BusinessConnect and SolutionsConnect It's time to make bold moves.

# The New Era of Cognitive Computing

Dev Mookerjee

Business Leader – Asia Pacific May 2014

**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





# 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:

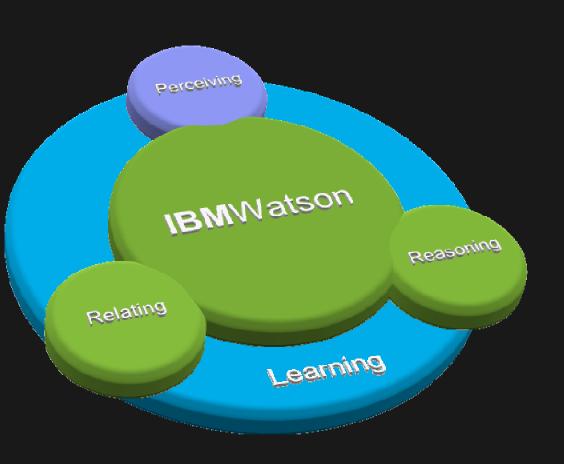
Watson understands how we communicate, and personalizes its interactions with each of us

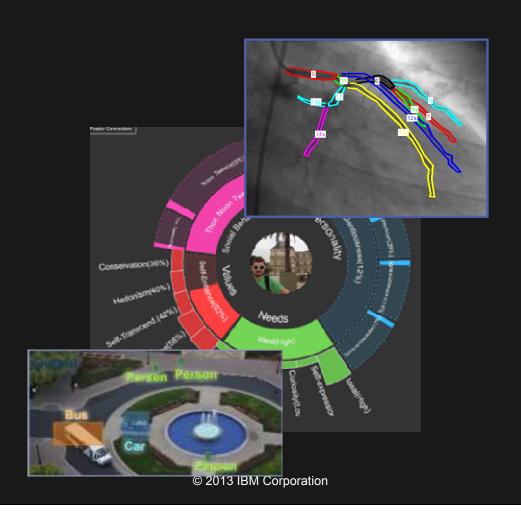
### Learning:

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



# Cognitive computing – Perceiving Watson understands the world as we do





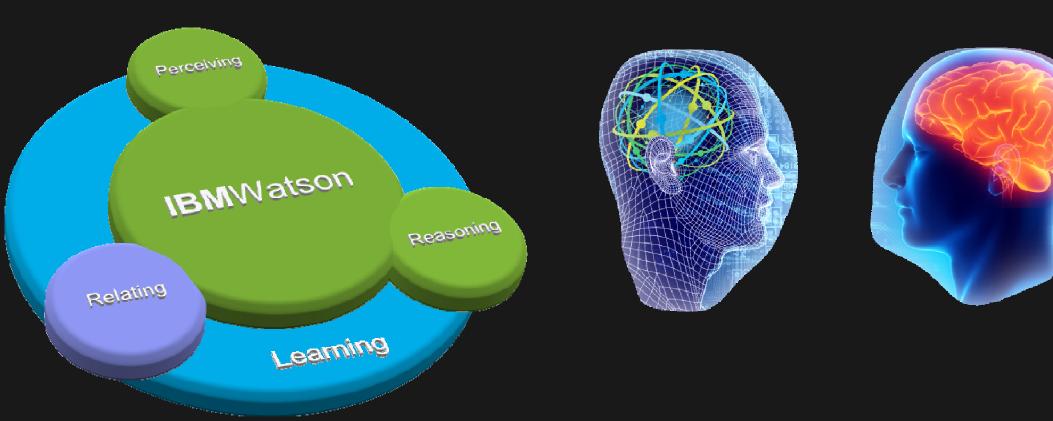


# Cognitive computing – Reasoning Simplifies complex thinking and inspires creativity



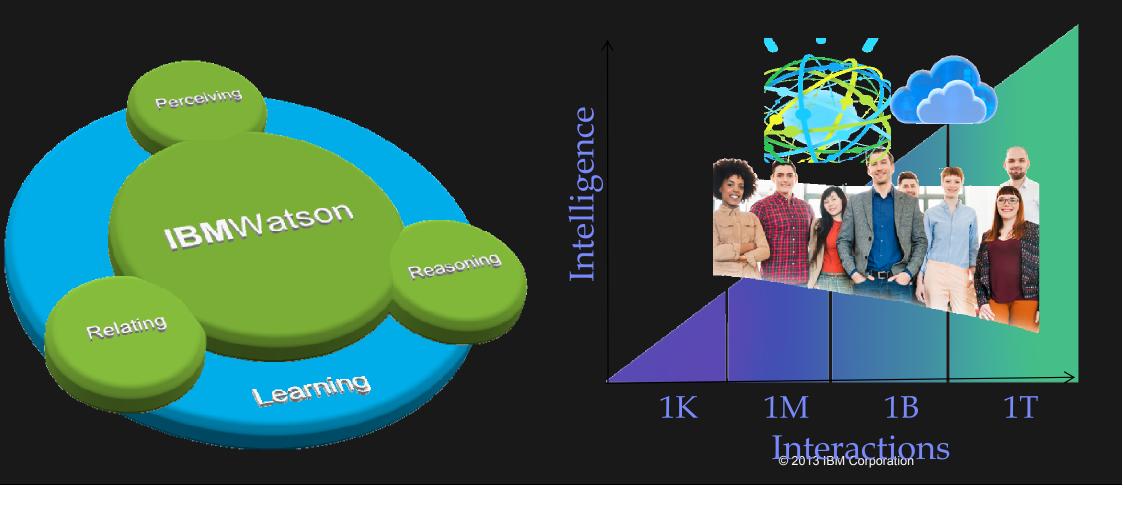


# Cognitive computing – Relating Adapting and personalizing interactions to each individual





# Cognitive computing – Learning Continuously improving insight with experience



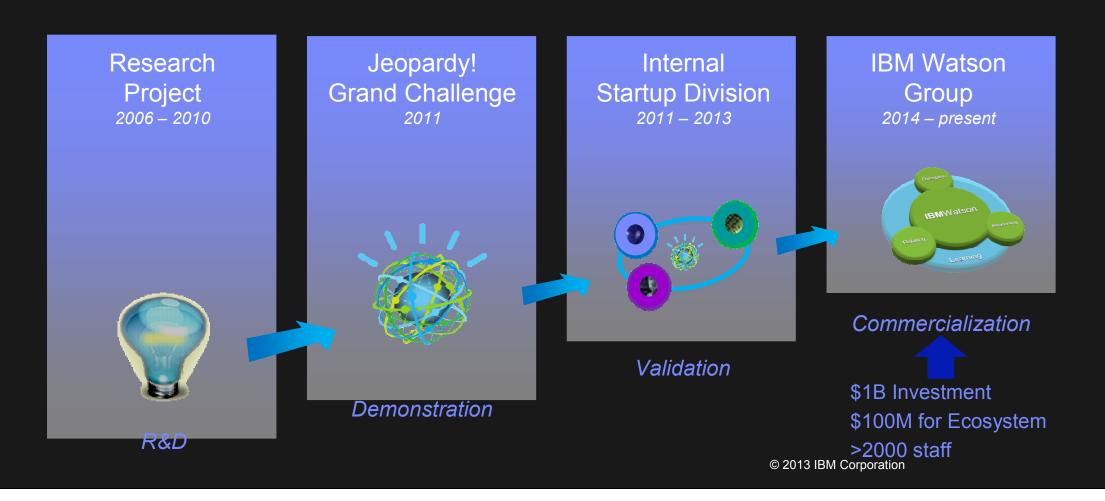


# Cognitive Computing will continue to advance and evolve

	Today		Tomorrow	Future
Perceiving	Language	<b>→</b>	Personality —	Current Attitude
Reasoning	Synthesis	<b>→</b>	Inferences —	Conjecture and Debate
Relating	Questions & Answers	<b>→</b>	Personalized Dialog	Empathizing & Humor
Learning	Direct Feedback	<b>→</b>	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:

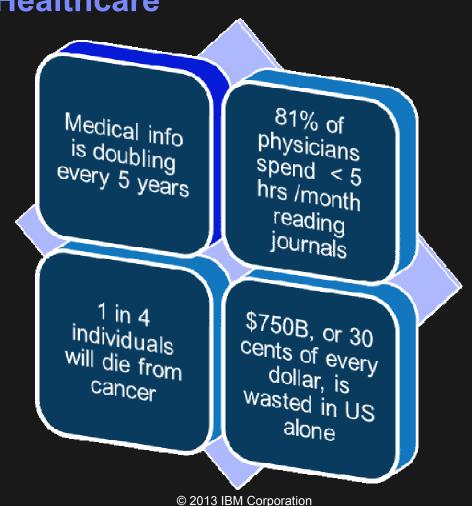
Medical language is highly specialized and new content is produced regularly

### **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



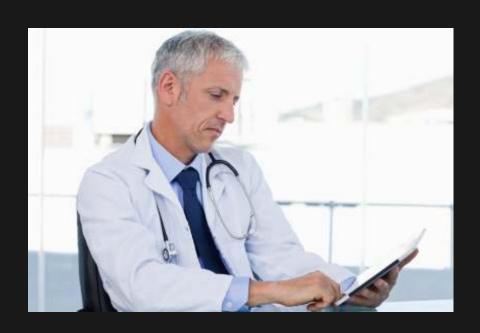


# Watson can read & understand these medical records in seconds





# 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



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



Customization Watson can understand psychographics & personalize communication



Action Watson integrates to processes to enable action

#### **Customers**

#### **Direction**

**Proactive** 

Responsive

### **Contact Channels**





Call Center



**∠** Chat ►

**SMS** →

Social

#### **Customer Care**

### **Agents**







Value Watson surfaces offers in discussion, increasing visibility



Insights Watson captures interactions over time for identification of new insights

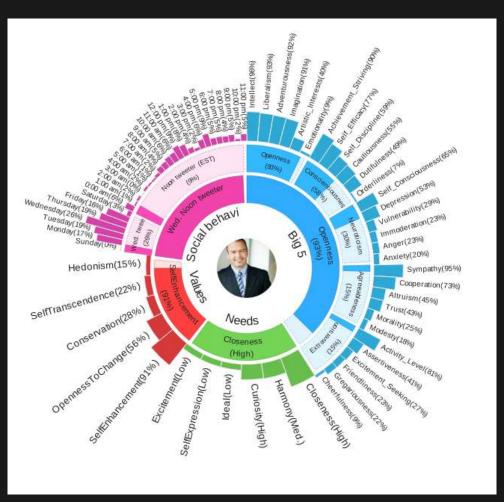


Agents Watson helps New agents become productive quickly

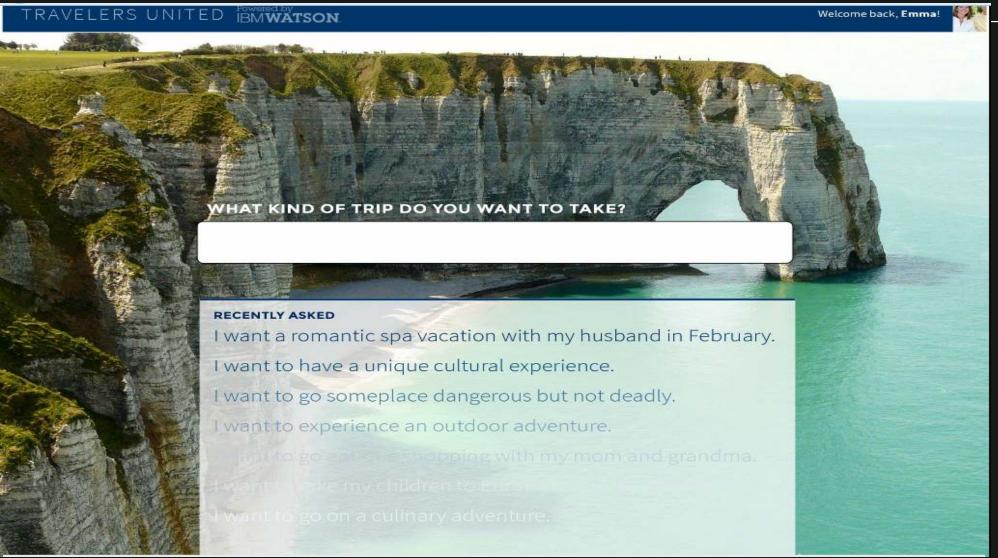


# Connect and engage with customers in a hyper-personalized way

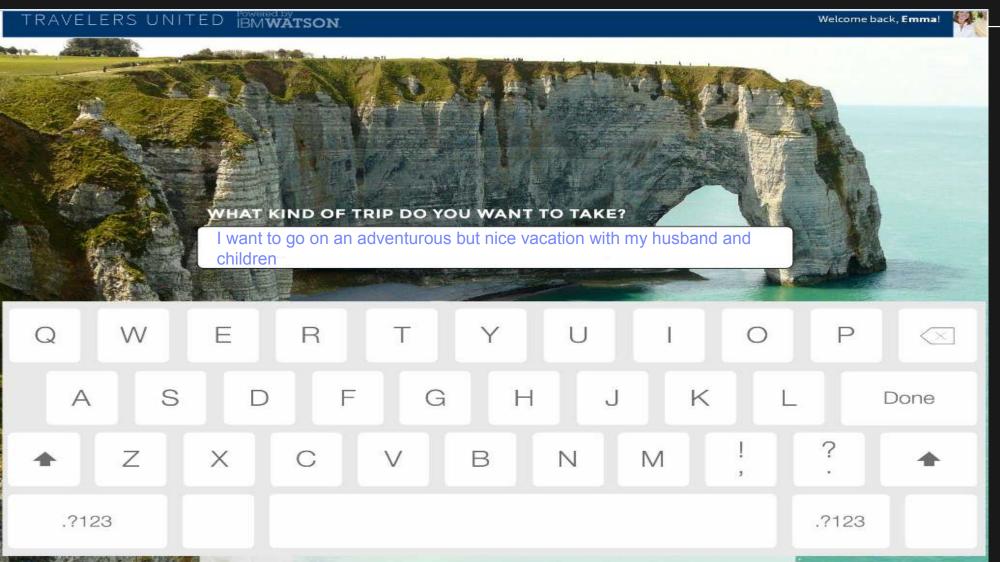
Loyalty Status	Gold
Location	Sydney
Interests	Sport,
Spending (2013)	\$2346.65
Openness	HIGH
Extraversion	HIGH
Ideals	HIGH
Curiosity	MEDIUM
Social genome	











## 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

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### TRAVELERS UNITED BMWATSON

Welcome back, Emma!

# 4

#### YOU

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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!



# Bali

#### POPULAR ACTIVITIES

- Snorkeling
- · Scuba Diving
- Parasailing

# FLIGHT + HOTEL from \$1280

BOOK NOW

#### FRIENDS WHO HAVE BEEN THERE



#### WHY THIS PLACE IS RIGHT FOR YOU

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



"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 BALL

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.







#### **POPULAR ACTIVITIES**

- Scuba Diving
- Visiting local markets
- Boat charters

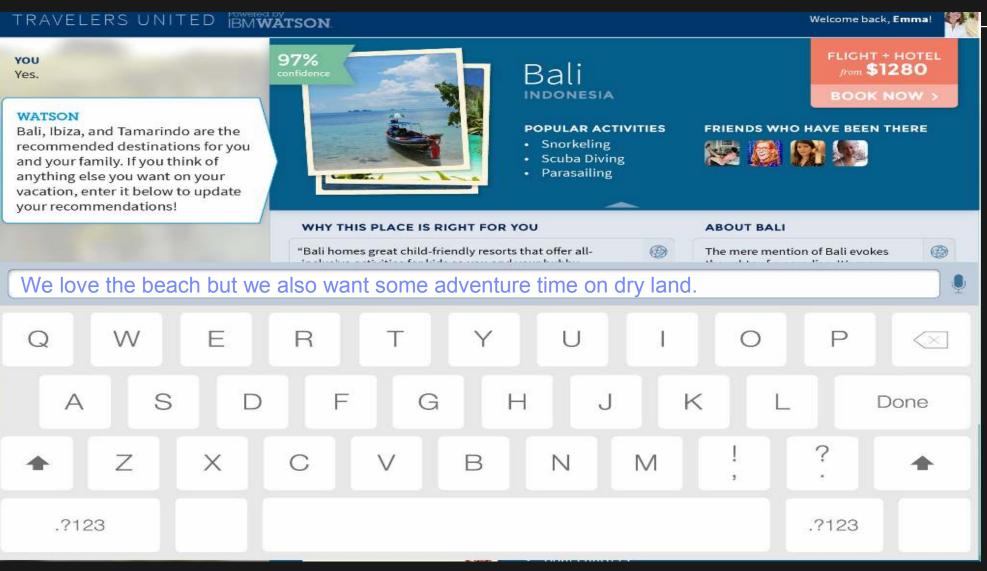
FLIGHT + HOTEL
from \$1190

BOOK NOW

#### FRIENDS WHO HAVE BEEN THERE







FLIGHT + HOTEL

From \$980

BOOK NOW >



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 vour 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.



# Punta Cana

#### POPULAR ACTIVITIES

- Zip-Lining
- Scuba Diving
- Jungle Safari

# DOMINICAN REPUBLIC

#### 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 sunsoaked sands on the market. Its beaches rival those anywhere else in the Caribbean, both in terms of their soft, white texture and their warm aguamarine waters.





# Cabo San Lucas

#### POPULAR ACTIVITIES

- Fishing
- Whale watching
- Snorkeling

FLIGHT + HOTEL from \$820

BOOK NOW >

FRIENDS WHO HAVE BEEN THERE









FLIGHT + HOTEL

1rom \$980



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# Punta Cana

### FRIENDS WHO HAVE BEEN THERE









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# from \$820

BOOK NOW >

FLIGHT + HOTEL

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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

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Welcome back, Emma!

FLIGHT + HOTEL

from \$980



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- **Scuba Diving**
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#### FRIENDS WHO HAVE BEEN THERE









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# Cabo San Lucas

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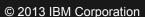
FLIGHT + HOTEL from \$820

FRIENDS WHO HAVE BEEN THERE









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Welcome back, Emma!

/rom \$980

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# Cabo San Lucas

#### **POPULAR ACTIVITIES**

- Fishing
- · Whale watching
- Snorkeling

#### FLIGHT + HOTEL trom \$820

FRIENDS WHO HAVE BEEN THERE









#### 1. SELECT YOUR DATES

M/	AY	
20	14	

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
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				\$1786	\$1889	\$2041
4	*5	*6	•7	*8	9	10
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\$1373	\$1205			92140		\$1879
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\$1409	\$1205			\$1140	\$1618	
25	26		28	29	30	31
\$1290	\$1505		\$2003	\$1754	\$1459	\$1488

## JUNE 2014

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

### **BUILD YOUR ITINERARY**



Punta Cana

## 1. Select your dates

2. Select your hotel

3. Select your flights

4. Review and purchase

5. Confirmation receipt





#### 1. SELECT YOUR DATES

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				\$1786	\$1889	\$2041
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\$1373	\$1505	\$1085	\$1607	\$1764	\$1914	\$1488

### **BUILD YOUR ITINERARY**



Punta Cana



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

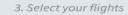


#### 1. Select your dates

Outbound date May 14, 2014 Return date May 19, 2014



#### 2. Select your hotel





4. Review and purchase



5. Confirmation receipt







#### 3. SELECT YOUR OUTBOUND FLIGHT

Flights in your preferred network

		rson

#### DELTA

JFK 08:55AM LRM 12:50PM

Nonstop

Total trip time: 3:55

#### \$1140/person

#### DELTA

EWR 07:45AM PUJ 11:50AM

Nonstop

Lotal 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

#### **BUILD YOUR ITINERARY**



Punta Cana

#### 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

OR SEARCH FOR A DIFFERENT FLIGHT >





#### 3. SELECT YOUR OUTBOUND FLIGHT

#### SELECT RETURN FLIGHT >

#### Flights in your preferred network

<b>\$</b> 1		

#### DELTA

JFK 08:55AM LRM 12:50PM

Nonstop

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EWR 07:45AM PUJ 11:50AM

Nonstop

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#### \$1301/person

#### DELTA

JFK 07:45PM PUJ 02:25PM

1 stop (ATL)

Total trip time: 6:40

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#### UNITED

LGA 07:25AM PUJ 02:20PM

1 stop (MIA)

Total trip time: 6:55

#### UNITED

EWR 02:15PM PUJ 09:00PM

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Total trip time: 6:45

PUJ

1 stop (SJU)

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JFK 07:00AM 02:05PM

Total trip time: 7:05

#### OR SEARCH FOR A DIFFERENT FLIGHT >

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Punta Cana

#### 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





#### 3. SELECT YOUR RETURN FLIGHT

Flights in your preferred network

#### \$1140/person

#### DELTA

PUJ 01:05PM EWR 05:15PM

Nonstop

Total trip time: 4:10

#### \$1180/person

#### DELTA

PUJ 09:55AM JFK 01:00PM

Nonstop

Total trip time: 4:05

#### \$1301/person

#### DELTA

PUJ 07:50PM JFK 02:30PM

1 stop (ATL)

Total trip time: 6:40

### Flights outside your preferred network

#### \$1480/person

#### UNITED

LRM 08:15AM LGA 03:20PM

1 stop (MIA)

Total trip time: 6:45

#### \$1726 / person

#### UNITED

PUJ 12:15PM EWR 07:00PM

1 stop (MIA)

Total trip time: 6:45

#### \$1935/person

#### **JETBLUE**

PUJ 07:00AM EWR 02:05PM

1 stop (SJU)

Total trip time: 7:05

### **BUILD YOUR ITINERARY**



Punta Cana

### 1. 5

#### 1. Select your dates

Outbound date May 14, 2014

Return date May 19, 2014

- F

### 2. Select your hotel

El Patio de Tita



Delta 1283 EWR 07:45Am

PUJ 11:50A

4. Review and purchase







#### 3. SELECT YOUR OUTBOUND FLIGHT

#### SELECT RETURN FLIGHT >

#### Flights in your preferred network

140		

#### DELTA

**JFK** 08:55AM LRM 12:50PM

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May 19, 2014

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PUJ 11:50A

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Flights in your preferred network

#### \$1140/person

#### DELTA

PUJ 01:05PM EWR 05:15PM

Nonstop

Total trip time: 4:10

#### \$1180/person

#### DELTA

PUJ 09:55AM JFK 01:00PM

Nonstop

Total trip time: 4:05

#### \$1301/person

#### DELTA

PUJ 07:50PM JFK 02:30PM

1 stop (ATL)

Total trip time: 6:40

### Flights outside your preferred network

#### \$1480 / person

#### UNITED

LRM 08:15AM LGA 03:20PM

1 stop (MIA)

Total trip time: 6:45

#### \$1726 / person

#### UNITED

PUJ 12:15PM EWR 07:00PM

1 stop (MIA)

Total trip time: 6:45

#### \$1935/person

#### **JETBLUE**

PUJ 07:00AM EWR 02:05PM

1 stop (SJU)

Total trip time: 7:05

### **BUILD YOUR ITINERARY**



Punta Cana

### 1.5

#### 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









#### 3. SELECT YOUR RETURN FLIGHT

#### **CONFIRM FLIGHTS >**

#### Flights in your preferred network

			200	

#### DELTA

PUJ 01:05PM **EWR** 05:15PM

Nonstop

Total trip time: 4:10

### \$1180/person

#### DELTA

LUG 09:55AM JFK 01:00PM

Nonstop

Lotal trip time: 4:05

#### \$1301/person

#### DELTA

PUJ 07:50PM JFK 02:30PM

1 stop (ATL)

Total trip time: 6:40

### Flights outside your preferred network

#### UNITED

LRM 08:15AM LGA 03:20PM

1 stop (MIA)

Total trip time: 6:45

#### UNITED

LUA 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

### **BUILD YOUR ITINERARY**



Punta Cana

#### 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 07:45 Am

PUJ 11:50A

Delta 1284

PUJ 01:05pm

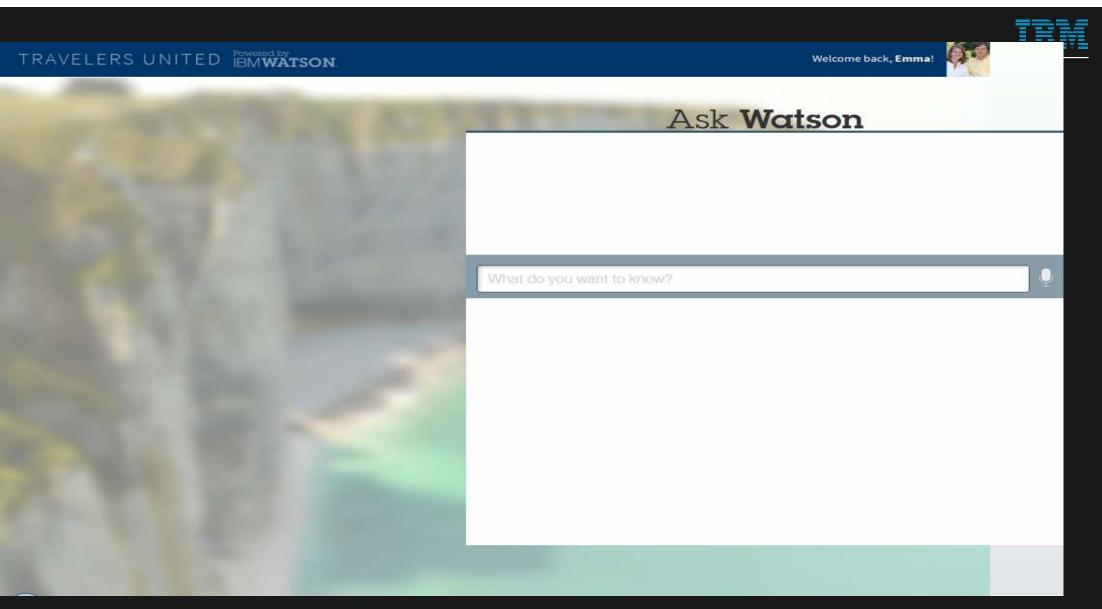
EWR 05:15pm

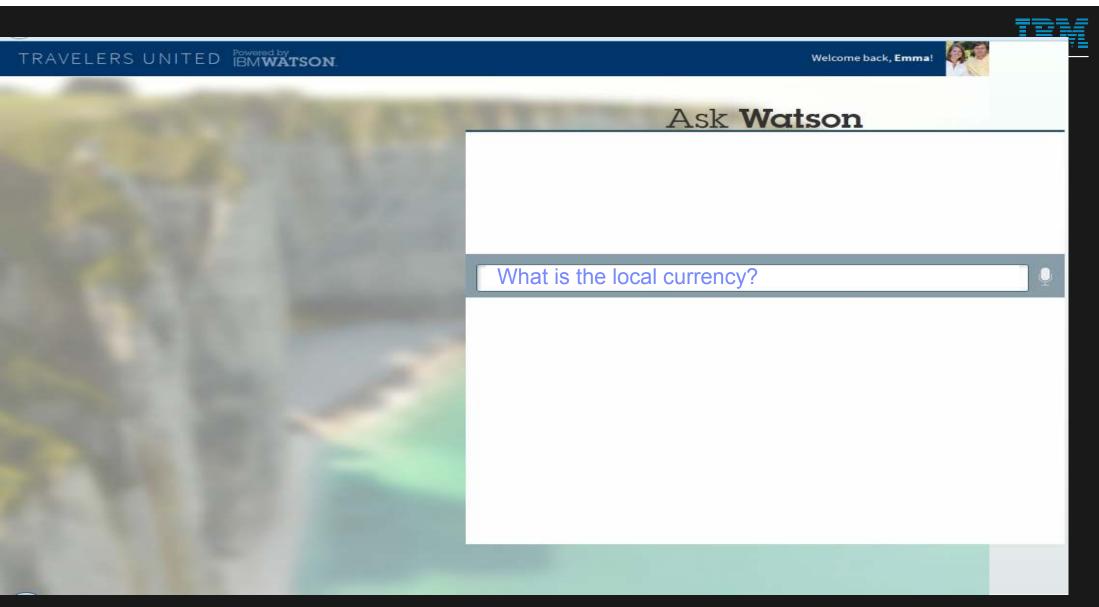


4. Review and purchase









## TRAVELERS UNITED Powered by IBMWATSON



### **EMMA**

What is the local currency?





# 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.







# 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.



#### **EMMA**

When is the peak season?









# Ask Watson

#### **EMMA**

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#### WATSON

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## 1

#### **EMMA**

When is the peak season?

#### WATSON

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







# 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



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# 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

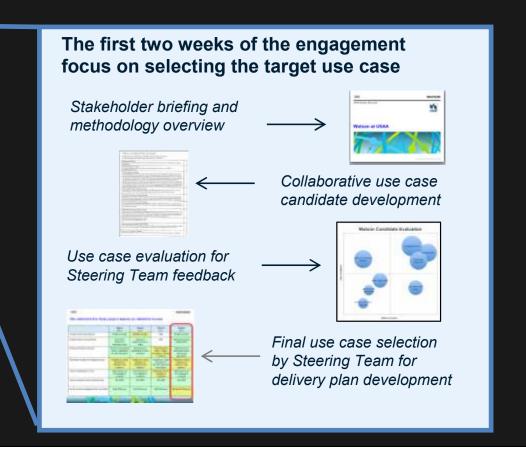
**Developing Your Cognitive Strategy** 



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

# 1. User Scenario & User **Cognitive Strategy Workstreams** Experience 2. Value & Roadmap

- 3. Business Requirements
- 4. Content Assessment
- 5. Implementation Planning
- 6. Project Management



# **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** 

