



Copilot Platform for Equipment OEM & Machine Builders

Customer Type:

Equipment OEM / Machine Builder

Partner: InSkill

Industries: All Industrials (Mfg, energy, water, etc.)

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: SaaS

or 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, machine builders and their customers 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

The InSkill platform leverages existing documentation, training videos, knowledge bases, and customer service records to automatically create AI Copilots.

Using InSkill, Machine builders can create, distribute, use and monetize these copilots as a digital service offered to their customers. The intellectual property and ongoing learning embodied in the copilot is maintained by the machine builder.

Impact

“Since we’ve enabled our customers with InSkill Copilots for our products, we’ve seen a 60% reduction of inbound calls for customer support” – Mike Otten, Xylem

Machine builders increase their customer’s success, promote stickiness and brand affinity, and can monetize Copilots for their machines.

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

60%

Decrease in Escalations

10%

Increase in Part Sales

50%

Reduction in Time to Productivity for new Field Service Hires

\$400k

High Margin Subscription Revenue at Early Deployment