

IBM watsonx Orchestrate

Build, deploy, manage and govern AI agents that work across your apps, workflows, data and models—without replacing your existing systems



Highlights

Build AI agents and tools with or without code

Orchestrate multi-agent systems with optimized AI models across silos, leveraging your workflows, tools, and data

Govern and secure AI agents with observability and monitoring throughout the agent lifecycle

The rapid evolution of Agentic AI — intelligent systems capable of reasoning, planning, and acting autonomously — is transforming how enterprises operate. As organizations move beyond generative AI toward **multi-agent systems**, the need for governance, interoperability, and automation across complex environments has never been greater.

IBM watsonx Orchestrate® enables organizations to build and deploy intelligent agents that work together across applications, teams, and data sources to automate complex business workflows. Acting as an enterprise control tower for AI, Orchestrate brings human intent and enterprise execution together — securely, at scale, and with measurable impact.

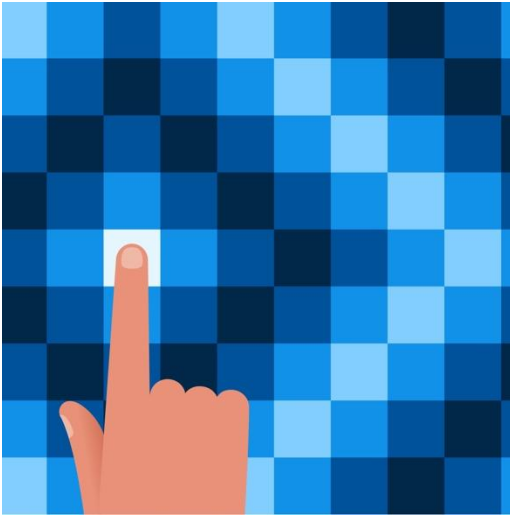
AI Orchestration

IBM watsonx Orchestrate® is a unified solution for building, deploying, managing, and governing enterprise-grade AI agents, tools and workflows. Unlike traditional digital assistants, it uses agentic orchestration—multiple agents that autonomously plan, delegate, and execute tasks with full human oversight.

From routing and decision-making to execution, IBM watsonx Orchestrate’s multi-agent architecture connects across enterprise systems to manage complex, end-to-end workflows. Whether it’s onboarding employees, processing procurement claims and invoices, or delivering personalized customer care, agents work behind the scenes to accelerate and optimize outcomes.

With seamless integration into enterprise systems and AI models, Orchestrate centralizes automation through a single intelligent layer—ensuring consistency, governance, and control across the organization.

Work reimagined: Unlock new levels of productivity with AI agents



No-Code to Pro-Code Agent Building

The No-Code Agent Builder in IBM watsonx Orchestrate empowers both technical and non-technical teams to build and manage intelligent agents with ease. Through an intuitive Workflow Builder and Agent Builder, users can design agentic workflows and automate multi-step processes without deep technical expertise — accelerating innovation while maintaining governance and control.

For technical teams and developers, the Agent Development Kit (ADK) provides a full-featured, pro-code environment for building custom logic, integrations, and advanced orchestration capabilities. Developers can also Langflow integrated with Orchestrate to design complex agentic workflows, add custom functions and integrate with APIs, GitHub and more. This gives organizations the flexibility to extend and scale automation — from simple low-code configurations to complex, enterprise-grade agentic systems.

Together, these environments make it possible for anyone to build, deploy, and govern powerful agentic automations across the enterprise.

Pre-Built Agents and Ecosystem Integration

IBM watsonx Orchestrate® includes a growing library of pre-built agents and domain templates across HR, Finance, Procurement, Supply Chain, Sales, and Customer Care. These agents are equipped with **out-of-the-box tools and integrations** for 700+ enterprise applications — from Salesforce and Microsoft to SAP, ServiceNow, and more.

Through the **Agent Catalog** and **Agent Connect Program**, Orchestrate’s partner ecosystem continues to expand, including contributions from Box, Salesforce, Workday, Oracle, Netomi, and many others. Enterprises can tailor and extend these agents using open APIs or build new ones to fit proprietary data and workflows, achieving automation that is both customized and scalable.

Agent Observability and Governance

watsonx Orchestrate provides built-in observability and governance to ensure every agent operates securely, transparently, and in compliance with enterprise standards. Teams can validate agents before deployment, enforce policies and guardrails, and monitor performance through real-time dashboards that track usage, latency, and behavior. With integrated support for open standards like OpenTelemetry, organizations can unify observability across their monitoring ecosystem. These capabilities enable enterprises to scale **responsible and trustworthy agentic AI**—with full visibility, control, and confidence.

Real clients, real results

UFC: UFC partnered with IBM to use watsonx Orchestrate as the orchestration layer for its “Insights Engine,” enabling **multi-agent collaboration** to generate real-time fan insights. The solution tripled insight generation speed and reduced query time by 40%, helping the organization deliver personalized content across global events.

[Learn more →](#)

Dun & Bradstreet: D&B and IBM watsonx Orchestrate deliver comprehensive 360° risk supplier assessments with trusted data and AI. The D&B Ask Procurement assistant, built with IBM watsonx Orchestrate, provides the ability to query deep data on suppliers and use advanced AI technology to interpret that data and eliminates the need for time-consuming, manual data entry, thus reducing errors. The AI assistant enables businesses to make more strategic decisions and mitigate risks with estimates of 10-20% reduction in time for procurement tasks, leading to significant cost savings.

[Learn more →](#)

IBM HR: The IBM HR department empowered human staff to devote more time to high-value tasks by using IBM watsonx Orchestrate digital workers to automate data gathering. IBM Consulting in North America saved 12,000 hours in one quarter and, with the technology, completed work that normally took 10 weeks in only 5 weeks.

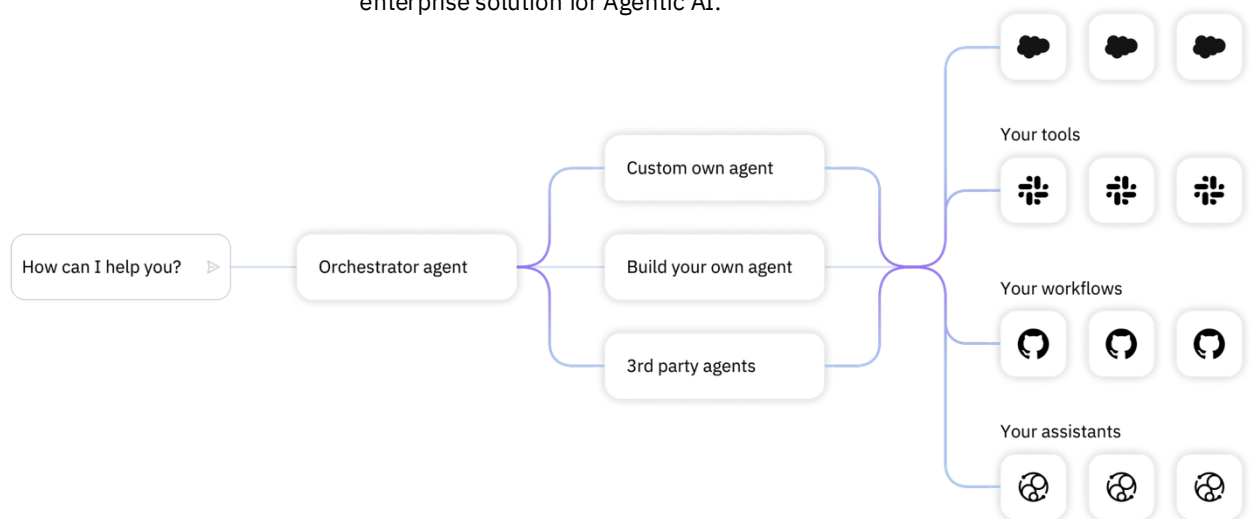
[Learn more →](#)

“We have also seen a number of qualitative benefits from Orchestrate. Our employees are more satisfied with their jobs because they are no longer bogged down by repetitive tasks. We have also seen an improvement in customer satisfaction because we are able to respond to customer inquiries more quickly and efficiently.”¹

Dr. Malcom Adams
Chief Executive Officer
Avid Solutions

Conclusion

The future of work is **agentic** — powered by autonomous AI agents that reason, plan, and act across the enterprise. IBM watsonx Orchestrate brings this future to life today, unifying disconnected workflows, applications, and models into a single orchestrated ecosystem. Whether you aim to enhance customer care, streamline procurement, or accelerate HR operations, Orchestrate ensures your AI investments deliver real business value — securely, transparently, and at scale. Take control of your AI automation journey with IBM watsonx Orchestrate, the enterprise solution for Agentic AI.



Why IBM?

As a trusted brand, IBM has a track record in helping clients through digital transformation, focusing on areas that will yield the biggest impact on their business and positively influence their corporate culture with technology.

IBM POV: Four core principles to tailor generative AI for enterprise.

1. Open:

- Based on the best AI and cloud technologies available
- Giving access to the innovation of the open community and multiple models

2. Targeted:

- Designed for targeted business use cases, that unlock new value
- Including curated models that can be tuned to proprietary data and company guidelines

3. Trusted:

- Offering security and data protection
- Built with governance, transparency, and ethics that support increasing regulatory compliance demands

4. Empowering:

- On a platform to bring your own data and AI models that you tune, train, deploy, and govern
- Running anywhere, designed for scale and widespread adoption to truly create enterprise value

Extensive automation products and expertise: We offer expertise in building and managing automation solutions spanning decades. Automation capabilities complementary to IBM watsonx Orchestrate, such as RPA, process mining, workflow, ODM and intelligent document processing, can be used to build IBM automation solutions when organizations need to expand.

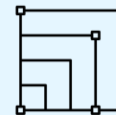
Agentic AI Orchestration

Use a single platform that orchestrates across agents, tools and any other data, domain and application - unlocking new efficiency and ways to work



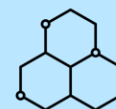
Maximize value creation for the business

Integrate 3rd party agents built with any tool or framework – no rip and replace. Balance cost and performance by choosing the best way to execute each task building custom designed agents with pro-code and no-code tooling



Get to production faster

Accelerate AI Agents with pre-built utility agents and domain agents. Leverage our deep enterprise knowledge and expertise Provide an easily searchable catalog of AI agents and tools.



AI Agent Ops

Discover, manage, monitor and optimize autonomous AI agents



For more information

To learn more about IBM watsonx Orchestrate, contact your IBM representative or IBM Business Partner, or visit the [watsonx Orchestrate webpage](#) and [sign up for a free trial](#) or [book a live demo](#) with one of our experts.

1. [IBM. "Using IBM watsonx Orchestrate to improve employee and customer happiness,"](#) October 2023

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