FACTORY MEMORY BY INTETICS

A custom-built knowledge brain for manufacturing enterprises

Turning fragmented factory data into a governed, AI-accessible enterprise memory.

Factory Memory is a service-led solution development offering. Intetics designs and builds a secure knowledge layer that connects documents, collaboration tools, and plant systems so employees can access trusted operational knowledge at the point of need.

IMPORTANT DISTINCTION

Not boxed SaaS. Built around your factory.

The current Intetics Enterprise Knowledge Assistant is used as a demo, reference architecture, and implementation accelerator. The final Factory Memory solution is custom-engineered around each client's systems, terminology, data security, and manufacturing reality.

Manufacturers already own the knowledge needed to solve operational bottlenecks. The issue is that this knowledge is trapped in disconnected silos: ERP, MES, CMMS, QMS, PLM, SOPs, maintenance logs, shift handovers, quality reports, Teams, SharePoint, emails, and undocumented tribal knowledge.

1

Ingest and structure

Pulls content from documents, emails, collaboration platforms, operational systems, maintenance logs, quality records, and other client-specific sources.

2

Contextualize

Organizes knowledge around plant-specific terminology, assets, lines, products, SOPs, defects, work orders, CAPAs, suppliers, and decisions.

3

Activate

Makes knowledge conversationally accessible through secure search, copilots, dashboards, Teams/web interfaces, and workflow integrations.

What Intetics builds

- Custom integrations for enterprise and factory systems
- Client-specific manufacturing knowledge model and ontology
- Governed retrieval layer with source traceability and permissions
- Role-specific assistants for maintenance, quality, audit, onboarding, and operations
- Security, governance, evaluation, and delivery model tailored to the client

Expected business value

- Reduce time spent searching across systems and documents
- Preserve retiring expert knowledge and plant-specific know-how
- Improve maintenance troubleshooting and root-cause visibility
- Reduce repeated quality issues by surfacing historical context
- Accelerate audit preparation and employee onboarding

From fragmented sources to contextual intelligence at the point of action

Accelerated by EKA: Intetics uses its Enterprise Knowledge Assistant experience as a working demo, reference architecture, and implementation accelerator for faster time-to-MVP.

Reference architecture

1. **Client-specific sources**
   Documents, QMS, CMMS, MES, PLM, ERP, maintenance logs, shift notes, emails, and collaboration tools.
2. **Custom ingestion and integration**
   APIs, connectors, batch imports, event streams, OCR, ASR, metadata extraction, and permission mapping.
3. **Manufacturing knowledge model**
   Assets, lines, products, SOPs, defects, work orders, CAPAs, engineering changes, suppliers, and decisions.
4. **Knowledge storage and retrieval**
   Document store, vector index, search index, metadata store, and optional knowledge graph.
5. **AI and orchestration**
   RAG, query planning, permissions, guardrails, source citation, workflow actions, and model evaluation.
6. **User-facing applications**
   Maintenance copilot, quality copilot, audit assistant, onboarding assistant, Teams/web interfaces, and dashboards.

Priority use cases

Maintenance Copilot

Challenge: downtime spent searching through manuals and historical tickets.

Result: connects current symptoms to past failures, work orders, engineering notes, and OEM manuals.

Quality Copilot

Challenge: isolated defects lead to repeated compliance issues.

Result: links quality events and CAPAs to historical decisions, process changes, and supplier histories.

Audit Assistant

Challenge: manual evidence-gathering before audits.

Result: makes SOPs, controlled knowledge, and decisions traceable, packaged, and verifiable.

Onboarding Assistant

Challenge: slow ramp-up for new technicians and engineers.

Result: gives staff a conversational interface for plant-specific processes, handovers, and protocols.

A structured, low-risk path to enterprise implementation - start with a Discovery Assessment and EKA demo

1. Assessment
Source mapping, target architecture, use-case prioritization, business case, and MVP scope.

2. MVP
Custom-built working solution for a single plant, function, or high-priority use case.

3. Rollout
Expanded integrations, complex manufacturing knowledge graph, and deployment across additional plants.

4. Evolution
Long-term support, model evaluation, knowledge curation, and continuous use-case development.