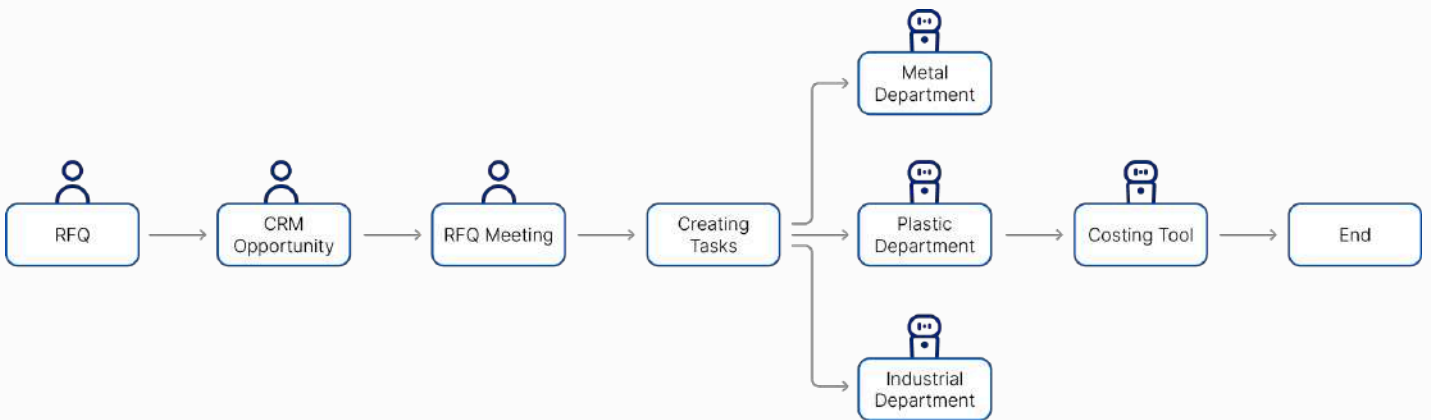


IMS Gear reduced weeks of quoting work into minutes

IMS Gear's engineers, working with Synera, put into production a team of agents that turns a customer request for quotation into a finished quote in 10 minutes, down from multiple weeks.



10 min

Time to quote, from multiple weeks

100+

Quotes processed in production

2 → 1

Engineers per RFQ, at the same volume

The quote took weeks, and weeks lost deals

Every customer request for quotation moved through three departments in sequence, full of manual handoffs. In a build-to-print market under pressure from faster, lower-cost competitors, the supplier who quotes first holds the advantage.

IMS Gear standardized its quote process and put specialist AI agents to work in it

IMS Gear's engineers built a team of specialized agents on rule-based workflows they already trusted. About 90% of the system is rule-based automation, ensuring consistent quality. Quotes that took weeks now take 10 minutes.

“At the beginning, I needed two of my engineers doing the RFQs, but today it can be done by one. Doing the same amount of quotations, and then going even faster.”

Dr. Jens Fechner
Head of R&D, IMS Gear

From RFQ to quote in five steps: How AI agents do the work

On Synera, IMS Gear's engineers built a team of specialized AI agents for the RFQ-to-quote process, coordinated by a supervisor agent. Each incoming RFQ is customized, so an engineer stays in the loop at the point that matters:

- **Intake:** An AI agent ingests the incoming files, converts the technical drawing, and classifies the part (for example, plastic or metal)
- **Route:** Based on that classification, the supervisor agent sends the request to the right department agent (metal, plastic, or industrial)
- **Confirm with the engineer:** The agent checks the part-specific details, such as material, cavity count, and gate type, so customized RFQs are handled correctly
- **Extract and confirm:** The department agent reads the drawing and pulls the structured details (dimensions, tolerances, and the like), then asks the engineer for the few specifics the drawing doesn't fix, such as material, cavity count, and gate type
- **Validate:** The engineer reviews and signs off on the finished quote

Over 99% faster, and engineers stay in control



Speed: Time to quote dropped from multiple weeks to 10 minutes, with more than 100 quotes processed in production at time of publishing this story



Capacity: The same team responds to far more RFQs without adding headcount and responds faster



Knowledge: RFQ expertise is encoded into workflows instead of locked in individual heads

IMS:GEAR

About IMS Gear

A Tier 1 automotive supplier of gears, drive systems, and actuators, headquartered in Donaueschingen, Germany. Around 2,900 employees, roughly 534 million euros in annual turnover.



About Synera

The agentic AI platform for engineering. Connects 80+ engineering tools and lets teams build automated workflows and configure specialist AI agents. 6 of top 10 automotive OEMs run Synera, including BMW, Hyundai, Volvo Trucks, and MAN. 170,000+ workflows run in production, on-premises so engineering IP stays secure.

Take the next step

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