Enhancing Licensing Compliance with

IBM WATSONX ASSISTANT AND OPERATIONAL DECISION MANAGER (ODM)

The Better Business Bureau (BBB) has been around for more than 100 years, known for its role in assessing business performance and protecting consumers. One of its main ways of revenue is through accrediting businesses, but this process relies on meeting specific licensing requirements, which can be tricky to navigate.

CHALLENGE

The BBB faces a challenge: the licensing requirements for accreditation vary based on many factors, like the type and size of the business and its location. This complexity makes it hard for BBB agents to quickly find the information they need.

SOLUTION

To tackle these issues, the BBB partnered with Salient Process to use advanced technology from IBM. They introduced IBM watsonx Assistant and Operational Decision Manager (ODM), which made finding licensing information much easier and faster.

OUTCOME

Time Savings: BBB agents now spend less time searching for info, freeing up hours every day.

Financial Impact: The improved efficiency could save the BBB potentially hundreds of thousands of dollars per year

Rapid Deployment: The solution was implemented in one week, showcasing agility and effectiveness

Optimal Access: Acess to finding valuable information for internal and external users underway

SAVE

Thousands

WITH WATSONX ASSISTANT AND ODM

CONCLUSION

The implementation of IBM watsonx Assistant and ODM marks a pivotal moment in the BBB's journey towards operational excellence. By empowering agents with swift and accurate access to licensing information, the BBB fortifies its position as a vanguard of consumer protection and business integrity, poised to navigate the evolving landscape with confidence and efficacy.

CONTACT US

Set up a Demo with Salient Today!

Book a Demo

Contact Us
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