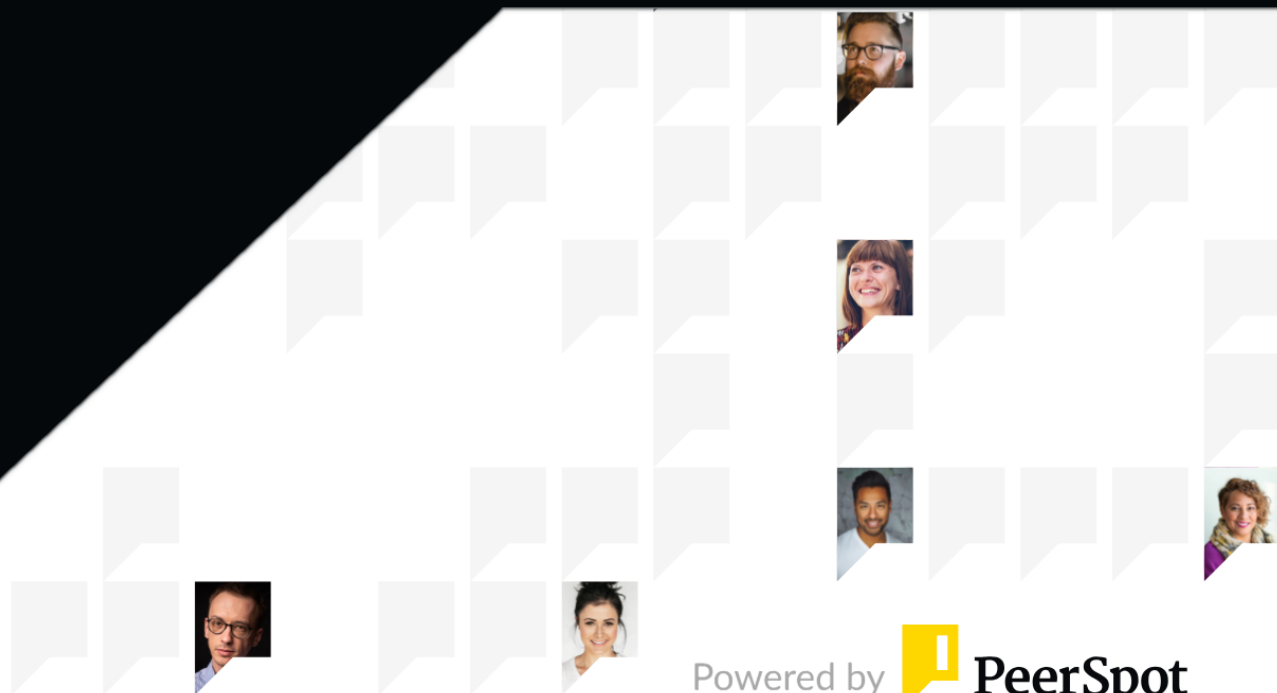




IBM watsonx Orchestrate

Reviews, tips, and advice from real users



Powered by  **PeerSpot**

Contents

Product Recap..... 3 - 4

Valuable Features..... 5 - 11

Other Solutions Considered..... 12 - 13

ROI..... 14

Use Case..... 15 - 18

Setup..... 19

Customer Service and Support..... 20

Other Advice..... 21 - 25

Trends..... 26 - 27

About PeerSpot..... 28 - 29

Product Recap



IBM watsonx Orchestrate

IBM watsonx Orchestrate Recap

IBM watsonx Orchestrate is an AI-powered solution designed to automate complex workflows across businesses, integrating seamlessly with existing systems to increase operational efficiency.

IBM watsonx Orchestrate leverages cutting-edge artificial intelligence technology, enabling businesses to streamline processes by automating repetitive tasks and freeing up human resources for more strategic work. It prioritizes ease of integration, allowing rapid deployment within existing IT infrastructures. IBM watsonx Orchestrate is recognized for its robust performance in handling large-scale workflows efficiently, providing consistent, reliable outputs that enhance productivity across departments.

What are the key features of IBM watsonx Orchestrate?

- **AI-Driven Automation:** Automates complex tasks with precision, reducing human error.
- **Seamless Integration:** Connects effortlessly with existing business systems.
- **Scalable Infrastructure:** Adapts to businesses of different sizes and capacities.

What benefits does IBM watsonx Orchestrate offer?

- **Increased Efficiency:** Streamlines operations to save time.
- **Cost Reduction:** Minimizes operational costs with automation.
- **Scalability:** Grows with your business needs allowing for future expansion.

Implementation of IBM watsonx Orchestrate in industries like healthcare, finance, and manufacturing highlights its versatility. In healthcare, it automates patient data handling for quick access to medical records, while in finance, it streamlines transaction processing, and in manufacturing, it enhances supply chain management efficiency.

Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✓ “For one of our onboarding workflows, the overall turnaround time came down by roughly 30 to 40%, primarily by removing manual handoffs and follow-ups.”



Validated user

Consultant at a outsourcing company with 201-500 employees

- ✓ “IBM watsonx Orchestrate helped my team move from building every AI workflow from scratch to using reusable agents, tools, and integrations; this meant APIs, authentication logic, knowledge sources, and business actions could be packaged once and then reused across multiple use cases instead of being built for each assistant.”



YoussefJaafar

Senior Software Development Engineer & Ai) Engineer at a outsourcing company with 5,001-10,000 employees

- ✓ “Regarding IBM watsonx Orchestrate's AI capabilities, governance and security are extremely valuable and top of the industry.”



Robert Reihs

Senior Digital Consultant at a computer software company with 501-1,000 employees



“IBM watsonx Orchestrate has positively impacted our organization by helping us with governance and security layers for AI agents.”



Validated user

AI Engineer at a transportation company with 10,001+ employees



“IBM watsonx Orchestrate has positively impacted my organization by providing ease of implementation, configuration, and integration, making it very easy and possibly beneficial for the team.”



Matheus Antelo

AI engineer at a consultancy with 51-200 employees



“IBM watsonx Orchestrate has positively impacted my organization by providing a new optimized environment in which I could create much more powerful and complex agents, helping us create different opportunities and show demos at various events, allowing clients to see what we can do with the platform.”



Validated user

AI Consultant at a tech vendor with 10,001+ employees



“For an organization that uses IBM, it is definitely a tool that integrates very well and clearly with the entire IBM suite, and beyond that it is also powerful because it integrates with all cloud providers without any problems.”



Validated user

Data engineer AI expert at a consultancy with 1,001-5,000 employees

What users had to say about valuable features:

“The best features IBM watsonx Orchestrate offers are visibility for those agents, being able to see how much each was used and logs for each. We use those insights for loop engineering, meaning we improve our AI capabilities based on those logs. IBM watsonx Orchestrate has positively impacted our organization by helping us with governance and security layers for AI agents..”

Validated user

[Read full review](#)

AI Engineer at a transportation company with 10,001+ employees

“In the development of these agents, I found the ability to connect LangChain and LangFlow to be definitely the most useful and innovative feature of IBM watsonx Orchestrate.

“This integration provided more no-code capabilities, so low-code and no-code options, which are definitely very powerful and give the possibility to develop agents even to people who do not have great experience in the IT field..”

Validated user

[Read full review](#) 

Data engineer AI expert at a consultancy with 1,001-5,000 employees

“The best features IBM watsonx Orchestrate offers are ease of implementation and customization.

“When I mention system customization, I appreciate the possibility to tailor our own workflows and integrations.

“IBM watsonx Orchestrate has positively impacted my organization by providing ease of implementation, configuration, and integration, making it very easy and possibly beneficial for the team.

“The ease of implementation and integration has helped my team by allowing people who don't know how to code to work with this platform, streamlining processes and automation across departments..”

Matheus Antelo

[Read full review](#) 

AI engineer at a consultancy with 51-200 employees

“I think the best features IBM watsonx Orchestrate offers in my experience are the collaborator agents, where the possibility of having an orchestrator agent associated with collaborator agents is something very powerful. I liked the OpenAPI connector a lot because it provides developers a whole new world of possibilities to interact with different systems that are not native connectors in IBM watsonx Orchestrate. Developing those OpenAPI tools with Python is great.

I used agents to connect with different data sources, allowing us to have the commercial data of an enterprise in different scenarios. For example, in Salesforce or another system, we can have a collaborator agent that reviews all that data, with one agent reading from Salesforce and another reading directly from a private database with an OpenAPI tool.

IBM watsonx Orchestrate has positively impacted my organization by providing a new optimized environment in which I could create much more powerful and complex agents, helping us create different opportunities and show demos at various events, allowing clients to see what we can do with the platform..”

Validated user

AI Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“The best features IBM watsonx Orchestrate offers are its ability to orchestrate workflows across different enterprise systems, integrate with existing tools, and handle multi-step tasks from a single workflow. I also value the way it can involve human approval when needed, so automation does not have to mean completely removing people from the process.

“I can tell you more about how the integration with existing tools works for us. We have mainly integrated it with systems such as ServiceNow, SAP, Microsoft Teams, and internal business applications through APIs and connectors, where the standard integrations were fairly straightforward, while the custom integrations needed more development and testing, especially around authentication and handling exceptions.

“One thing that stands out about the features is the combination of orchestration, integrations, and AI-driven decision support, which makes IBM watsonx Orchestrate more useful than a traditional task-based automation. I would like to see even more flexibility around custom integrations and more detailed monitoring and troubleshooting capabilities for complex workflows..”

Validated user

[Read full review](#) 

Consultant at a outsourcing company with 201-500 employees

“Regarding IBM watsonx Orchestrate's AI capabilities, governance and security are extremely valuable and top of the industry.

“The accuracy and reliability of output are extremely good, combined with the compliance and guardrail framework.

“Business users have leveraged the no-code tools within IBM watsonx Orchestrate to create custom AI agents for their specific workflows by building their agents autonomously without help after we provide them with introduction and education.

“The technical aspects most relevant when orchestrating workflows across hybrid cloud and on-premises systems using IBM watsonx Orchestrate, particularly in conjunction with services like Amazon S3 or AWS Lambda, include the seamless integration of all these different tools.

“The governance tools from IBM inform my approach to maintaining enterprise-grade security and governance for AI agent operations, and I have the monitoring and integration features with this.

“For real-time observability of AI agent performance and workflow execution within IBM watsonx Orchestrate, I employ standard metrics such as accuracy, bias, and latency..”

Robert Reihs

Senior Digital Consultant at a computer software company with 501-1,000 employees

[Read full review](#) 

Other Solutions Considered

“Previously, we used multiple open-source solutions and Microsoft Azure, but we have not switched fully and are maintaining all options for our customers..”

Robert Reihs

Senior Digital Consultant at a computer software company with 501-1,000 employees

[Read full review](#) 

“Before choosing IBM watsonx Orchestrate, I evaluated other options including Copilot Studio, N8N, and Azure Agents. Those would be the main ones I looked at..”

Validated user

AI Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“Before using IBM watsonx Orchestrate, we primarily relied on traditional RPA tools and custom scripts for individual task automation. We moved to IBM watsonx Orchestrate because we needed more end-to-end workflow coordination across multiple systems rather than maintaining separate automations for each individual task..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

“Before choosing IBM watsonx Orchestrate, we evaluated a few alternatives, mainly Microsoft Power Automate and some initially developed orchestration approaches. We compared them around integration capabilities, AI agent functionality, governance, ease of adoption, and how they can fit into our existing enterprise environment..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“We have seen a return on investment with IBM watsonx Orchestrate, mainly through reduced manual effort rather than headcount reduction. For some workflows, we have saved several hours of manual work each week and reduced the turnaround times by roughly 30 to 40%, which has made the investment easier to justify..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

“I have seen a return on investment.

“The return on investment I have seen includes a reduction in time, although there could be a plan for countries where the dollar exchange rate is very high..”

Matheus Antelo

AI engineer at a consultancy with 51-200 employees

[Read full review](#) 

Use Case

“My main use case for IBM watsonx Orchestrate during the course was to develop some agents, and I noticed that it is really very powerful and user-friendly, making it convenient to use. Unfortunately, at the moment I do not work with clients who use it..”

Validated user

Data engineer AI expert at a consultancy with 1,001-5,000 employees

[Read full review](#) 

“My main use case for IBM watsonx Orchestrate is to create an intelligent layer for AI agent orchestrations. When we need to route a user question to one of the AI agents the team created, we use IBM watsonx Orchestrate..”

Validated user

AI Engineer at a transportation company with 10,001+ employees

[Read full review](#) 

“My main use case for IBM watsonx Orchestrate is web search integration for specific company and public websites. In scenarios where my developers have utilized the Agent Development Kit, ADK, to extend the capabilities of IBM watsonx Orchestrate, we have implemented this integration..”

Robert Reihs

[Read full review](#) 

Senior Digital Consultant at a computer software company with 501-1,000 employees

“My main use case for IBM watsonx Orchestrate is developing new virtual AI assistants.

“A quick specific example of how I've used IBM watsonx Orchestrate in my recent AI work is creating an AI assistant for students.

“Students are involved by consulting the AI assistant for their class assignments.

“Students consult the assistant for their assignments, and the assistant supports them by guiding them step by step and helping them consult documents..”

Matheus Antelo

[Read full review](#) 

AI engineer at a consultancy with 51-200 employees

“My main use case for IBM watsonx Orchestrate is to coordinate and automate multi-step business workflows across different enterprise applications. We mainly use it to handle processes like employee onboarding and procurement requests where it can connect systems, trigger actions, and route exceptions without relying on separate automations for every step.

“For example, in employee onboarding, we use IBM watsonx Orchestrate to coordinate tasks such as creating IT access requests, updating HR records, and notifying the relevant teams based on the employee's role. It helps reduce the manual coordination between HR and IT, while exceptions can still be routed to a person for review.

“Day-to-day, we mainly use IBM watsonx Orchestrate for coordinating repetitive workflows that involve multiple systems and teams rather than simple task automation. It gives us better visibility into the overall process and reduces the amount of manual follow-up, while we still keep human approval for decisions that need judgment..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

“My main use case for IBM watsonx Orchestrate is to build AI agents so that we could show conversational data from a lot of different applications.

There was a specific use case in which I connected the agent to a Salesforce CRM with the native connectors, and I used the agent so that the users could see opportunities, commercial visits, and also information from different clients.

I decided to connect with Salesforce specifically because it was a native connector and I had a test environment of a Salesforce CRM. This integration impacted my workflow by being very useful in cases where the commercial agents are on the street going to see a different client, and for example, they want to see information faster without going to the application on the desktop to search. It is much faster to ask an agent, and that was basically the main impact—how fast they could get the information, and it provided a very comfortable and satisfying user experience.

In general, I use agents with tools so that we can see data stored in different applications..”

Validated user

[Read full review](#) 

AI Consultant at a tech vendor with 10,001+ employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“When I did the training, IBM watsonx Orchestrate was implemented on a public cloud, and currently in the company I am not on a project with IBM watsonx Orchestrate.

“During the training, AWS was the cloud provider used..”

Validated user[Read full review](#) 

Data engineer AI expert at a consultancy with 1,001-5,000 employees

Customer Service and Support

“Overall, our experience with IBM support has been positive, particularly for technical issues and integration-related questions. Response times can vary depending on the complexity and priority of the issue, but their support team has generally been helpful in getting production issues resolved.

“I would rate the customer support for IBM watsonx Orchestrate 8 out of 10. The technical assistance has generally been helpful and responsive, although response times can vary depending on the complexity and priority of the issue..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

Other Advice

“I would rate IBM watsonx Orchestrate overall a 9. I chose that number because it is an extremely efficient system for our use case and especially for our clients. My advice to others looking into using IBM watsonx Orchestrate is to attend one of their meetups or events to see and experience the system. My overall review rating for IBM watsonx Orchestrate is 9..”

Robert Reihs

Senior Digital Consultant at a computer software company with 501-1,000 employees

[Read full review](#) 

“I would advise others considering using IBM watsonx Orchestrate that it is a tool that is worth it, so in any case, it is worth purchasing, clearly to be evaluated against competitors, because it is also important to evaluate it against competitors, but it is a tool that works very well. IBM watsonx Orchestrate deserves an 8 out of 10 because it is a good, generally high-level tool, which certainly needs to be integrated with other systems, so it is not completely autonomous, but it is very powerful and easy to build with. I rate IBM watsonx Orchestrate an 8 out of 10 overall..”

Validated user

Data engineer AI expert at a consultancy with 1,001-5,000 employees

[Read full review](#) 

“IBM watsonx Orchestrate's AI capabilities are excellent for governance and security.

“Its accuracy and reliability of output are very good, with secure and accurate data especially for audits.

“My advice to others looking into using IBM watsonx Orchestrate is to make the most of the platform and be creative.

“I rate this review an eight out of ten..”

Matheus Antelo

AI engineer at a consultancy with 51-200 employees

[Read full review](#) 

“I haven't talked with many business users about leveraging the no-code tools within IBM watsonx Orchestrate, but the tools require establishing connections, something that business users may not be familiar with, so they often need to call us, the developers, for assistance.

I used the Agent Development Kit (ADK) for addressing the variables in agents, which required development with the ADK, and it was very intuitive. I especially enjoyed using it when placing agents in different channels beyond default options because it allows me to directly associate tools or knowledge bases with agents in a declarative way.

I would advise others looking into IBM watsonx Orchestrate to consider it technically, as I think it is the best platform for creating agents, especially with the potential for connecting with other platforms through Watsonx [Governance](#) for security and governance, although licensing is quite a challenge. I would rate this review an eight out of ten..”

Validated user

AI Consultant at a tech vendor with 10,001+ employees

[Read full review](#) 

“Business users leverage the no-code tools within IBM watsonx Orchestrate mostly for creating dashboards and looking at metrics and the token economics of agents we create.

The most relevant technical aspects when orchestrating workflows across hybrid cloud and on-premises systems using IBM watsonx Orchestrate, particularly with Azure services, are more integration with our models, what we use in Azure [Foundry](#), and integrating those with IBM watsonx Orchestrate. It is more about logging and integration with Azure API management systems, as well as networking, that inform our approach to maintaining enterprise-grade security and governance for AI agent operations.

Our developers utilize the Agent Development Kit (ADK) through [Visual Studio Code](#) to extend the capabilities of IBM watsonx Orchestrate and create the AI workflows that are needed for our users.

For real-time observability of AI agent performance and workflow execution within IBM watsonx Orchestrate environment, especially when integrated with Azure monitoring tools, we have our custom dashboards based on the Azure stack, specifically logs and Power BI dashboards.

My advice to others looking into using IBM watsonx Orchestrate is to start with simple agentic workflows and try to use all features available for those workflows, then move to more advanced options. I provided an overall rating of four out of ten for this product..”

Validated user

AI Engineer at a transportation company with 10,001+ employees

[Read full review](#) 

“Regarding IBM watsonx Orchestrate's AI capabilities, I think the governance and security are suitable for enterprise use, particularly around access controls,

authentication, and keeping human approvals in sensitive workflows. We still treat governance as an ongoing responsibility, especially for our AI-driven decisions, so we apply appropriate permissions, monitoring, and review controls before putting workflows into production.

“The accuracy and reliability of output are generally reasonable for structured, well-defined workflows, especially when the underlying data and instructions are clear. For more complex or ambiguous scenarios, we have occasionally needed human validation, so we do not treat AI output as fully autonomous without appropriate checks.

“IBM watsonx Orchestrate is deployed in our organization in a public cloud environment, integrated with our existing enterprise applications and APIs. We chose this approach because it simplifies scalability and integration, while access controls and security policies are managed according to our organization's requirements.

“We primarily use IBM Cloud for our IBM watsonx Orchestrate deployment, as it fits well with our existing IBM ecosystem and makes it easier for us to manage integrations, access controls, and enterprise security requirements.

“Business users have leveraged the no-code tools within IBM watsonx Orchestrate to create custom AI agents for their specific workflows, mainly using the no-code capabilities to configure agents for well-defined workflows without depending on developers for every change. For example, they can set up an agent to collect information, trigger actions across connected systems, and route exceptions to the right team, while IT handles more complex integrations and governance.

“The technical aspects most relevant when orchestrating workflows across hybrid cloud and on-premises systems using IBM watsonx Orchestrate, particularly in conjunction with services such as [Amazon S3](#) or [AWS Lambda](#), include secure connectivity, authentication, API management, and reliable data movement between cloud and on-premises systems. When integrating services such as [Amazon S3](#) or [AWS Lambda](#), we pay particular attention to permissions, network connectivity, error handling, and monitoring so failures can be identified and recovered cleanly.

“The mechanisms within IBM watsonx Orchestrate that inform our approach to maintaining enterprise-grade security and governance for AI agent operations involve role-based access controls, authentication control to data access, and human approvals for sensitive agent actions. We also apply logging and monitoring so agent activity can be reviewed, with governance policies helping ensure agents only perform the actions they are authorized to perform.

“Our developers have utilized the Agent Development Kit (ADK) to extend the capabilities of IBM watsonx Orchestrate mainly when the built-in capabilities or connectors were not sufficient for a specific enterprise requirement. One example was creating custom integrations for internal REST APIs and [ServiceNow](#) workflows, where the ADK gave developers more control over authentication, business logic, and error handling.

“We employ various methods for real-time observability of AI agent performance and workflow execution within IBM watsonx Orchestrate environment, especially when integrated with monitoring tools such as [IBM Cloud Monitoring](#) or [AWS CloudWatch](#). We monitor workflow execution through execution logs, agent activity failures, response times, and integration errors, with alerts for critical failures, and for cloud services, we correlate these events with platform monitoring to troubleshoot issues across the end-to-end workflow.

“I would rate my overall experience with IBM watsonx Orchestrate an 8 out of 10..”

Validated user

Consultant at a outsourcing company with 201-500 employees

[Read full review](#) 

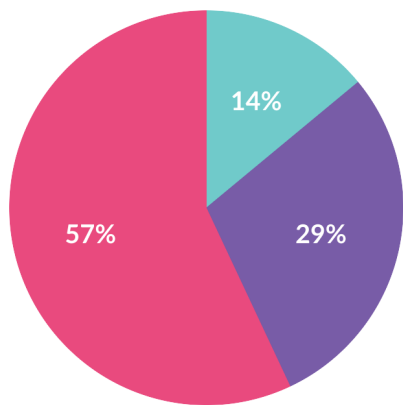
Top Industries

by visitors reading reviews

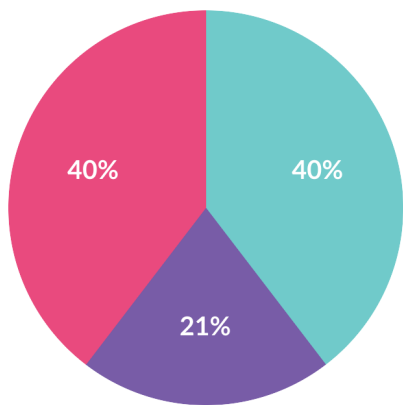


Company Size

by reviewers



by visitors reading reviews



 Large Enterprise  Midsize Enterprise  Small Business

About this buyer's guide

Thanks for downloading this PeerSpot report.

The summaries, overviews and recaps in this report are all based on real user feedback and reviews collected by PeerSpot's team. Every reviewer on PeerSpot has been authenticated with our triple authentication process. This is done to ensure that every review provided is an unbiased review from a real user.

Get a custom version of this report... Personalized for you!

Please note that this is a generic report based on reviews and opinions from the collective PeerSpot community. We offer a [customized report](#) of solutions recommended for you based on:

- Your industry
- Company size
- Which solutions you're already considering

The customized report will include recommendations for you based on what other people like you are using and researching.

Answer a few questions in our short wizard to get your customized report.

[Get your personalized report here](#)

About PeerSpot

PeerSpot is the leading review site for cloud, AI, and business software. We created PeerSpot to provide a trusted platform to share information about software, applications, and services. Since 2012, over 22 million people have used PeerSpot to choose the right software for their business.

PeerSpot helps tech professionals by providing:

- A list of products recommended by real users
- In-depth reviews, including pros and cons
- Specific information to help you choose the best vendor for your needs

Use PeerSpot to:

- Read and post reviews of products
- Access over 30,000 buyer's guides and comparison reports
- Request or share information about functionality, quality, and pricing

Join PeerSpot to connect with peers to help you:

- Get immediate answers to questions
- Validate vendor claims
- Exchange tips for getting the best deals with vendor

Visit PeerSpot: www.peerspot.com

PeerSpot

244 5th Avenue, Suite R-230 • New York, NY 10001

reports@peerspot.com

+1 646.328.1944