InSkill

Copilot Platform for Manufacturers

Customer Type:

Manufacturer

Partner:

InSkill

Industries:

Manufacturing

Products used:

- Azure OpenAI Service
- Azure AI Search
- Dynamics 365 Customer Service
- Dynamics 365 Field Service

Deployments:

5,000 industrial locations

Copilots created:

over 1,000

Deployment Model:

Runs in customer's Azure Subscription

References: Tetra Pak, Xylem, Mettler Toledo, and Illinois Tool Works

Situation

With growing complexity, a retiring workforce of experts, and new products introduced quarterly, industrial operators struggle to keep up with proper operation and service of modern machinery.

"Finding a trained worker is like finding a unicorn. It's just impossible!" - Production Manager, Steuben Foods

Solution

Plant managers can subscribe to AI Copilots published by their machine builders, use InSkill's library of pre-made Copilots, or create their own from existing documentation, either for machine specific operation and maintenance, or their own procedures.

Creating a Copilot with InSkill is as simple as uploading content and optionally creating Tasks. InSkill learns what is important by analyzing the content and learning from ongoing usage.

Impact

"Onboarding InSkill required no training, no docs, download the app, scan the code, and you are live and asking questions and not just our own products, but also other products we are using."

Reduced time to diagnose machine or process issues.

Better consistency and compliance in following safety procedures.

Centralized management of expertise and procedures and seamless publishing across plants.

Thousands of expert industrial operators and service technicians are retiring every day, while machines and related systems are getting more complex. We help machine builders and industrial operators create AI Copilots from existing documentation and content they already have.

- Dale Calder, CEO and Co-Founder, InSkill

AI Copilots for
470 Million Hardhat Workers

10%
Increase in Asset Utilization

25%
Reduction in Issue Troubleshooting

50%
Reduction in Time to Productivity for new Maintenance Hires