

NSI Infuses AI into Its HR Services Using IBM watsonx Orchestrate

- NSI collaborated with IBM to build a virtual assistant powered by IBM watsonx that automatically answers 83% of employee queries
- The new virtual assistant harnesses advanced AI to boost productivity, free up valuable time for teams, and improve the employee experience
- NSI recently migrated the solution from an assistant to an agent



In today's competitive business landscape, enhancing the employee experience is paramount.

Recognizing this, **NSI Luxembourg**, an IBM ecosystem partner, has introduced **AskNSI** - an intelligent virtual assistant designed to streamline daily tasks and elevate employee satisfaction across the company's departments.

"With over 30 years of experience and a team of 2,000 professionals, NSI is a trusted technology partner for businesses in Luxembourg and beyond. NSI's HR department plays a vital role not only in driving growth and recruiting new talent but also in ensuring a high-quality employee experience. This is exactly what our AskNSI is designed to achieve," said Olivier Destenay, Strategic Business Development Director at NSI.

Improving productivity with AskNSI, powered by IBM watsonx

The NSI team worked closely with the IBM Client Engineering teams in Luxembourg and Belgium to launch a pilot project to develop AskNSI, an AI-powered HR multilingual chatbot. The assistant was built with **IBM watsonx Orchestrate**, part of the **IBM watsonx** portfolio of AI products, which helps build, deploy and manage powerful AI assistants and agents that automate workflows and processes with generative AI. As a next step, NSI plans to launch the assistant within its own organization.

NSI employees will interact with AskNSI to:

- Access HR information, such as leave balances or policy details.

- Submit IT support tickets or troubleshoot common technical issues.
- Retrieve company documents or procedural guidelines.
- Automate routine tasks, freeing up time for more strategic activities.

Migrating to an Agent

With the latest agentic release of IBM Watsonx Orchestrate, NSI has chosen to transition from an assistant to an agent for several key reasons:

- **Autonomy and Proactivity:** Unlike assistants, which typically respond to user commands or queries, agents are capable of making independent decisions and executing tasks proactively, without requiring constant user input.
- **System Integration:** Agents can be more deeply integrated into existing systems and processes, enabling them to interact with and control various components of the environment. Assistants, on the other hand, are generally more user-focused and offer limited integration capabilities.
- **Learning and Adaptation:** Agents are designed to learn from their environment and adapt their behavior over time, enhancing their performance and efficiency. Assistants tend to be more static, with restricted learning capabilities.
- **Scalability:** Agents offer greater scalability in complex environments where multiple tasks must be managed simultaneously. Their ability to operate independently and in parallel makes them more suitable than assistants, which typically handle one task at a time.

Additionally, recognizing the importance of data security, particularly regarding employee information, NSI Luxembourg ensures that AskNSI complies with stringent data protection standards. Hosted within Luxembourg's jurisdiction, the solution guarantees secure data handling in accordance with both local and international regulations.

Interested in more?

For more information on how AskNSI can transform your organisation's employee experience, book a meeting with NSI or IBM team:

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