Five data barriers hindering the use of AI

How Computacenter
and IBM work to solve them

LET'S GO

The key to unlocking the power of data

The rapid rise of practical ways to adopt and apply AI has been remarkable. McKinsey found that AI adoption doubled in just 5 years[1], and Forbes revealed that 54 per cent of organisations now use it to improve customer service.[2]

The potential for AI to not just unlock the power of your data, but also drive key strategic objectives at speed, is clearly enormous. By streamlining processes, removing complex manual interactions and revealing new insights from their data, AI can help organisations to make better decisions more quickly, deliver higher quality services more efficiently and make more efficient use of their IT infrastructure and applications.

For example, AI-powered use cases could enable employees to automate mundane, time-consuming work, freeing them up to focus more on tasks requiring their skills. Common and time-consuming management tasks, such as creating a job description or pulling up reports from Salesforce, could be easily offloaded to AI-driven processes.

1. The state of AI in 2022—and a half decade in review
2. How Businesses Are Using Artificial Intelligence In 2024, Katherine Haan April 2024
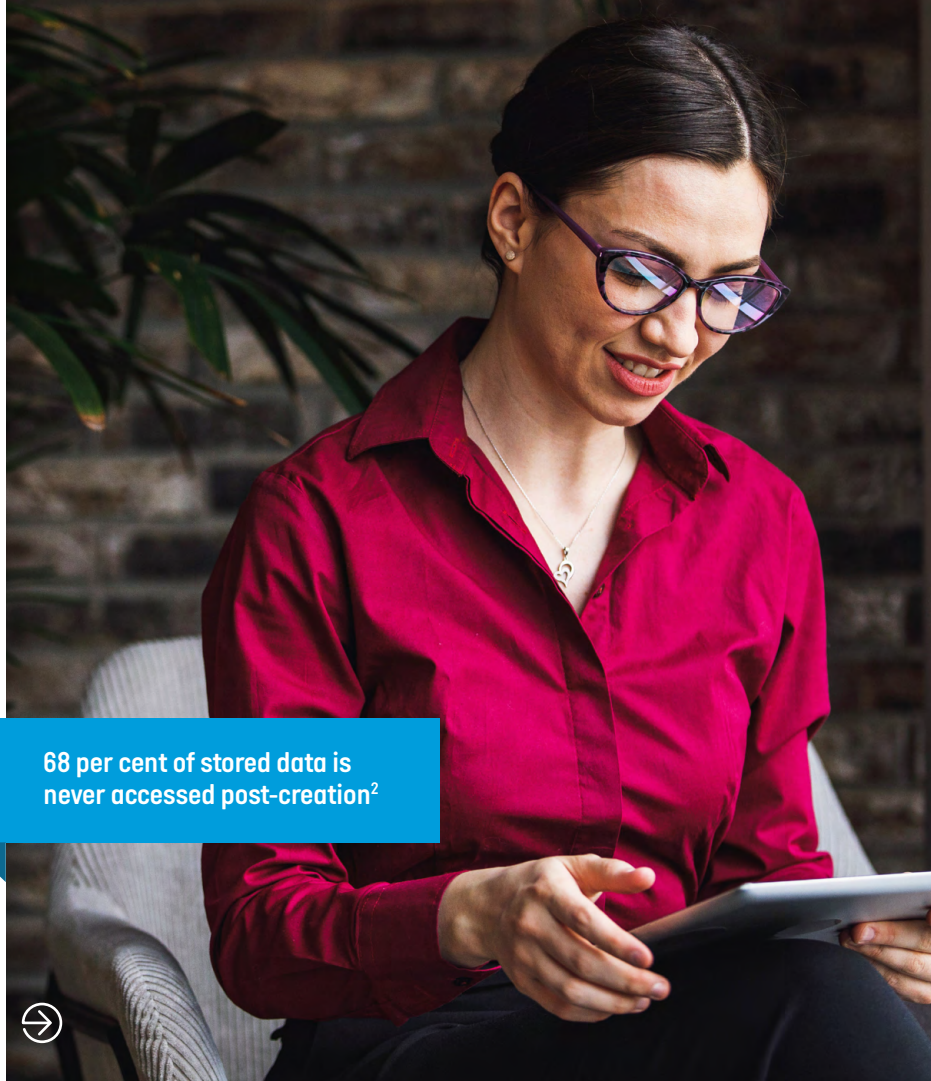
Trusted data – valuable insights

Any AI platform depends on good quality data to deliver trustworthy insights which improve service quality, boost margins, and help achieve innovation.

Computacenter offers a set of services to help organisations manage their data at every stage to ensure a reliable foundation for all your initiatives. These services assess the technological and organisational readiness of an organisation's IT infrastructure to work with an AI platform; identify the data they need for their business without wasting resources on obsolete or trivial data; ensure data is held securely; and remove or modernise legacy data repositories to enable full advantage to be taken of AI capabilities. Computacenter can then make recommendations about an organisation's data management needs and how to ensure the right outcomes of any AI-driven use cases they want to deploy.

68 per cent of stored data is never accessed post-creation[2]

2. How public cloud computing can help the public sector achieve net zero targets, Open Access Government, 26 October 2023.

IBM watsonx™:
The foundation for AI readiness

The IBM watsonx™ platform is focused on enterprise needs and the application of AI to business use cases that can unlock new value. The platform enables organisations to easily deploy and embed AI across their businesses, manage all data sources and accelerate responsible AI workflows.

watsonx™ comprises of three core components:

watsonx.ai™

A studio for new foundation models, generative AI and machine learning, watsonx.ai™ simplifies the training, validation, tuning and deployment of machine learning models.

watsonx.data™

A data store built on open data lakehouse architecture that offers the flexibility of a data lake with the performance and structure of a data warehouse. Watsonx.data™ enables analytics and AI workloads to be scaled for all data.

watsonx.governance™

A toolkit to accelerate AI workflows that are built with responsibility, transparency and explainability, which is the capacity to express why an AI system reached a particular decision, recommendation, or prediction.[3] Watsonx.governance™ helps organisations to direct, manage and monitor their AI activities.

"IBM's superior vision focuses on simplifying data management across hybrid cloud, multi-cloud, and the edge through advanced automation, data intelligence and self-service. A key differentiator is its ability to support most IT and business personas, delivering a personalised experience to accelerate various use cases."

Forrester Wave Report[3]

Five common data issues addressed by Computacenter services and IBM watsonx™

Computacenter and IBM have been close partners for more than 30 years. We have expertise across IBM's server, storage, security and software solutions. From selecting and sourcing software and hardware, to rapid deployment, integration and day-to-day management, Computacenter helps organisations to gain the greatest benefits from IBM technology.

Together, Computacenter and IBM bring compelling solutions to common issues that many enterprises face.

1. Data silos hinder productivity

As organisations extend their IT estate, they often create new, disconnected information stores held by different departments at multiple locations. Employees waste time searching for the data they need to perform even relatively simple tasks.

Computacenter can help to integrate data stores and streamline processes by identifying and removing worthless data. The result is a store of data that can be used by AI engines such as watsonx™ to deliver trusted outcomes.

2. Poor data governance

With huge stores of information, organisations need good data governance. A lack of skilled resources, inadequate commitment to governance and the sheer complexity of multiple data formats are typical governance barriers.

Computacenter can help in the discovery and inventory of data, as well as advise on how to implement strong governance procedures. This helps to ensure good quality data that raises the effectiveness of AI-driven use cases.

3. Data processes are difficult to scale

Siloed data stores and poor-quality data make it difficult to scale up AI across a business, risking only a limited use of AI and unfulfilled potential.

IBM watsonx.data™ helps organisations to make use of all their data and extend AI deep into the business. With watsonx.data™, processes can quickly connect to data to deliver trusted insights. Watsonx.data™ can also reduce data warehouse costs by up to 50 per cent through workload optimisation[4].

4. AI models are difficult to deploy and manage

A lack of skilled resources and high costs are hindering the deployment of AI models in many organisations. According to Forbes, for every dollar spent on algorithm development, a company might spend around 100 dollars on deployment[5].

Watsonx.ai™ brings together generative AI capabilities, powered by foundation models and traditional machine learning, that span the AI lifecycle. This enables traditional AI to be brought into production quickly and easily.

5. Inadequate data security impacts compliance and trust in AI outcomes

Protecting data is especially important because cyber attackers who gain access to data stores could introduce malicious content that skews the output of algorithms to create false conclusions.

Computacenter partners with leading security providers, giving it an unrivalled ability to advise organisations on the most effective security solutions free of vendor bias. A comprehensive overview of the security needs of cloud and data centers helps to identify the most effective security solutions to protect and secure data.

MAKING AI WORK FOR YOU

Computacenter works with you to achieve AI readiness based on a data architecture built to last, so you can unlock the true power of your data.

4. Watsonx.data, IBM.
5. Beyond Innovation: Overcoming Challenges In Developing And Deploying AI Models, Forbes, 6 Jan 2023.

GET IN TOUCH

To find out more about how Computacenter and IBM can help you deploy AI use cases that deliver practical benefits, contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**.

About Computacenter

Computacenter is a leading independent technology and services provider, trusted by large corporate and public sector organisations. We are a responsible business that believes in winning together for our people and our planet. We help our customers to Source, Transform and Manage their technology infrastructure to deliver digital transformation, enabling people and their business. Computacenter is a public company quoted on the London Stock Exchange (CCC.L) and a member of the FTSE 250. Computacenter employs over 20,000 people worldwide.

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