

What AI to buy, what to own

Four kinds of AI reach a SyteLine shop. When each fits, what you should own, and ten questions to ask whoever builds yours.

START WITH YOUR SHOP

Most SyteLine shops use more than one kind of AI

Infor builds one ERP for a whole industry, so its AI handles the standard work. Ask which of your questions are the same in every shop and which depend on how yours works.

Use Infor's AI for

- Standard work inside CloudSuite
- Invoices, PO matching, order entry
- Process mining
- Ask your partner what your plan includes

Use AI you already run when

- The question lives inside that product
- Your partner or vendor already offers it
- Your agreement covers it
- It only needs to answer, not act

Own the AI layer when

- It depends on your shop's rules
- It crosses SyteLine and other systems
- It acts in SyteLine, with approval
- The know-how should stay yours

Infor SyteLine One system of record under all three, standard and unchanged

Ready for IT review from day one

SSO, SyteLine roles and SOC 2 Type II compliant development. Ask for the IT Review Kit.

An answer we give often

We're an AI company, not an ERP consultancy. If a product you already own solves the problem, we'll tell you in the first conversation.

Personal chatbot accounts, or an AI layer you own

	CHATBOTS ON PERSONAL ACCOUNTS	AN AI LAYER YOU OWN
Knows your unwritten rules	Only what someone pastes in	Captured in your Shop Map and checked against your records
Acts in SyteLine	No	Named actions through a governed gateway, with approval
Where data goes	Wherever the account's plan and settings allow	On-prem, your cloud account, or a dedicated managed environment
Who owns logic and models	Nobody you can call	You

Whoever builds your AI, own these six things

- [ ] **Your rules**
  How your shop decides, written down and checked.
- [ ] **The code and prompts**
  In your repository, so someone else can run it.
- [ ] **The record of what the AI did**
  Who asked, which records it used, what it changed, who approved.
- [ ] **The right to swap models**
  Without rebuilding.
- [ ] **Your data's training rights**
  Not used to train anyone else's model; models trained on it are yours.
- [ ] **An exit**
  Everything back to you, in a form you can use.

General guidance, not legal advice. Have your counsel review any agreement before you sign.

Ten questions for whoever builds your AI, including us

#	QUESTION	HOW NINETWOTHREE ANSWERS
1	Is this a fixed price, or an estimate that moves after discovery?	Validation is fixed-price. The build is quoted at a fixed price from the validation plan.
2	Who exactly is building it, and have they worked in SyteLine?	A named NineTwoThree product manager and machine learning engineer, working with your ERP owner.
3	If two people with different SyteLine roles ask the same question, do they get different answers?	Yes. Answers respect SyteLine roles at the moment of each request.
4	Where does our data live, and how does the AI touch it?	Your choice of on-prem, your own cloud account, or a dedicated environment we manage. The AI never writes database code; it calls named actions you approved.
5	What happens at 200 users, or at a second plant?	Roles, permissions and logging are in place before the first pilot user, so more users run on the same layer.
6	Who maintains it in month seven, and at the next SyteLine release?	We test each release first. Your team can run it, share the work with us, or have us run it.
7	How do we know an answer is right, not just plausible?	Every answer shows its sources, and your experts score the system on your own questions.
8	Can we see it work on our data before we sign for a build?	Yes. Every engagement starts with a paid validation sprint on your own data.
9	Who owns the code, prompts, data and models at the end?	You do, and you keep all of it if we part ways.
10	Can we see work like this that you've published?	Yes. Our published case studies, including Amerit Fleet, Wheels Now and K&L Wines, are on ninetwothree.co.

Choosing AI right now?

Book a Shop Walk at ninetwothree.co. Bring your AI shortlist and one question SyteLine can't answer.

Book a Shop Walk

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