nine twothree



OWNED INTELLIGENCE FOR INFOR · PLAYBOOK

The Owned Intelligence Playbook for Infor SyteLine manufacturers

How to put AI to work on your shop floor while Infor stays your system of record and what your people teach stays yours.

For owners, operations leaders and ERP managers running Infor CloudSuite Industrial (SyteLine)

NineTwoThree AI Studio
Boston, MA · 2026 edition

INSIDE THIS PLAYBOOK

What to decide before you spend a dollar on AI for your shop

AI is probably already in your building, on personal phones and in every vendor's demo. This playbook helps you decide what to buy and what to own, using your own data and your own people.

1. What you get
2. What your shop runs on
3. Building your Shop Harness
4. The Shop Map
5. Six first workflows
6. Working with Infor
7. Security and compliance
8. Decide what you won't fund
9. The Shop Context Test
10. How to start

SECTION 1

AI on the SyteLine you run today, built around how your shop works

Four things change for a SyteLine shop that works with us.

1 · Start on the SyteLine you run today

Infor's AI runs in CloudSuite. If your move is a year or more away, you don't have to wait. We build on your version now, and the AI layer moves when your Infor partner migrates you.

You get: a working pilot on your own data by week 8.

2 · Ask your data a question in plain English

Your answers sit in SyteLine and the systems around it. Your team asks in plain English and gets the answer from the source, with the rows attached.

You get: answers without an export or a query request.

3 · Get the report by asking for it

A manager asks for the table or chart and gets it from live data. Views used every day become screens. The layer flags a late job and proposes the fix, and a person approves it.

Keep your dashboards; ask the questions nobody built a dashboard for.

4 · Your Infor partner runs the ERP. We bring the AI.

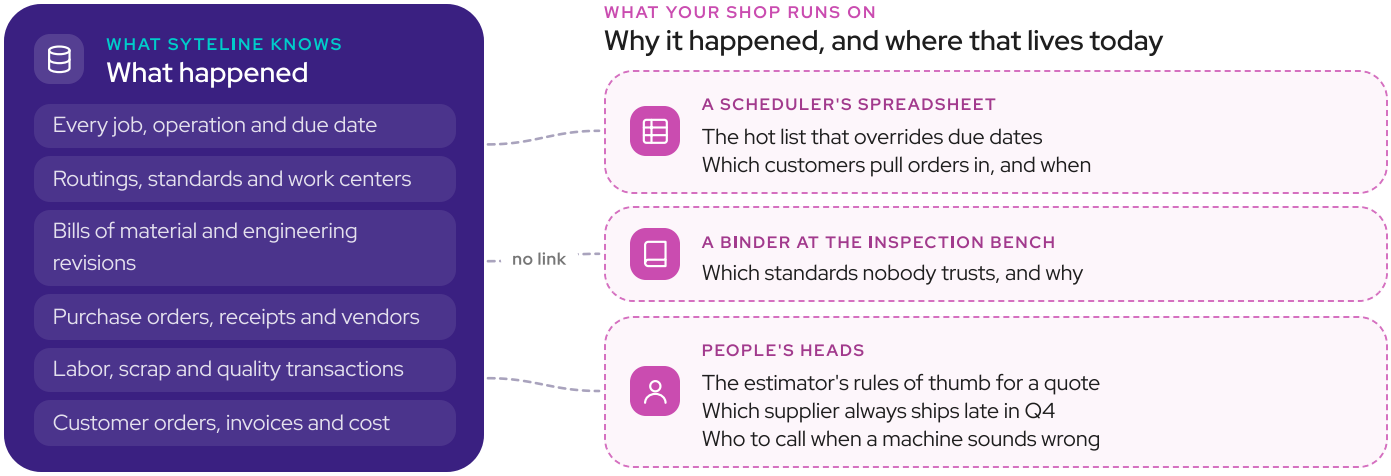
You don't have to hire an AI team. We write every rule into your Shop Map and re-test after each SyteLine release. The code and prompts sit in your repository.

You get: know-how that doesn't depend on one person.

SECTION 2

SyteLine holds the record. Your shop runs on what isn't in it.

SyteLine records what happened. Why it happened lives somewhere else, with no link back to the record.



What we hear on SyteLine shop floors

PLANT MANAGER

"We find out a job is late when the truck is already waiting."

QUALITY

"Somebody on second shift is probably running last month's revision."

CONTROLLER

"A simple margin question takes three days, two exports and an argument."

Composite quotes from what SyteLine teams tell us, not attributed to any one person or company.

73%

of manufacturing respondents say off-the-shelf AI doesn't fit their needs

Infor Enterprise AI Adoption Impact Index, conducted by YouGov for Infor, August 2026, n=2,111

44%

of AI-generated insights and workflows still need expert review or adjustment

Infor, AI governance gap report, October 2026 (same survey wave)

SECTION 3

Your people teach it. We build the harness around what they teach.

The Shop Harness is the system we build around SyteLine for one shop. It holds your Shop Map, applies your permissions and logs what happened. We build it in four stages, and you keep something from each.

1

Walk the floor

Align · weeks 1 to 4

Two days on site, then sessions with the people everyone interrupts. We map where each answer lives and find the AI already in use. Then we write your AI rules with your leads and pick one workflow to prove.

YOU KEEP Shop Map v1, Shop AI Rules, a shadow-AI audit and a scored list of workflows

2

Prove it on your data

Validate · weeks 5 to 8

A working pilot on real SyteLine data, scored for correctness and source on 25 to 50 questions your team asks every week. A time baseline for each step lets your controller check the return.

YOU KEEP The pilot, the scorecard, the time baseline and a fixed-price build plan, even if you stop here

3

Put it on the floor

Build · months 3 to 6

Views for supervisors, planners and the front office. Agents make bounded moves in SyteLine, and a person approves anything that matters. Permissions come from your Infor roles, and each agent gets only the access it needs.

YOU KEEP The code, prompts, models, evaluations and documentation

4

Keep it learning

Maintain · ongoing

Every correction your team makes becomes a rule. We test each SyteLine release before it reaches you. You can run it yourselves, share the work with us, or have us run it.

YOU KEEP A Shop Map that is worth more every month it runs

Who joins the harness sessions

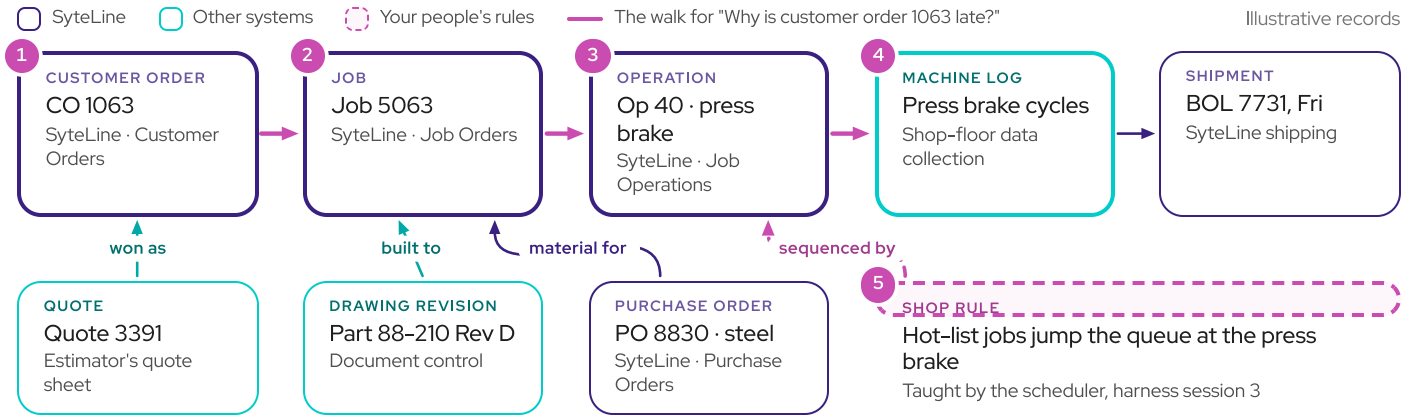
- Scheduler or planner
- Estimator
- Quality lead
- Controller
- Purchasing lead
- Floor supervisors
- ERP or IT owner

About two to five hours each over the first four weeks, in two or three sessions.

SECTION 4

AI can't use data it can't connect. The Shop Map connects it.

A model has to know how a customer order becomes a job, which machine ran it and which shipment it left on. Your Shop Map holds that: a semantic graph model of how every record connects, with your people's rules on top.



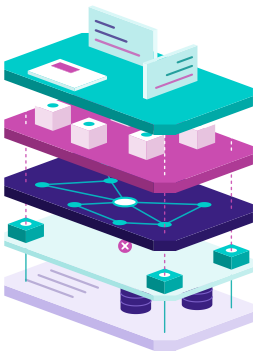
How it answers "Why is customer order 1063 late?"

1. **Find the anchor.** Customer order 1063, due Friday.
2. **Follow the link.** Line 1 became Job 5063.
3. **Check what happened.** Op 40 at the press brake hasn't started.
4. **Check the machine.** The brake was down 6 hours Wednesday.
5. **Apply the shop's rule.** Two hot-list jobs went ahead of it.

Same question, same path, every time, with the source of each step attached. Illustrative records.

Why it's worth owning

- It replaces the workarounds. Spreadsheets and one-off AI apps exist because the answer was hard to reach.
- Each link and rule is tested against your SyteLine history, and records who taught it.
- It belongs to you, and it survives retirements, upgrades and the move to CloudSuite.



AI models
Swappable, under business terms that exclude training on your data

Shop views	Floor command center, late-job view, margin by job, plain-English answers
Shop agents	Expedite, revision guard, supplier risk, estimator's assistant
Shop Map YOURS	The semantic graph, your rules, who taught them, proof
Governed gateway	Named, validated actions only. The AI never writes database code.
Infor SyteLine	System of record for jobs, routings, BOMs, APS, quality and finance. Unchanged.

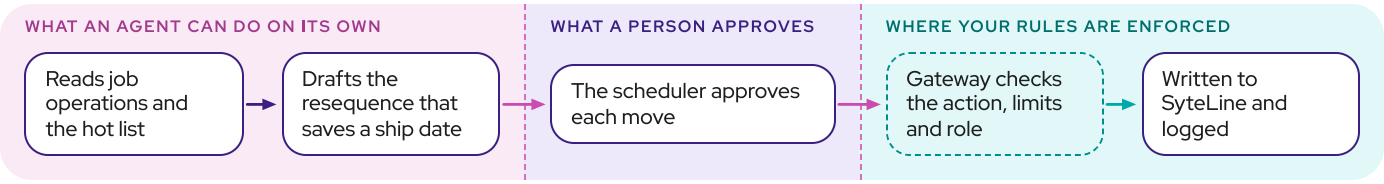
SECTION 5

Six first workflows, ranked by how fast you can prove them

Start with the one you can prove fastest on data you can already reach. Build the next on the same Shop Map.

#	WORKFLOW	WHAT IT DOES	SYTELINE DATA	WHO APPROVES	MEASURE
1	**Late-job view**	Reads open operations every hour, applies the scheduler's rules and flags jobs at risk while there is time to move work	Jobs, job operations, work centers, the hot list	Nobody; read only	Late jobs caught before ship date
2	**Revision guard**	Compares each released job with the current engineering revision and holds the traveler before material is cut	Jobs, items, revisions, ECNs	Quality lead releases holds	Revision-related scrap and rework
3	**Margin by job**	Quoted against actual on every open job, with the variance traced to labor, material or scrap	Estimates, job cost, labor and material transactions	Nobody; read only	Days to answer a margin question
4	**Supplier risk**	Flags the late POs that put a job at risk and drafts the note for a buyer	POs, PO lines, vendors, job material	Buyer sends any note	Hours per week chasing suppliers
5	**Expedite**	Proposes the resequence that saves a ship date, using the scheduler's rules, and writes it to SyteLine after approval	Job operations, work centers, the hot list	Scheduler approves each move	Ship dates saved
6	**Estimator's assistant**	Suggests from similar past jobs and the estimator's rules; a person prices it	Estimates, past jobs, routings, item cost	Estimator prices every quote	Hours per quote; win rate

Three lines to draw in every workflow · shown on Expedite



We leave accounts-payable matching and order entry from email to Infor's prebuilt automations or your Infor partner's document tools.

SECTION 6

Built on Infor, on the version you run today

We're an AI company, not an ERP consultancy. Infor builds for your industry. We build for your shop, on top of Infor. SyteLine stays your system of record and stays standard.

Keep the core clean

We use Infor's own paths and keep your shop's logic beside the ERP. That follows Infor's advice to keep extensions to a minimum so upgrades stay easy.

Keep your partners, products and Infor's AI

Your Infor partner, MES, shop-floor data collection and any Infor AI you buy stay in place. We build next to them.

Use Infor and its AI for

The standard work every shop shares inside CloudSuite, like invoices and order entry. Your Infor partner's document tools fit the same way.

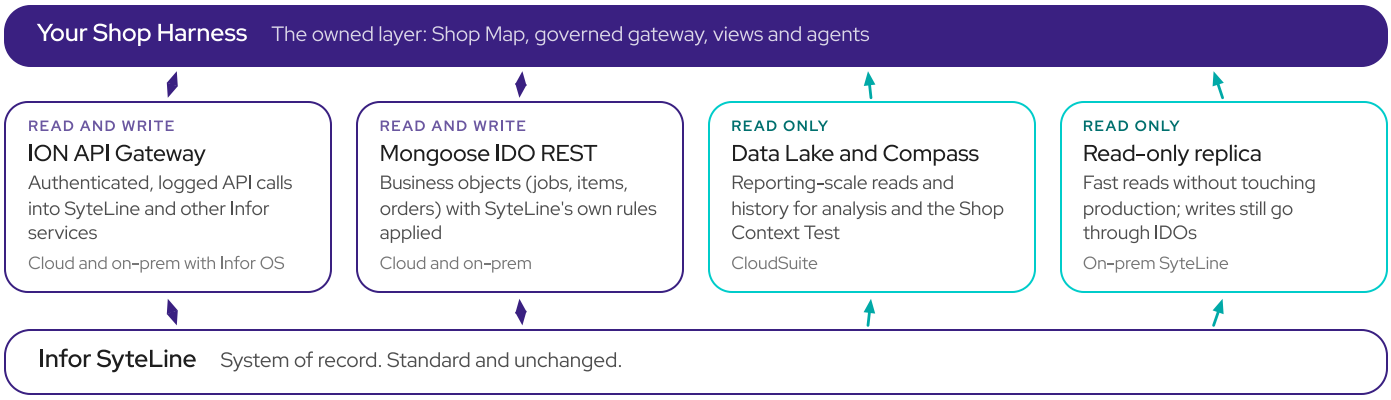
When a company chatbot is fine

One person, one contained task, no customer or controlled data. Use a company account with a clear rule about what never goes in.

When to own the layer

The answer depends on your shop's rules, several people need it, and today it lives in a spreadsheet or someone's head.

Where the owned layer connects



What we're building on SyteLine

In a customer's SyteLine test environment, our layer reads and writes through Infor's own APIs, with every action approved and logged.

Infor Velocity Suite and Infor Industry AI are Infor offerings. NineTwoThree does not resell them and makes no claim about what is included in your Infor license; check with Infor or your Infor partner.

SECTION 7

Ready for IT review from day one

Your IT lead gets the architecture, data flow and access model before anything connects.

Inherits your SSO and SyteLine role-based access

If someone can't open it in SyteLine, the AI won't show it to them.

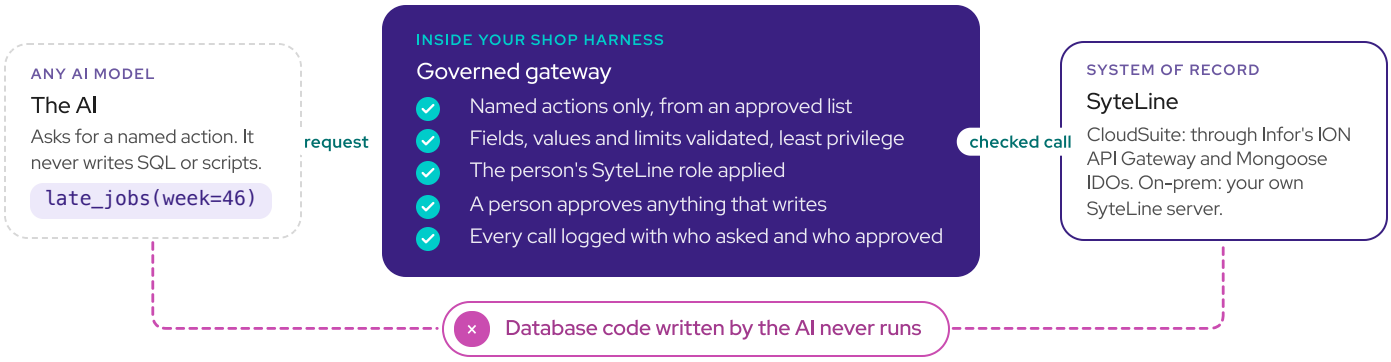
You choose where it runs

On-prem, in your own AWS or Azure account, or in a dedicated environment NineTwoThree manages.

SOC 2 Type II compliant development

NineTwoThree builds and runs on SOC 2 Type II compliant infrastructure.

The AI never writes database code



Not trained on your data

Models run under business terms that exclude training on your data, and can be swapped without a rebuild.

CUI and ITAR scoped first

For defense suppliers, the deployment model is agreed with your compliance lead before anything connects.

Give every employee AI without leaking your shop's knowledge

Someone in your plant has pasted a drawing or customer pricing into a personal chatbot account. What's kept or used for training depends on the plan and settings, which you can't check. Banning AI pushes it out of sight. An approved tool that knows your shop brings it back inside.

Shop AI Rules (written in Align)

- Approved tools, and how a new tool gets approved
- What never goes into an unapproved tool: drawings, customer pricing, CUI, personnel data
- Which outputs need a human read before they leave the building
- Who owns the rules, and how they change

33%

name data security, sovereignty or compliance as their single greatest barrier to AI

Infor Enterprise AI Adoption Impact Index, YouGov for Infor, Aug 2026, n=2,111

37%

rank enhanced data security and sovereignty as a top-three priority for AI success

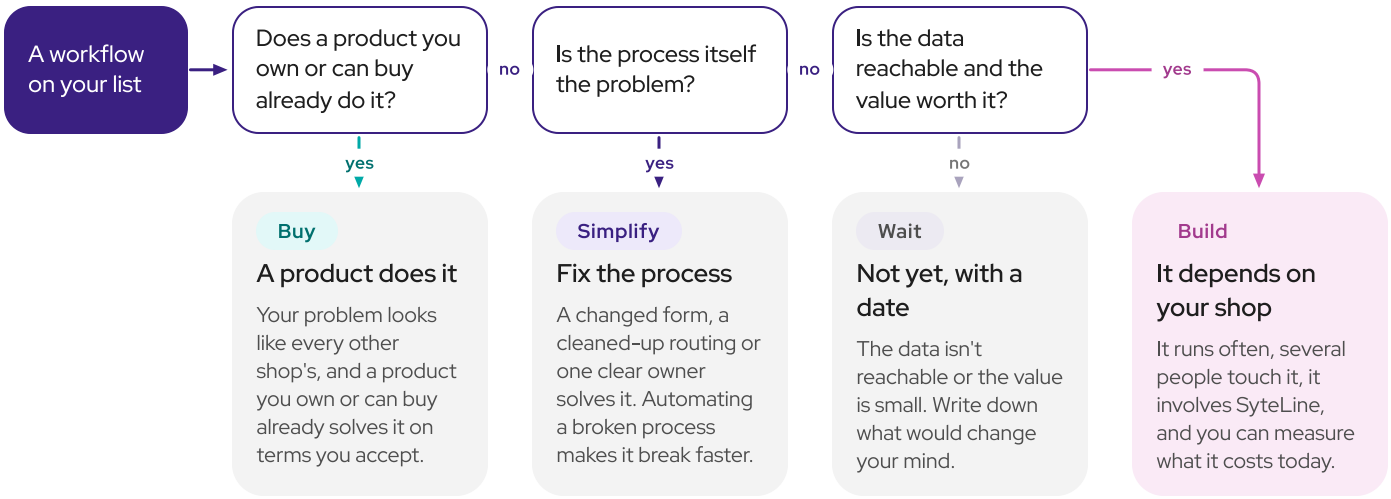
Infor / YouGov first wave, Apr 2026, n=1,000

The **IT Review Kit** has the full architecture, data flow, deployment options and security questionnaire answers. Ask your NineTwoThree contact, or get it at ninetwothree.co.

SECTION 8

Before you buy AI for your factory, decide what you won't fund

Every workflow on your list should end in one of four decisions. A good AI plan says no to most ideas, and it says why.



Three rules for an AI budget

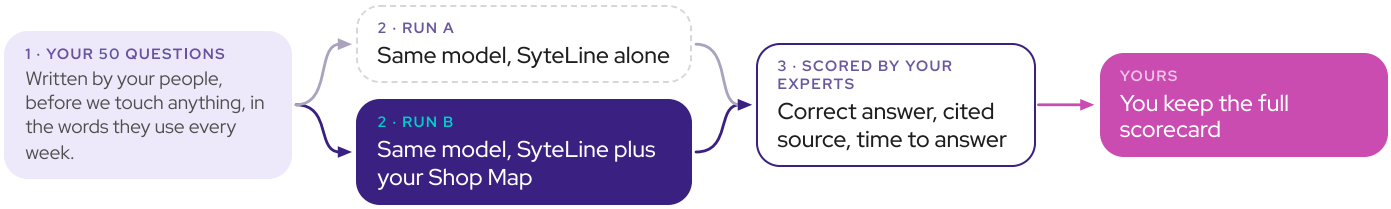
1. An AI budget should allow a no.
2. Check the systems you already own before commissioning custom work.
3. Ask every vendor to show one decision they tested on real data.

The companion worksheet, **Decision Map: buy, simplify, build or wait**, scores four common workflows as worked examples. Ask your NineTwoThree contact, or get it at ninetwothree.co.

SECTION 9

The Shop Context Test

We think a model that knows your shop beats a smarter model that doesn't. We test it with a method any shop can repeat, and publish results only when a test is complete and the shop agrees.



Results in progress No projected numbers. When the first tests are complete, results are published with the method, the questions by category and every miss.

SECTION 10

How to start with a Shop Walk

Bring one question SyteLine can't answer. In 45 minutes we trace where the answer lives and tell you honestly whether it's worth building.

1. **Tell us your setup**
   Your SyteLine version, how you deploy it, and the question that costs you the most time.
2. **Walk one real question with us**
   45 minutes with a NineTwoThree product lead and engineer.
3. **Scope your first 60 days**
   If it's worth building, you get a fixed-price plan. If a product you own already solves it, we'll say so.

Book a Shop Walk

ninetwothree.co · Meet with founders Andrew Amann and Pavel Kirillov

Book a Shop Walk

OWNED INTELLIGENCE FOR INFOR

Keep Infor. Own the intelligence.

Your ERP knows what happened. Your people know why.
NineTwoThree builds the layer that connects them, and you own it.

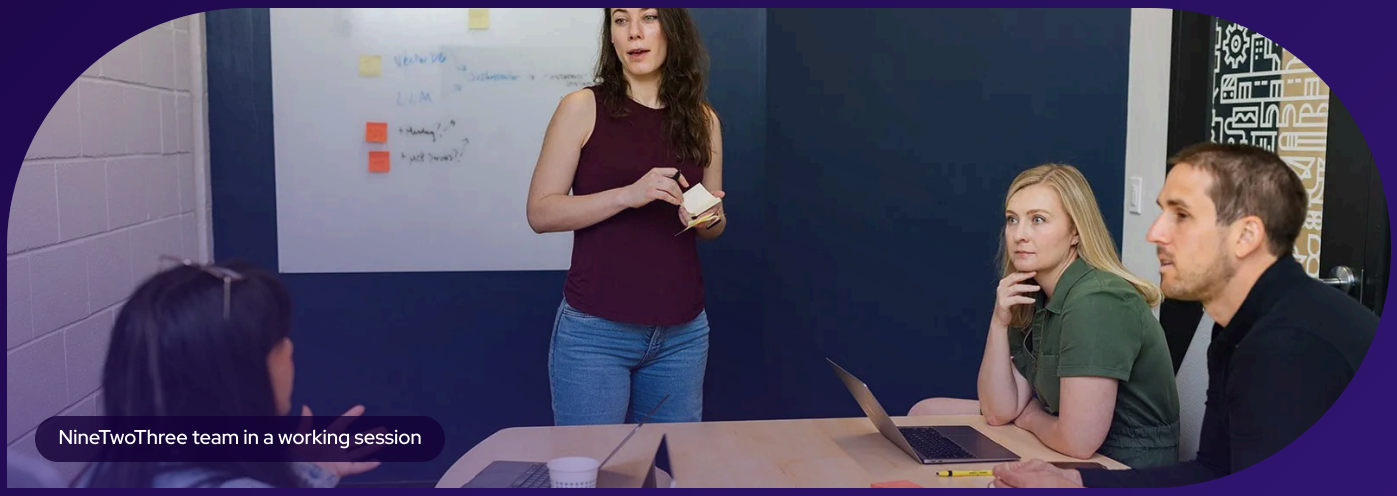
2012
building AI products people use

150+
AI projects delivered

97%
project success rate

24/27
recent projects with positive ROI

SOC 2 Type II compliant development · Boston, MA · ninetwothree.co



NineTwoThree team in a working session

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