

INDUSTRY **MANUFACTURING**

# AI in manufacturing

The knowledge behind every quote and service call is in the building. Just not where it is needed. It sits in specifications, old quotes, service reports, manuals and the heads of a few colleagues.

**ON THE FOLLOWING PAGES****01** The situation in figures**02** Use cases**03** Worked example**04** Approach and prices**05** IT and data protection**06** Contact**This industry on inviqon.de →**[inviqon.de/en/industries/manufacturing](https://inviqon.de/en/industries/manufacturing)

## Where the industry stands today.

What associations and studies say about AI in the industry. Every figure with its source.

89%

### Leadership is convinced.

Almost all executives in machinery and plant engineering consider generative AI important for profitability. They see the most potential in sales, engineering and after sales.

Source: VDMA and Strategy&, GenAI in machinery, 2025 (German)

[https://www.vdma.eu/documents/34570/4888559/GenAI+Implications\\_Umfrageergebnisse\\_DE.pdf/c44ccca3-bdb9-649d-99d7-278dc84f90e0?t=1743007253589](https://www.vdma.eu/documents/34570/4888559/GenAI+Implications_Umfrageergebnisse_DE.pdf/c44ccca3-bdb9-649d-99d7-278dc84f90e0?t=1743007253589)

71%

### Knowledge sits in a few heads.

Seven in ten machinery builders cannot find enough suitable engineers. What the experienced people know has to become usable for everyone before they retire.

Source: VDMA press release, 6 January 2026 (German)

<https://www.verbaende.com/news/pressemitteilung/mittelstaendischer-maschinenbau-setzt-auch-in-schwierigem-fahrwasser-auf-ingenieurinnen-und-ingenieure-170341/>

20%

### Service carries the revenue.

Around a fifth of revenue comes from service and customer support. Every hour a technician spends searching is missing exactly there.

Source: VDMA, service and customer support (German)

<https://www.vdma.eu/de/service-kundendienst>

2027

### Documentation goes digital.

The EU Machinery Regulation applies from 20 January 2027. Instructions and declarations of conformity may and should be provided digitally.

Source: European Commission, Machinery Regulation

[https://single-market-economy.ec.europa.eu/sectors/mechanical-engineering/machinery\\_en](https://single-market-economy.ec.europa.eu/sectors/mechanical-engineering/machinery_en)

# What changes at your desks.

## Sales and costing

### Quotes from specifications

#### Today

- Specifications are read by hand, page by page.
- Requirements are retyped into Excel.
- Earlier quotes are scattered across the shared drive.

#### With AI

- ✓ The AI marks every requirement in the specification.
- ✓ Matching assemblies and comparable quotes are suggested.
- ✓ The costing is prepared, your sales team checks and decides.

Faster to the quote, built on what you have already built.

[See the use case →](#)

## Field service

### Answers on site at the customer

#### Today

- Questions go to colleagues who are on the road themselves.
- Manuals and service reports sit in different systems.
- In doubt, individual experience decides.

#### With AI

- ✓ Ask in your own words, on a tablet or phone.
- ✓ Answer with its source: document, section, revision.
- ✓ Where the data is unclear, the system says so instead of guessing.

Fewer calls to head office, more time at the machine.

[See the use case →](#)

## Technical writing

### Documentation for every variant

#### Today

- Manuals are copied together again for each variant.
- Translations lag behind the engineering state.
- The Machinery Regulation adds new requirements.

#### With AI

- ✓ Drafts come from BOMs, engineering data and existing manuals.
- ✓ Variants stay consistent, changes carry through everywhere.
- ✓ The writers check and release.

Documentation that keeps pace with engineering.

[See the use case →](#)

## WHAT IT RETURNS

# Work it out for your service team.

Taking a service knowledge assistant as the example: how many people in service and on the hotline search how long for information? The calculation shows when the rollout pays for itself.

30

People in service and on the hotline

60 min

Search time per person per day

45 €

Staff cost per hour

€145,800

| Saving per year

3

| Months to payback

€31,990

| One-off setup

€500

| Running cost per month

**Assumption:** AI halves the search time, at 18 working days a month. Costs at our prices: AI strategy and a €30,000 pilot once, operation at 20% of the project price a year. An example, not a promise.

### Sources

Empolis, Service Express whitepaper: Weiss Umwelttechnik case

KVD, Insight-Report Service 2021

**NBER Working Paper 31161, Brynjolfsson et al.**

<https://www.nber.org/papers/w31161>

StepStone salary data 2026 and Destatis labour costs 2025

We run it with your numbers and tell you honestly whether it pays off.

Free intro call



Or write to us →

# From AI strategy to everyday work.

Clarify first, then build, then run. Each phase has a fixed price, and after each one you decide again.



01

## RECOMMENDED START

Free intro call

# Free

In 30 minutes we get a first impression of your business and work out whether an AI strategy is worth it.

- ✓ An estimate of where AI fits for you
- ✓ Clarity on whether an AI strategy is worth it



02

AI strategy

# €1,990

plus VAT

Over one working day we go through your processes with you and your people, using real cases. The result is your prioritised roadmap: what comes first, what can wait, and what you are better off leaving alone.

- ✓ Overview of data and systems: ERP, PLM, DMS
- ✓ List of possible use cases
- ✓ Inventory of AI tools already in use
- ✓ Prioritised roadmap with a business case per case
- ✓ Effort, savings and payback
- ✓ Classification under the EU AI Act



03

Pilot & implementation

# from €5,000

plus VAT

The first use case runs in your real operations within weeks, at a fixed price and with acceptance criteria agreed in writing up front. Built directly inside your systems.

- ✓ First use case in real operation
- ✓ Connection to ERP, PLM or DMS
- ✓ User training in daily work



04

Operation & improvement

# from 20% a year

plus VAT

We take on monitoring, model upkeep and keeping up with new rules such as the EU AI Act, and build the next case on the same base.

- ✓ Monitoring and model maintenance
- ✓ Documentation and handover to your IT
- ✓ Review against new regulation

# What your IT and data protection teams need to know up front.

## Hosting in Germany

We run in German data centres under a data processing agreement, or in your own environment. Your data trains no one else's models.

## Models in EU data centres

The models run in data centres in the EU. On request only with European providers such as Mistral, IONOS, STACKIT or OVHcloud. Your own Azure is possible too.

## Read rights apply to the AI too

The AI answers only from what the person asking is allowed to read. The database enforces those rights.

## Code and data belong to you

Code, data and documentation go to you. We run it or your IT does, and the handover is possible at any time.

## EU AI Act classification

We assign every AI system its risk class and document its purpose, data sources and limits in an auditable form.

## CONTACT

### Let's talk about your case.

In 30 minutes by video we clarify where you stand and whether an AI strategy is worth it for you. Free and without obligation.

Free intro call



Or write to us →

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