users, expert or not, through multistep self-service journeys

– Use natural language to interact with business users to help complete tasks, provide relevant information, and take next best actions

– Integrate with the apps and tools business users use every day – business users can import existing automations into the platform, build new automations, and assign tasks to the AI assistant to get work done

IBM® watsonx Assistant

– Understand the complexity of customer language to help resolve customer issues and deliver automated self-service answers and actions

– Integrate with essential messaging channels, contact-center-as-a-service (CCaaS) platforms, data sources and the expanding list of web tools and systems businesses use to deliver great customer service

– Enable technical and nontechnical employees to quickly design conversations and deploy AI assistants for improving customer experiences

IBM® watsonx Code Assistant

– Generate syntactically correct and contextually relevant code from natural language requests written in plain English text

– Give developers the ability to review generated code and match content recommendations to their originating data source before accepting

– Support the end-to-end application modernization lifecycle with application discovery and analysis, automated code refactoring and high-quality transformation from one language to another with a finely tuned LLM

What business impacts are possible?

IBM® watsonx Orchestrate

IBM's Enterprise Learning Events team built an AI assistant, cHaRlie, to help event managers with a range of repetitive, error-prone tasks such as monitoring class enrollment. They reported:

91%
improvement in the turnaround time for updating attendance rosters

15%
increase in employee satisfaction, as measured through NPS surveys post-event

Avid Solutions used IBM watsonx Orchestrate to improve employee and customer satisfaction. They reported:

25%
initial reduction in the time to onboard new customers

10%
initial reduction in errors caused by manual project management processes

IBM® watsonx Assistant

Camping World created Arvee, its first ever virtual assistant, to handle customer queries. It reported:

40%
increase in customer engagement on all platforms

33%
increase in agent efficiency and decreased wait times

Generali Poland built a virtual assistant to automatically answer 97% of customer queries. It reported:

120 hours
customer consultant time saved per month

IBM® watsonx Code Assistant

IBM Consulting® used an AI assistant during a tech preview to generate code and support enterprise developer productivity. It reported:

20% to 45%
initial build productivity improvements

As part of a larger initiative to help modernize and migrate its mission-critical architecture to the cloud, Water Corporation reported:

30%
reduction in code development efforts and associated costs during tech preview of watsonx Code Assistant

What types of buyer are a good fit for this AI assistant?

IBM® watsonx Orchestrate	IBM® watsonx Assistant	IBM® watsonx Code Assistant
– CIOs, CTOs and COOs facing a shortage of skilled workers who are looking to use AI assistants to boost employee productivity – HR professionals, recruiters and hiring managers looking to increase staff productivity and outcomes across a variety of critical areas: talent acquisition, onboarding, career mobility and more – Operations leaders looking to streamline tasks for experts in fields, such as sales, procurement, supply chain and finance, for example, create draft proposal for new deals and renewals, help sellers navigate conversations with clients, update CRM and help with reporting and more	– Customer experience leaders, for example, a CXO or CMO, looking to create personalized customer service experiences to enhance customer satisfaction across multiple engagement points – Customer care and operations leaders, for example, a COO or VP of customer care, looking to modernize the contact center with voice self-service virtual agents, perform call center analytics to help deliver what customers want and assist human agents to improve response time and outcomes	– Developers and IT operations professionals looking for domain-specific coding assistance from LLMs that can deliver consistent content recommendations – CIOs, CTOs, business development and application management lines of business teams looking to increase developer productivity and speed application modernization

What are some top use cases?

IBM® watsonx Orchestrate

- **HR** talent acquisition, employee onboarding

- **Finance** source to pay, order to cash, expense management

- **Procurement** contractor requisition, PO management

- **Supply chain** sourcing support, supplier management

- **Sales** buyer experience, opportunity management

IBM® watsonx Assistant

- Multichannel customer self-service support

- Personalized customer experiences

- Call center modernization

- Agent assist

- HR and IT help desk modernization

IBM® watsonx Code Assistant

- AI-assisted code generation for IT automation

- AI-assisted code generation for application modernization

What's next?
Use checklist to help compare IBM watsonx Orchestrate features to others
Use checklist to help compare IBM watsonx Assistant features to others
Use checklist to help compare IBM watsonx Code Assistant features to others

Chapter 3:
What's the best way to get started with each IBM AI assistant?

How to get started: IBM watsonx Orchestrate
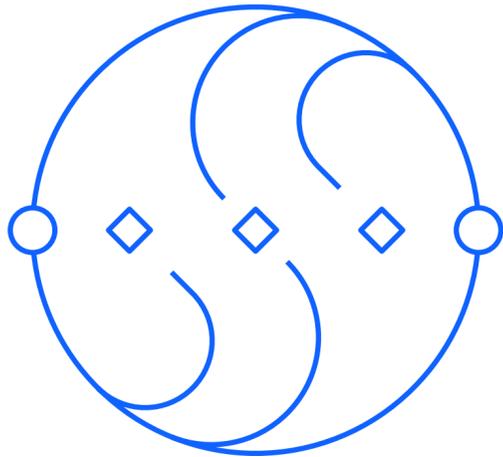
Step 1: Confirm your fit

IBM watsonx Orchestrate is a good fit if you're looking to:

– Enhance employee experiences and productivity by automating time-consuming tasks and processes, such as posting a job description, pulling reports, generating a sales offer or checking on the status of team projects.

– Design and build custom AI assistants, such as an HR assistant, that can guide any user—expert or not—through digital self-serve journeys.

– Provide a simplified interface that can tie together advanced automations and surface them as skills that help business users get work done more efficiently.

– Enable business users to easily discover and build automations to create dynamic workflows and streamline processes.

Step 2: Experience the product on your own

– Watch a demo video of an HR use case.
– Take the interactive tour.

Step 3: Connect with an expert

– Sign up for a personalized demo with one of our solution experts to see how you can start running automations and customize watsonx Orchestrate to fit your specific needs.

– If you need help envisioning or planning where to best apply an AI assistant, jump-start your generative AI strategy and move quickly from idea to pilot to production.

Step 4: Buy it

– Visit the pricing page for the latest details.

– Buy it now on AWS Marketplace.

Avid reduced the time it takes to onboard new customers by 25%.

"We've also seen a number of qualitative benefits from [watsonx] Orchestrate. Our employees are more satisfied with their jobs. We've also seen an improvement in customer satisfaction because we're able to respond to customer inquiries more quickly and efficiently."

Dr. Malcolm Adams
Chief Executive Officer
Avid Solutions

Read the full story

How to get started: IBM watsonx Assistant
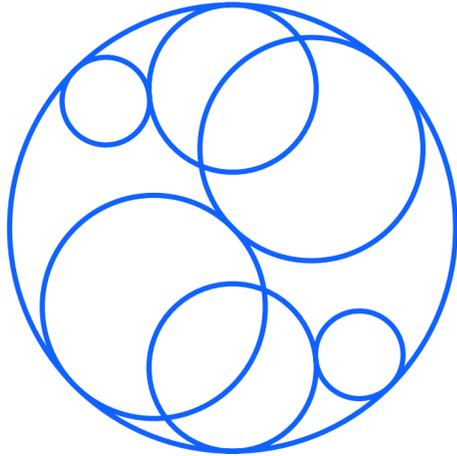
Step 1: Confirm your fit

IBM watsonx Assistant is a good fit if you're looking to:

– Increase customer and employee satisfaction by enabling self-service that can navigate complex human conversations that can navigate complex human conversations to help users quickly find answers to their questions and complete tasks to achieve goals.

– Deliver new forms of personalized engagement.

– Reduce call center wait times and operational costs through voice capabilities and integrations with contact-center-as-a-service (CCaaS) platforms.

Step 2: Experience the product on your own

– Watch the demo video- Get started for free.

Step 3: Connect with an expert

– Sign up for a custom tour with one of our product specialists to discover what your company can accomplish by building sophisticated AI assistants.

– If you need help envisioning or planning where to best apply an AI assistant, jump-start your generative AI strategy and move quickly from idea to pilot to production.

Step 4: Buy it

– Visit the pricing page for the latest details.

– Use the ROI estimator, located on the pricing page, to see how much watsonx Assistant could help you save.

– Review the 2023 Forrester TEI study, which found watsonx Assistant clients saw USD 23 million in benefits over three years.

"IBM watsonx Assistant is an excellent tool for creating and deploying onsite chatbots or virtual assistants with minimal effort. Due to the drag-and-drop UI, it is easy to create ways for customers to interact on your site with minimal—or no—coding required. This is especially helpful in a non-technical marketing department."[2]

How to get started: IBM watsonx Code Assistant
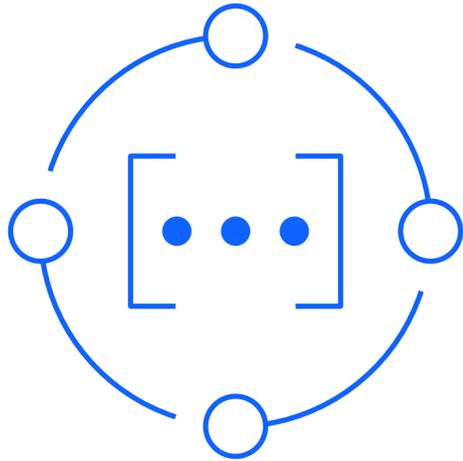
Step 1: Confirm your fit

IBM watsonx Code Assistant is a good fit if you're looking to:

– Enhance developer productivity with AI-generated code recommendations based on natural language inputs or existing source code.

– Enable developers to review code recommendations and match them to the originating data source before accepting.

– Maintain accuracy with purpose-built, domain-specific models that can be tuned to your enterprise data.

Step 2: Experience the product on your own

Watch demo videos:

– IBM watsonx Code Assistant for Z

– IBM watsonx Code Assistant for Red Hat® Ansible®

Step 3: Connect with an expert

– For IBM watsonx Code Assistant for Red Hat Ansible Lightspeed: Schedule a 30-minute personalized demo with one of our experts to see how you can start to narrow the IT skills gap and increase productivity.

– For IBM watsonx Code Assistant for Z: Schedule a 30-minute personalized demo with one of our experts to see how you can accelerate code development and increase developer productivity throughout the mainframe application modernization lifecycle.

– If you need help envisioning or planning where to best apply an AI assistant, jump-start your generative AI strategy and move quickly from ideas to pilot to production.

Step 4: Buy it

– For IBM watsonx Code Assistant Red Hat Ansible Lightspeed: Go to the product page and scroll down to "Get a custom quote" to connect with one of our experts.

– For IBM watsonx Code Assistant for Z: Go to the product page and scroll down to "Book a meeting" with one of our experts to learn more about pricing and how to get started.

FAQs about IBM gen AI assistants

The following three questions come up often enough
that we hope you find the answers helpful.

What's the difference between the watsonx platform and the AI assistants?

IBM watsonx™, also known as watsonx™, is the overall brand name that describes the AI and data platform and the set of AI assistants featured in this guide—all designed to help you scale and accelerate the impact of AI with your trusted data across your business.

What's the watsonx platform?
The watsonx platform refers to the developer platform that consists of three products:

watsonx.ai™ is a next-generation enterprise studio for all AI builders to build, train validate, tune and deploy AI models. It brings traditional machine learning and new generative AI capabilities powered by foundation models into a studio that spans the AI lifecycle.

watsonx.data™ is a fit-for-purpose data store built on an open data lakehouse architecture for gathering, enriching and accessing data.

watsonx.governance™ is an end-to-end toolkit for AI governance across the entire model lifecycle to enable responsible, transparent, and explainable AI workflows.

The platform covers the end-to-end process of building, training, tuning, and deploying AI models into business workflows:

– Collect, unify and prepare data for AI
– Build, train and tune AI models
– Integrate and deploy AI models in
  business workflows
– Manage and monitor the
  AI model lifecycle

The watsonx platform's three components enable you to customize your AI solution. Choose one or more components that meet your specific business use case and requirements.

How is the platform different from the AI assistants?

The watsonx platform has common capabilities or services that can support the development of virtually any business application that uses gen AI technologies, while the AI assistants are pre-built business applications that end users can use to address specific business needs, such as contact center modernization or talent management.

Put simply, the platform enables you to build things from scratch and the watsonx AI assistants are out-of-the-box business applications that sit on top of the platform.

Should I start with an AI assistant or the watsonx platform?

The AI assistants are great for specific applications out of the box. For example, if you're part of a Customer support team that wants to answer customer questions with accuracy and efficiency 24x7, you would start with watsonx Assistant, which is prepackaged with AI capabilities to build a variety of customer service and support assistants.

However, if you're a data scientist, AI or machine learning engineer, AI builder, or AI-savvy business subject matter expert or analyst who wants to build custom gen AI applications, you would start with the platform, specifically the watsonx.ai product.

The platform is ideal for data and AI engineers who want to govern and manage the foundation models they embed in a variety of applications.

What's the difference between IBM Watson and IBM watsonx as it relates to the AI assistants?

We applied the watsonx brand to these products to illustrate that they're designed to scale across your business and embed elements of IBM's AI and NLP portfolio – featuring the current generation of AI development, data management and data governance capabilities. If you already have IBM watson® Assistant, for example, you don't need to upgrade or purchase IBM watsonx Assistant.
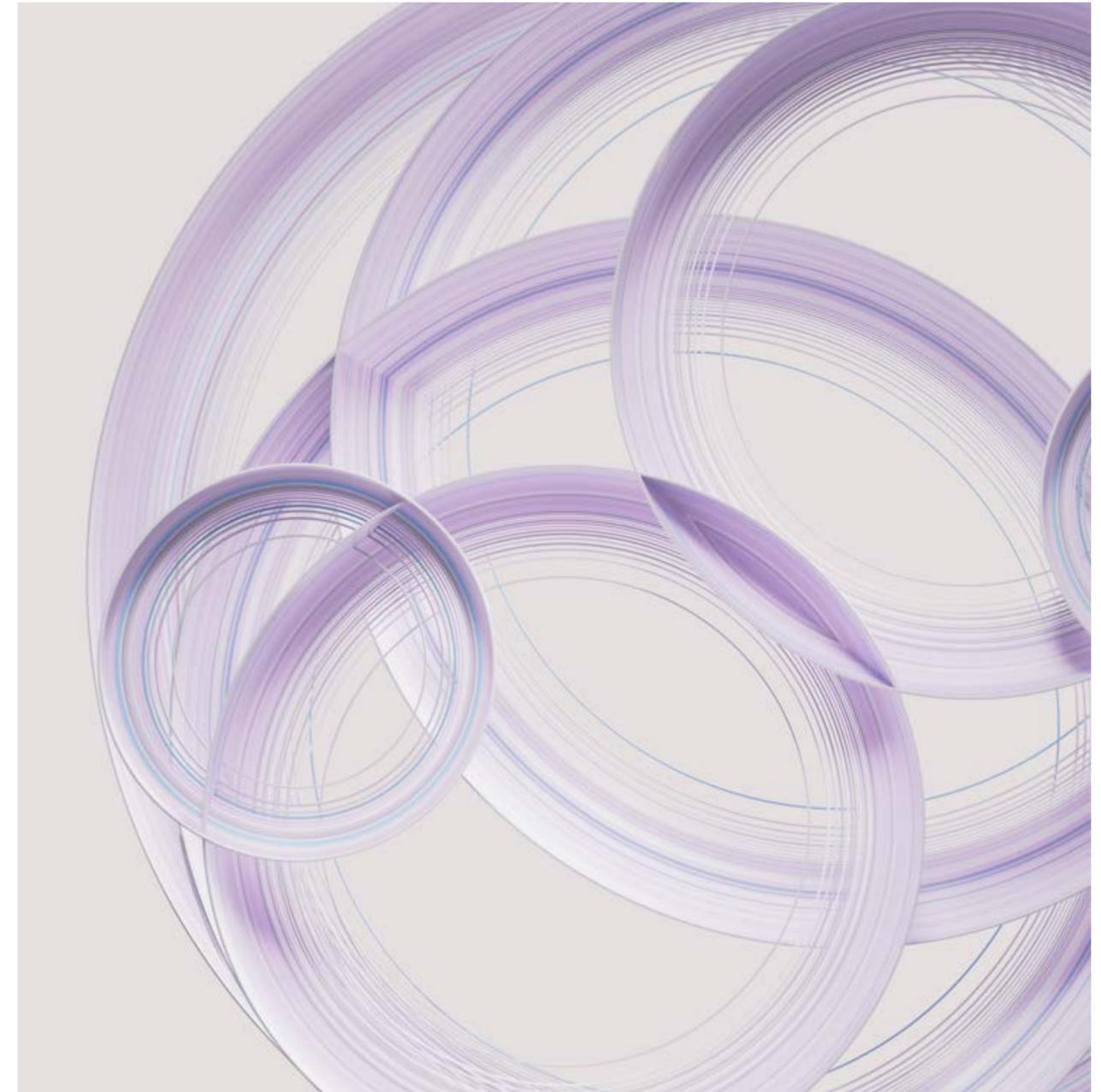
10 things to remember about IBM AI assistants

As you narrow down your list of AI assistants under consideration, here are 10 things to remember about IBM generative AI assistants:
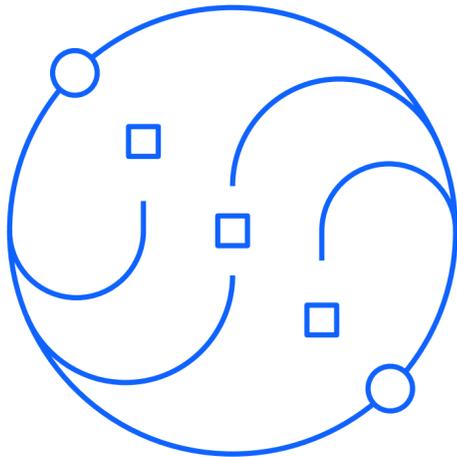
1. **IBM AI assistants combine generative AI with automation to help fast-track users to desired outcomes.**
   IBM AI assistants go beyond informational and conversational capabilities. Our AI assistants can orchestrate a variety of skills: conversation, information, prompt and business process automations.

2. **Over the last 5 years, IBM has emerged as a market leader in AI and automation.**
   – IBM named a leader in the 2023 IDC Artificial Intelligence Services MarketScape

   – IBM is named a leader in IDC MarketScape: Worldwide AI Governance Platforms 2023

   – IBM named a Leader in The Forrester Wave™: Digital Process Automation Software, Q4 2023

   – IBM is recognized as a 2023 Gartner® Peer Insights™ Customers' Choice in Enterprise Conversational AI Platforms for Watsonx Assistant

   – IBM watsonx Assistant recognized as leader with TrustRadius

3. **IBM AI assistants are purpose-built.**
   Our AI assistants use purpose-built models designed to satisfy specific business requirements across high-impact use cases, such as thousands of pre-built skills for customer care, HR, sales, and procurement domains—with no specialized training needed.

4. **IBM AI assistants prioritize responsibility.**
   The generative AI and machine learning models underpinning our AI assistants can be tuned with your data wherever it resides, and are designed with responsibility, transparency and explainability at the core.

   – IBM does not use client data to train its models.

   – Any tuned models you create are yours and not shared with anyone by IBM.

   – IBM provides its standard intellectual property protection for IBM-developed watsonx models—similar to what it provides for hardware and software products.

   – Public, private and on-prem options are available for data protection needs.

> "The agents love the ease with which they can interact with the customers using IBM watsonx Assistant; Arvee [the AI assistant] transmits a warm handoff to agents. Also, having access to the customer engagement stats and metrics on the dashboard is greatly helping agents stay organized; it's very intuitive."

Saurabh Shah
Chief Digital Officer and
Chief Information Officer
Camping World

Read the full story

5. **IBM AI assistants are open.**
   With our AI assistants, you can use our models, open-source models, or the models you co-create with us. You don't have to rely on a single model. Our AI assistants are designed to work with the systems and models you've invested in, or the ones you innovate towards. They're designed to support multicloud or on-premises deployment options.

6. **IBM AI assistants are flexible.**
   They cover a wide range of purpose-built use cases with the ability to customize skills and applications if needed.

7. **IBM AI assistants feature advanced intent recognition algorithms.**
   AI assistants should know what you're asking of it—in context.

8. **IBM AI assistants can integrate with your existing systems and infrastructure.**
   Learn more about specific watsonx Orchestrate and watsonx Assistant integrations.

9. **IBM has a strong R&D capability.**
   IBM Research® has been at the forefront of computing, pushing technology forward for nearly 80 years now. From AI research in healthcare and finance to hardware and chip design, algorithms and foundation models, our 3,000 researchers have a pedigree of turning fundamental research into solutions for IBM clients. Learn more about IBM Research.

10. **IBM has a global network of industry and domain-specific consultants, engineering experts and partners.**
    These professionals bring tested strategies, best practices and critical integrations to projects to help you scale AI. If you need to extend in-house skills, our experts can help you design and implement a custom AI assistant strategy through separate engagements.

    – Learn about the IBM Consulting Advantage—an AI services platform that provides customized access to proprietary methods, purpose-built AI assets and models, and role-based generative AI assistants that are all designed for ease of use.

The point of all of this

We're in it for the long haul, not the short-lived hype. We know trust is built over time—through hours of listening and advising, and working side by side.
If anything in this guide sparked interest, feel free to take the next step and schedule a complimentary AI strategy briefing or 30-minute custom demo for the IBM AI assistant of choice. You can find links to the demo requests on the "How to get started" pages for each AI assistant covered in this guide.

Appendix 1:
10 key questions
to ask any AI
assistant provider

To help sort through the many AI assistants available today, consider asking providers the following questions.

1. **What's your time to value and total cost of ownership?** For example, some AI assistant platforms require lots of pieces, each at an additional cost, such as speech to text, text to speech, Dialogflow and Contact Center Artificial Intelligence (CCAI) agent assist. Or they require significant developer effort to create and maintain over time.

2. **Can you provide pre-built, flexible and custom integrations?** For example, can you rapidly deploy an assistant to your website or through your interactive voice response (IVR) with the AI assistant's voice and SMS integrations? Can you mix and match best-in-class tools, so you don't need to use the provider's tools?

3. **Will we be able to scale the AI assistants globally?** For example, some providers lack high-quality worldwide and multilingual customer references, or they have little experience scaling to customers or employees beyond a single region, typically North America.

4. **Can your AI assistants meet our requirements for governance?** For example, do the foundation models trained on business data sets meet rigorous governance, risk and compliance (GRC) criteria? Are the chat fine-tuning techniques designed to mitigate hallucinations and objectionable content? To what extent do you have a commitment to IP indemnification so you feel confident using the models?

5. **How accurate is the intent understanding of your AI assistants?** For example, can the AI assistant automatically handle topic changes, suggest alternative options, detect when a human agent is needed or find concrete answers in lengthy documents?

6. **Do you provide one centralized solution for easier maintenance and scaling?** For example, some AI assistant providers offer a disjointed set of products, requiring multiple products for search, for voice, etc.

7. **How much experience is needed to build conversational AI experiences for end users?** For example, does the provider offer a simplified building experience that gives business users the ability to create conversational experiences for end users? Some AI assistant UIs aren't user-friendly and could be confusing for non-developers. There can be an over whelming number of options and some features must be manually configured. Check to see if end users are complaining about the learning curve in peer reviews.

8. **Is your conversational AI platform enterprise-ready?** For example, if you're an enterprise, some platforms aren't designed to implement enterprise assistants at scale. While it may be easy to build an AI assistant for personal use, enterprise solutions can be more complex, requiring connections to backend systems, lifecycle management, analytics reporting and more. Some startups don't fully understand enterprise requirements, for example, they don't meet the authoring,

lifecycle and maintenance requirements. Consider AI assistants designed for nontechnical users with enterprise considerations in mind.

9. **Do you have a clear roadmap that can show us how to use AI assistants efficiently to become more productive in the future?** For example, is the provider targeting future use cases and product innovations that are most likely to produce significant return on investment?

10. **How efficient are the AI assistants?** In other words, how much data, GPUs, and CO_2 are required to run them? Large, general-purpose models don't guarantee speed or accuracy, and costs can add up. Fit-for-purpose models customized on your data can often do the same job for less.

Appendix 2: Checklists for comparing IBM AI assistants to others

IBM watsonx Orchestrate

is a conversational AI and automation assistant that can free business users from repetitive work and help them deliver outcomes, faster.

Use this checklist to compare its key capabilities against other tools you may be researching to help streamline work and improve employee productivity and job satisfaction.

Key capabilities	IBM watsonx Orchestrate	Other AI assistant
Category: Ease of use		
Can connect data in minutes and involve IT only as needed	X	
Has a simple, no-code interface	X	
Can execute user requests in order and with context using natural language processing (NLP)	X	
Specializes in HR, procurement, supply chain and finance use cases with preintegrated applications and pre-built skills	X	
Category: Flexibility		
Comes with a large catalog of pre-built skills	X	
Can train it to your specific needs with custom skills, for example, streamlining workflows using robotic process automation (RPA) and other APIs	X	
Category: Integration		
Can integrate with any external tools and applications with APIs	X	
Can discover and build automations from the tools you already use	X	
Can connect the applications you use every day through a unified, conversational UI	X	

Key capabilities	IBM watsonx Orchestrate	Other AI assistant
Category: Innovation		
Can dynamically sequence automations	X	
Can design and build custom AI assistants that guide business users through multistep, self-serve journeys—offering informational help or completing tasks on their behalf	X	
Can package existing automations as skills that can be reused across the organization	X	
Category: Trust		
Can be trained on your data	X	
Your data doesn't end up in public training models for generative AI	X	
Category: Price		
Simple, transparent pricing tiers	X	
Category: Support		
Offers complimentary AI strategy briefing (1-4 hours)	X	
Offers IBM Consulting Advantage	X	
Offers three-tier technical support	X	

IBM watsonx Assistant

is a conversational AI assistant that helps companies overcome the friction of traditional support and deliver exceptional employee and customer care experiences.

Use this checklist to compare its key capabilities against other tools you may be researching to improve the customer experience.

watsonx Assistant is the best tool on the market for creating complex chatbots today.[3]

Key capabilities	IBM watsonx Assistant	Other AI assistant
Category: Ease of use		
Can quickly build conversational flows for virtual assistants using an intuitive, no-code user interface	X	
Can easily monitor the performance of AI assistants with analytics and data tracking capabilities with success metrics	X	
Category: Integration		
Comes with pre-built integrations to deploy virtual assistants to channels, for example, web chat, phone, SMS, WhatsApp, Microsoft Teams, Slack, Facebook Messenger and so on	X	
Comes with pre-built integrations to contact center platforms, for example, Genesys and NICE CXone, and customer relationship management (CRM) systems and ticketing services, for example, Zendesk and Salesforce	X	
Category: Innovation		
Powered by deep learning, transfer learning, few-shot learning, automated machine learning (AutoML), meta-learning techniques and other advanced AI technologies	X	

"IBM watsonx Assistant is more reliable, more intuitive, more natural and pretty much has what you need. Using [competitor] is great in some particular and basic scenarios, however IBM watsonx Assistant is something you would implement pretty much everywhere."[4]

Key capabilities	IBM watsonx Assistant	Other AI assistant
Category: Certifications		
Provides extensive compliance and certifications, for example, International Organization for Standardization (ISO) certified for information cybersecurity and data protection against security threats and hackers, controls available for US Health Insurance Portability and Accountability Act (HIPAA), European Union General Data Protection Regulation (GDPR) and Payment Card Industry Data Security Standard (PCI DSS)	X	
Category: Price		
Monthly active user (MAU) pricing model offers you the flexibility you need to manage seasonal variations in customer interactions—and scale as you go	X	
Category: Support		
Offers complimentary AI strategy briefing (1-4 hours)	X	
Offers IBM Consulting Advantage	X	
Offers 3-tier technical support	X	

IBM watsonx Code Assistant

is an AI assistant that enables developers of all experience levels to write code with AI-generated recommendations.

Use this checklist to compare its key capabilities against other tools you may be researching to improve developer productivity and time to innovate.

Key capabilities	IBM watsonx Code Assistant	Other AI assistant
Category: Ease of use		
Generates new code recommendations from natural language inputs	X	
Offers high-quality translation of code from one language to another	X	
Provides automated application discovery and refactoring of legacy code	X	
Category: Accuracy		
Provides a finely tuned, domain-specific LLM for high accuracy and consistency when creating enterprise-ready content	X	
Built on a proprietary 20 billion parameter foundation model trained on 115 different languages and 1.6 trillion tokens	X	
Can customize and tune model based on your enterprise data	X	
Category: Flexibility		
Can modify and make edits to code recommendations before accepting them	X	
Can target and selectively modernize applications based on business needs	X	
Category: Integration		
Can use newly generated and older, legacy code with interoperability, for example, Java and COBOL	X	

"During the technical preview for watsonx Code Assistant for Red Hat Ansible Lightspeed, we observed initial build productivity improvements in the range of 20%–45%. Even more gains in productivity are expected. We also believe there's additional downstream productivity that has not been fully quantified yet."

Gerry Leitão
Partner and Global
HCS Automation Offerings
Leader, IBM Consulting

Read the full story

Key capabilities	IBM watsonx Code Assistant	Other AI assistant
Category: Innovation		
Can tune the solution and apply your own standards and best practices to empower developers to become AI value creators for the business	X	
Category: Trust		
Reviews and matches code recommendations to the originating data source before accepting	X	
Shows the potential origin of the generated code	X	
Hosted on IBM servers to address privacy concerns	X	
Suggestion data is encrypted in transit and is ephemeral	X	
Category: Price		
Offers small, medium and large pricing plans	X	
Category: Support		
Offers complimentary AI strategy briefing (1-4 hours)	X	
Offers IBM Consulting Advantage	X	
Offers three-tier technical support	X	

1. CEO decision-making in the Age of AI,
    IBM Institute for Business Value,
    June 2023.

2. Verified User, Manager in Marketing, Chemicals
    Company, 10,001+employees, TrustRadius,
    25 October 2023.

3. Verified User, Manager in Information
    Technology, Internet Company, 10,001+
    employees TrustRadius,
    1 August 2023.

4. Derwin Velasquez, Container Management, Next
    Trucking Transportation|Trucking|Railroad,
    1,001-5,000 employees, TrustRadius,
    9 January 2024.