Leading in a fast-changing, digitally disruptive environment

By 2018, half of all consumers will interact with services based on cognitive computing on a regular basis.¹

Digital is the path to cognitive.
Cognitive is the future of business process services.

But tough-to-answer questions can block your progress.

- How can we deliver personalized solutions that delight end users?
- How can we be more agile and flexible to meet market demands?
- How can we transcend from a "cost only" to a value-focused, innovation-led model?

IBM® Business Process Services (BPS) can help get you there.

Our three-part strategy:

1. Deliver innovative, consult-to-operate services—by industry and built to scale, backed by a rich talent base
2. Enable operational transformation through reinventing business processes and reimagining work flows
3. Quickly deliver consumable "as a service" solutions that provide virtually instant value

BPS also brings:

- Cognitive and analytics powered by IBM Watson™
- Robust cloud capabilities with consistent, open choices
- The power of one
  - Rich, diverse talent pool: industry consultants, hardware and software expertise
  - Over 50,000 analytics engagements
  - Innovative IBM Research: over 23 years of patent leadership

IBM Business Process Services helps deliver:

- Distinctive, next-generation shared services solutions
- Delightful, elegant user experiences
- Easier, more flexible solution integration for faster time to value

Let us help you trailblaze the journey to becoming a cognitive business.

> Learn more.