

NetMind Manufacturing AI Suite

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Supporting Information for **Made Smarter** Technology Directory

What we do: Document Intelligence, Voice Analytics & AI Support for UK Manufacturers

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1) Product / Service / Project

NetMind Manufacturing AI Suite — Document Intelligence, Voice Analytics & AI Support

2) Description of Solution's Capability

- **Document Intelligence (IDP):** Parse technical/quality PDFs and scans (drawings, SOP/Work Instructions, QC/COA, PPAP, supplier compliance, maintenance logs) into structured data (tables, key-value, layout-preserving Markdown/JSON). Scales to high volume (1M+ pages/day).
 - **AI Customer & Dealer Support:** A citation-grounded assistant that answers directly from manuals, BOMs, quality and warranty policies to reduce escalations and speed up responses.
 - **AI Voice Analytics:** Transcription, speaker diarisation, and sentiment/intent recognition on service and call-centre audio to surface recurring issues and product insights.
 - **Social & Warrant Feedback Mining:** Consolidates warranty/RMA data, service tickets, and external sources (social media, app reviews) to detect themes and early quality signals.
 - **Deployment & Integration:** Cloud / on-prem / private cloud; **OpenAI-compatible APIs**; integrates with ERP/MES/PLM/quality/CRM systems; enterprise-grade security (encryption, audit, RBAC) with optional **UK/EU data residency**.
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3) How does your solution solve business challenges?

- **Lead-time reduction:** Automates parsing & validation in document-heavy workflows (quoting, PPAP, supplier onboarding), cutting delays and manual effort.
 - **Quality & compliance:** Detects early signals from warranty, recall, and service data; validates PPAP/supplier files for completeness and traceability.
 - **First-time-fix (FTF):** Improves resolution rates and lowers escalations with a unified, citation-based support assistant.
 - **Addressing skills gaps:** Captures expert know-how into searchable, actionable guidance for frontline staff.
 - **Low-risk adoption:** Delivered via a **2–4 week pilot** on a single line or product family, with measurable KPIs and minimal system changes.
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4) Any other information

- **Security & compliance:** End-to-end encryption, audit logs, RBAC; aligned with UK standards (e.g., Cyber Essentials). Optional UK/EU data residency.
 - **Scalability & cost:** On-demand inference APIs and dedicated endpoints for private models; pay-as-you-go usage for easy scaling.
 - **Developer-friendly: OpenAI-compatible APIs** and Model Context Protocol (MCP) tool catalogue for rapid integration.
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Representative Manufacturing Use Cases

- **OEM / Equipment maker support assistant:** Answers dealer and customer queries with cited sources from manuals, BOMs, and warranty; auto-logs tickets with context and suggests spare parts/consumables.
 - **PPAP & supplier quality automation:** Extracts and validates supplier dossier fields, flags missing elements, and updates quality systems.
 - **Warranty & field feedback analytics:** Identifies recurring failure modes from calls, tickets, warranty claims and social/app reviews to support continuous improvement.
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Low-Risk Pilot & Implementation (2–4 weeks)

- **Week 0 — Requirements & data handshake:** Define objectives and KPI baseline; collect sample docs/audio/tickets.

- **Week 1 — Pipeline setup:** Deploy IDP, support assistant, or voice analytics on a narrow scope.
 - **Week 2 — Integration & dashboards:** Connect to ERP/MES/quality/CRM; build KPI dashboards and feedback loops.
 - **Week 3–4 — Pilot run:** Operate in production, measure impact, and deliver ROI summary plus rollout plan.
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Technical Architecture (high level)

- **Inputs:** PDFs/scans (drawings, SOPs, QC, PPAP), audio (WAV/MP3), service tickets, warranty/RMA, social/app reviews.
- **Processing:** OCR & layout parsing → NER/table extraction → speech-to-text & diarisation → topic/sentiment analysis → retrieval-augmented QA with citations.
- **APIs:** OpenAI-compatible chat/completions; deploy private models as dedicated endpoints.
- **Outputs:** Structured JSON/CSV, dashboards, suggested actions, updates to ERP/MES/PLM/quality/CRM.
- **Governance:** Access control, encryption, audit, retention policies.