

Agentic AI Managed Service

Enterprise Automation. Delivered.

What is Celerity's AI Managed Service?

Designed to drive efficiencies in complex modern IT environments, this service built around the IBM watsonx Orchestrate platform, helps clients accelerate the adoption of AI across the enterprise, moving from idea to impact quickly.

The service takes a no-code approach to creating and deploying agents that integrate with customer documents, data sets, and enterprise applications to automate business processes and eliminate repetitive tasks. This empowers non-IT users across departments to identify use cases and deliver AI solutions using a catalogue of predefined agents, custom-built agents for specific needs, and pre-built domain agents for enterprise integration. Powered by the IBM Cloud designed for enterprise workloads, governance and security are built-in to the platform.

The service integrates the power of the IBM AI Cloud into enterprise environments, automating repetitive workflows and business processes to cut wasted effort, reduce costs, and accelerate delivery across hybrid and multi-cloud estates.

Core Capabilities

Agentic AI that takes initiative & drives actions to deliver results

Streamline business processes with automation & free people for productive tasks

Make AI accessible & accelerate idea to impact

Catalogue of predefined agents for common use cases

Pre-built domain agents to enable enterprise application integration

No-code/low-code approach to building custom agents for most use cases

Save on your next two hires & enable your current workforce to do more with the tools they already use

Powered by the IBM Cloud designed for enterprise workloads so governance & security are built-in to the platform

Turning Operations into Measurable Results

Agentic AI is not a productivity layer, it's the execution engine for your operations, turning strategy into measurable outcomes with speed, scale and precision.

Operational Control

Automate, monitor & enforce within your existing tools & policies.

Strategic Efficiency

Cut manual effort & connect fragmented systems to streamline operations.

Enterprise-Grade

Built for scale, security & compliance to meet enterprise demands.

Modular Architecture

Deploy agents where needed to enhance tools & processes without disruption- just impact.

Outcome-Focused

Deliver measurable ROI across teams & departments.

Why This Matters to Buyers

Enterprise leaders are under pressure to deliver faster outcomes, reduce complexity, and integrate AI responsibly. Celerity's Agentic AI Service powered by IBM Watsonx Orchestrate technology:

- **Orchestrates - not just assists:** Connect fragmented tools, clouds, & workflows into a unified automation layer.
- **Automate real work:** Agents execute multi-step processes across departments & platforms.
- **Built for scale:** Governance, compliance, & flexible deployment built in.
- **Fast time-to-value:** Pre-built agents & low-code tooling accelerate results.
- **Powered by IBM, Managed by Celerity:** Proven enterprise technology with expert support for AI driven execution.
- **Secure, simple & fast:** Quickly build internal use cases using customer data and documents. Deploy AI agents with no code, no developers and no IT overhead, fully running in IBM's secure, enterprise-grade cloud.

Real Use Cases:

Function	Celerity AI Managed Service
HR Operations	Chat-based HR agent answers employee queries using company policies and automates onboarding and approvals
Procurement	AI agents query and interpret supplier data, automate risk scoring and eliminate manual steps
Customer Service	Agents handle multi-step service requests across platfrms to improve resolution speed and satisfaction
IT Operations	Helps Service Desk teams resolve tickets faster by understanding user requests and using knowledge bases to respond accurately and efficiently

Key Capabilities with IBM Watsonx Orchestrate

- Multi-agent orchestration across enterprise systems
- Low-code agent builder for business & technical users
- Pre-built agents for HR, Procurement, Sales, & Customer Care
- Seamless integration with 80+ enterprise applications
- Trusted governance with enterprise-grade LLMs
- Flexible deployment across cloud, hybrid, or on-prem

Celerity AI Managed Service vs Copilot-Style Tools

Dimension	Copilot-style Tools	Celerity Service with Watsonx Orchestrate
Purpose	Assist individuals	Automate enterprise workflows
Scope	Task-level	Process-level
Integration	App-specific	System-wide
Governance	Basic	Enterprise-grade
Deployment	SaaS	Cloud-native or on-prem

Microsoft Copilot and IBM watsonx Orchestrate are highly complementary in driving enterprise efficiency. Copilot empowers individual users by enhancing productivity within familiar tools like Microsoft 365. IBM Watsonx Orchestrate takes this a step further by scaling automation across the enterprise, connecting workflows, systems, and teams to orchestrate end-to-end processes. Together, they bridge personal productivity with enterprise-wide automation, enabling organisations to move from task-level assistance to holistic, AI-driven business transformation.

Proven Results

- IBM HR saved 12,000 hours in one quarter (Source: ibm.com/casestudies)
- Dun & Bradstreet reduced procurement task time by 10–20% (Source: newsroom.ibm.com)



Want to see it in action? Scan to book a demo or explore a Proof of Value

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The image features a large, abstract teal shape with a curved top and a pointed bottom, set against a white background. The shape has a subtle gradient, being darker at the top and lighter at the bottom. Centered within this teal shape is the word "celerity" in a white, lowercase, sans-serif font. Below the word is the website address "www.celerity-uk.com" in a smaller, white, lowercase, sans-serif font.

celerity

www.celerity-uk.com