

Federal



London Borough of Redbridge

Cleaning up the streets with an AI-powered chatbot

Industry: Government
Geography: United Kingdom
Pattern: Customer Self-Service

Solution

IBM Watson Assistant
IBM Watson Tone Analyzer
IBM Watson Visual Recognition

The London Borough of Redbridge wanted to simplify communication with residents regarding rubbish collection. The borough launched an AI-powered chatbot that could answer straight-forward questions and allowed users to find out when their holiday bin collection date was scheduled.

“With EscalateAI and Watson, we can be far more proactive and stay ahead of the data trends and as such demand.”

— Emeran Saigol, Head of Change,
London Borough of Redbridge



25%

lower call volumes

~95%

satisfaction rate



Miami Dade

Water utility calls on Watson to deliver a modernized customer experience.

Industry: Public

Geography: US

Pattern: Customer Self Service

Solution

IBM Watson Assistant

[Customer Success Story](#)

Miami Dade County uses Watson to solve problems in its customer service division. The utility needed to reduce the overflow volume of calls placed in queue during business hours, and to expand service hours to customers during off-business hours.

“IBM is a trusted partner we can count on to maintain a high level of innovation and excellence. That’s why we’ve chosen IBM to facilitate our AI journey.”

— Carmen Suarez, Assistant Director,
Information Technology Department,
Miami-Dade County



3,000
transactions

Reduces wait times by handling >3,000 transactions a month.



Oslo Metropolitan University

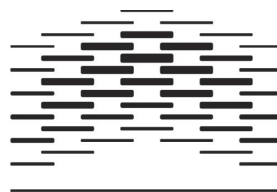
Creating an AI chatbot that provides 24/7 tech support to students

Industry: Education
Geography: Europe

Solution

IBM Watson Assistant

To provide first-line IT support, OsloMet built a virtual assistant to provide first-line IT support. By automating a large proportion of the work currently managed by the helpdesk team, the university is cutting costs – and providing 24/7 support to students.



OSLO AND AKERSHUS
UNIVERSITY COLLEGE
OF APPLIED SCIENCES

~2,000

IT queries/year will be handled automatically, boosting staff productivity

24/7

Enhances students' experiences via 24/7 IT support and access to leading-edge technology



Repo Cyber Ltd.

All it takes is a text to anonymously report a crime

Industry: Government
Geography: Israel
Pattern: Visual Recognition

Solution

IBM Watson Visual Recognition

IBM Watson Knowledge Studio

IBM Blockchain Platform

IBM Identity and Access Management

Repo Cyber helps potential informants break their silence with an easy-to-use, smart city app that protects users' identities. Supported by IBM Cloud infrastructure, the Repo Cyber app increased citizen reports in one Israeli city by more than 450% while helping police respond more

"Within a short period, [the IBM team] helped us set up our app and expand its capabilities with minimal risk to our company."

— Zeev Mindali, Chief Technology Officer and Cofounder, IBM Business Partner Repo Cyber Ltd.



>450%

boost in reports of crimes and other concerns

~30%

rise in service levels across city departments

