

**fab4minds**

**fabAI – the AI revolution for your  
knowledge management and ECM**

-  [office@fab4minds.com](mailto:office@fab4minds.com)
-  +43 (0) 2841 200 300
-  [www.fab4minds.com](http://www.fab4minds.com)

# Inhalt

1. Executive Summary

---

2. About us

---

3. Challenges for small and medium-sized businesses

---

4. AI & Knowledge Management

---

5. ECM/Knowledge-Management

---

6. Practical example workflows

7. Technical architecture & integration

---

8. Privacy Policy & Compliance

---

9. Success stories

---

10. Implementation & onboarding

---

11. Outlook

---

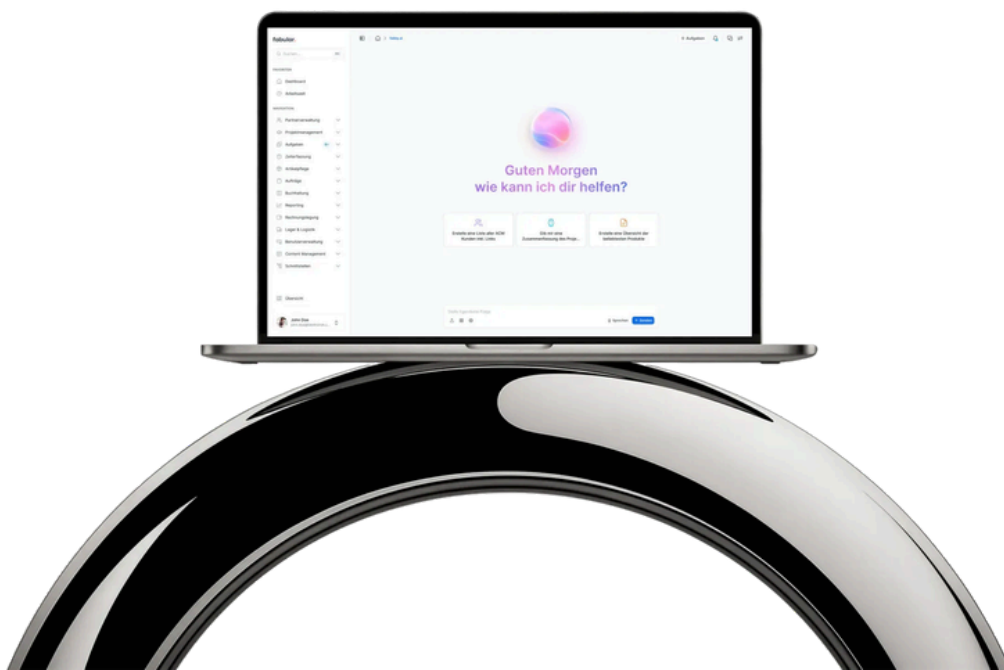
12. Your first step toward the future of knowledge management

# 1. Executive Summary

**Digital transformation** is no longer just a trend, but a **strategic necessity**. Companies that **digitize** and **automate** their processes secure long-term **efficiency gains** and **innovative strength**.

With **fabAI**, **fab4minds** is launching an **AI-based extension for ERP systems** that goes far beyond traditional automation approaches. Whether it's **production forecasts**, **warehouse optimization analyses**, or **intelligent customer service support**—fabAI combines **in-depth industry expertise**, **state-of-the-art AI technology**, and the **highest data protection standards** into a **future-proof comprehensive package**.

This white paper demonstrates how **innovative small and medium-sized enterprises** can use fabAI to **digitize value creation**, **automate routine tasks**, and focus on **true business innovation**.



## 2. About us

Headquartered in **Vitis, Lower Austria**, with an office in Vienna, **fab4minds** has been synonymous with **practical digitalization** and **customized ERP solutions** for **more than 25 years**. From the very beginning, the company has been on a mission to **digitize business knowledge and processes** for clients across a wide range of industries in a way that is **future-proof**—both **cloud-based** and **on-premises**. The **innovative portfolio** (FIBU, CRM, DMS, TQM, PIM, and many more) is based on **state-of-the-art** workflow and **process automation**, backed by a **clear commitment** to **data protection, transparency, and high user-friendliness**. The newest addition: **fabAI** - an **AI component** that makes **corporate knowledge intelligently usable, optimizes processes, and opens up new opportunities for action**.



### 3. Challenges for small and medium-sized businesses

Companies across all industries face similar challenges:

- **Data overload:** Business data, documents, and customer interactions are growing exponentially.
- **Knowledge transfer:** Critical expertise is often locked away in people's minds or in old files.
- **Skills shortage:** Productive hours should not be wasted on routine tasks.
- **Dynamic markets:** Short response times and forecasting capabilities are key to competitiveness.

Traditional ERP systems are increasingly reaching their limits—especially when it comes to the intelligent linking, analysis, and proactive use of information. This is exactly where the AI-based platform fabAI comes in.

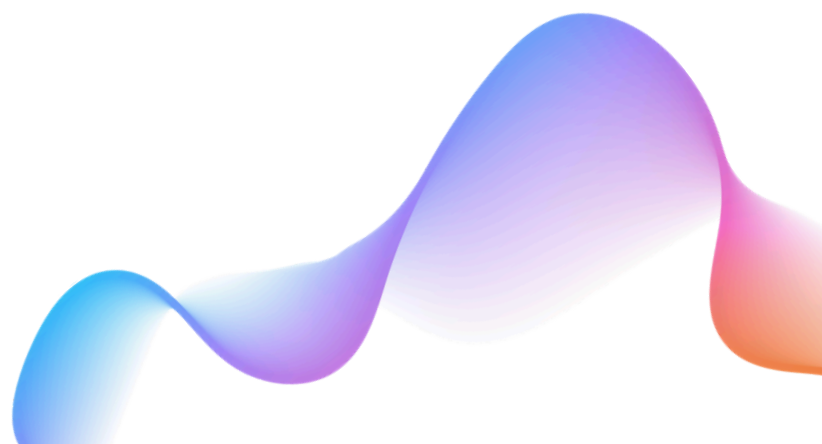


## 4. AI & Knowledge Management

In a data- and knowledge-driven society, **corporate knowledge** is one of the **most valuable resources**. Mid-sized companies, in particular, face the **challenge of making expertise built up over decades, documented processes, and new knowledge permanently accessible and efficiently usable**. Modern **Enterprise Content Management (ECM) systems and knowledge management solutions** thus become the **strategic backbone of digital transformation**.

**fabAI plays a key role in this context:**

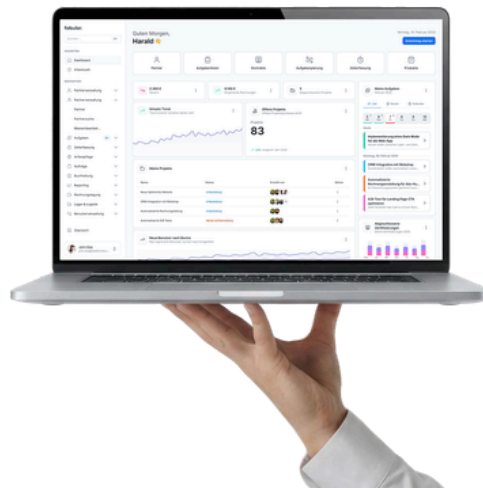
- Through **advanced AI capabilities**, **knowledge** is not merely stored, but **actively indexed, automatically tagged, contextually delivered, and embedded in workflows**.
- AI-powered knowledge management enables **seamless and rapid knowledge transfer** across departmental and temporal boundaries.
- Through **self-service chatbots, semantic search, and automated response systems**, employees receive exactly the **information they really need**—going far beyond traditional search functions.



## 5. ECM/Knowledge-Management

### 5.1 Central Platform for Training, Documentation, and Knowledge Sharing

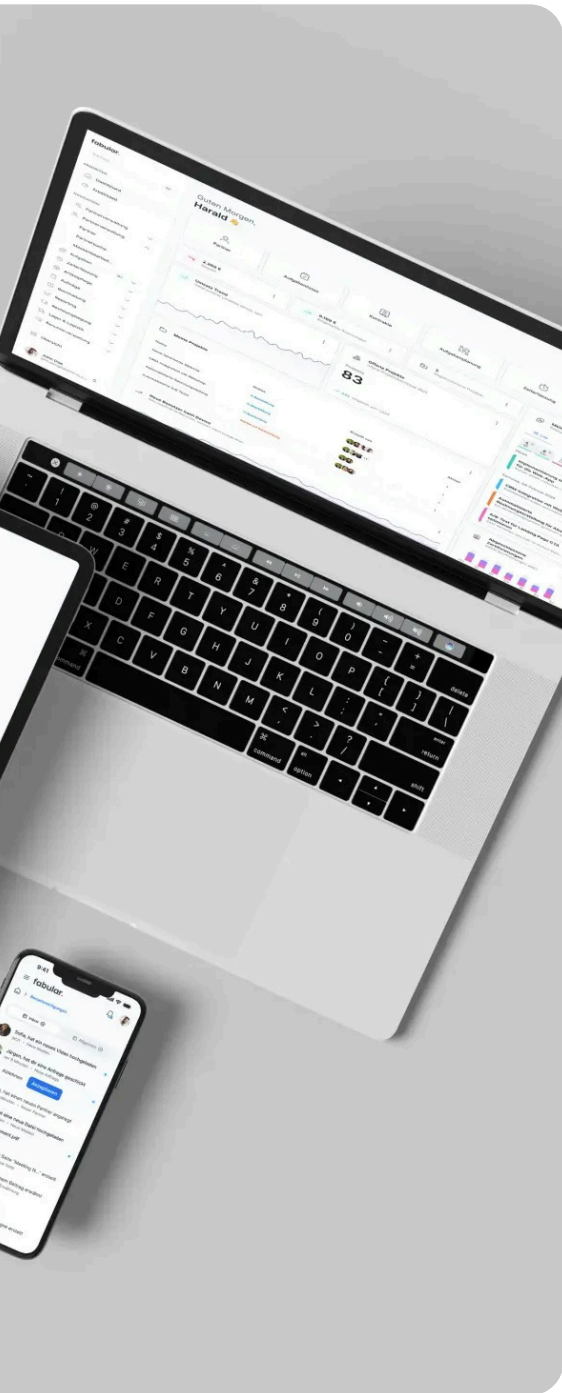
The **ECM integrated into fabular** serves as the **central, audit-proof platform for all knowledge and documentation content**. Here, operating manuals, test reports, training materials, and videos are systematically stored, tagged using AI, and made searchable based on context.



#### Strengths of the ECM:

- **Audit-proof, traceable storage** of all content
- **Full-text search** and **semantic AI search** even in large document repositories
- **Automatic tagging, versioning, and intelligent analysis**
- **Integration of video training courses**, including **automatic transcription** and chapter structure (e.g., via Loom)
- Direct **embedding of test reports, audits, and best practices** into relevant processes

## 5. ECM/Knowledge-Management



### 5.2 AI-powered knowledge discovery

- With AI, not only traditional documents but also **emails, checklists, test logs, or even chat histories** (e.g., from Mattermost integrations) can be converted into **structured, easily retrievable knowledge modules**.
- AI-powered chatbots serve as **direct points of contact** in everyday work: They “**understand**” **user queries**, **search the collected corporate knowledge** upon request, and provide **relevant answers** or suggest appropriate documents.
- **Company-wide knowledge databases** thus become dynamic repositories of knowledge: In addition to document content, they also incorporate **process knowledge, case studies, and structured test logs**.

## 5. ECM/Knowledge-Management

### 5.3 Integration Capabilities & Single Source of Truth

- The ECM is designed for **seamless integration** with **existing systems** (e.g., training platforms, TQM modules, external DMS/ECM providers).
- **Single Sign-On** (SSO, OAuth2) and **open interfaces** (REST, APIs) enable **uniform access** and **rights management**.
- All knowledge objects are available **without media discontinuity** in the workflow and are accessible via **role- and permission-based controls**.



### 5.4 Practical Example: Knowledge-Driven Learning Organization

The integrated functions in fabular and fabAI create a dynamic, continuously learning organization:

- New or updated **content** is rolled out **after approval** in the **knowledge system** as **standalone learning modules**.
- **Exams and training sessions** are directly linked to **real-world processes** and **current project experiences**, while **in-app tests** and **digital certificates** ensure **sustainable learning success**.
- The **entire project documentation** (including lessons learned) remains **up-to-date** at all times and is **audit-traceable**.

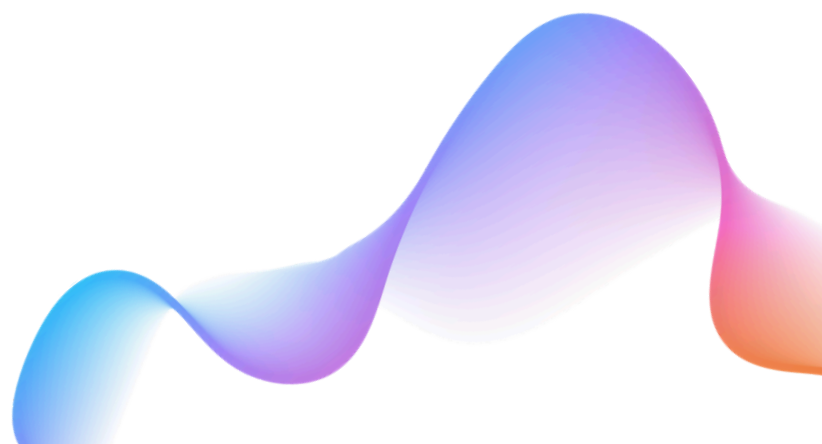
## 6. Practical example workflows

### 6.1 Example Workflow 1: Onboarding and Knowledge Access for New Employees

A new employee joins the company and needs to quickly familiarize herself with the most important processes, policies, training modules, and procedures.

#### Workflow:

- **Central Access:** Through fabular ECM, the employee receives role-based access to her personal onboarding dashboard.
- **Multimedia Knowledge Access:** All relevant onboarding materials are stored as a structured document collection, video tutorials (automatically transcribed), and checklists.
- **Integrated Test Logs & Practical Instructions:** All test logs and step-by-step photo galleries are directly linked to the corresponding work instructions.
- **Knowledge chatbot:** The employee asks the integrated chatbot technical questions (“How does the vacation request process work?”). The bot semantically searches all content and provides immediate answers as well as links to the relevant documents.
- **Chapter-Based Training:** Using the Inside ECM search, the employee finds thematic chapters from video courses, can save her learning progress, and request immediate support if she has questions.
- **Audit & Evidence Management:** Learning progress is automatically documented, making it easy to provide evidence for audits and certifications.



# 6. Practical example workflows

## 6.2 Example Workflow 2: Knowledge Management in Day-to-Day Operations

An experienced employee discovers a better method for a routine work process.

### Workflow:

- 1. Capture via the ECM:** The new best practice or process optimization is submitted as a post via a web form, email upload, or directly in the ECM and is automatically tagged.
- 2. AI-supported review & assignment:** Using semantic analysis, fabAI recognizes the content and automatically suggests assigning the knowledge to other relevant processes or making it available to affected colleagues as an update.
- 3. Push notification:** The affected employees receive a notification about the update directly in the system or via email.
- 4. Long-term availability:** Best practices are always available as knowledge modules, are automatically taken into account for similar search queries, and appear whenever a relevant question is later asked of the chatbot.
- 5. Intelligent versioning:** When process changes are made, the system automatically documents who changed what, including a history and comments.



## 6. Practical example workflows

### 6.3 Example Workflow 3: Using an AI Chatbot for Support & Quality Assurance

During an audit, detailed questions arise regarding specific processes or documentation.

#### Workflow:

#### 1. Live Questions to the Bot:

Department staff can ask questions directly to the fabAI chatbot during the audit (“Where can I find the current quality manual?”).

#### 2. Instant response feature:

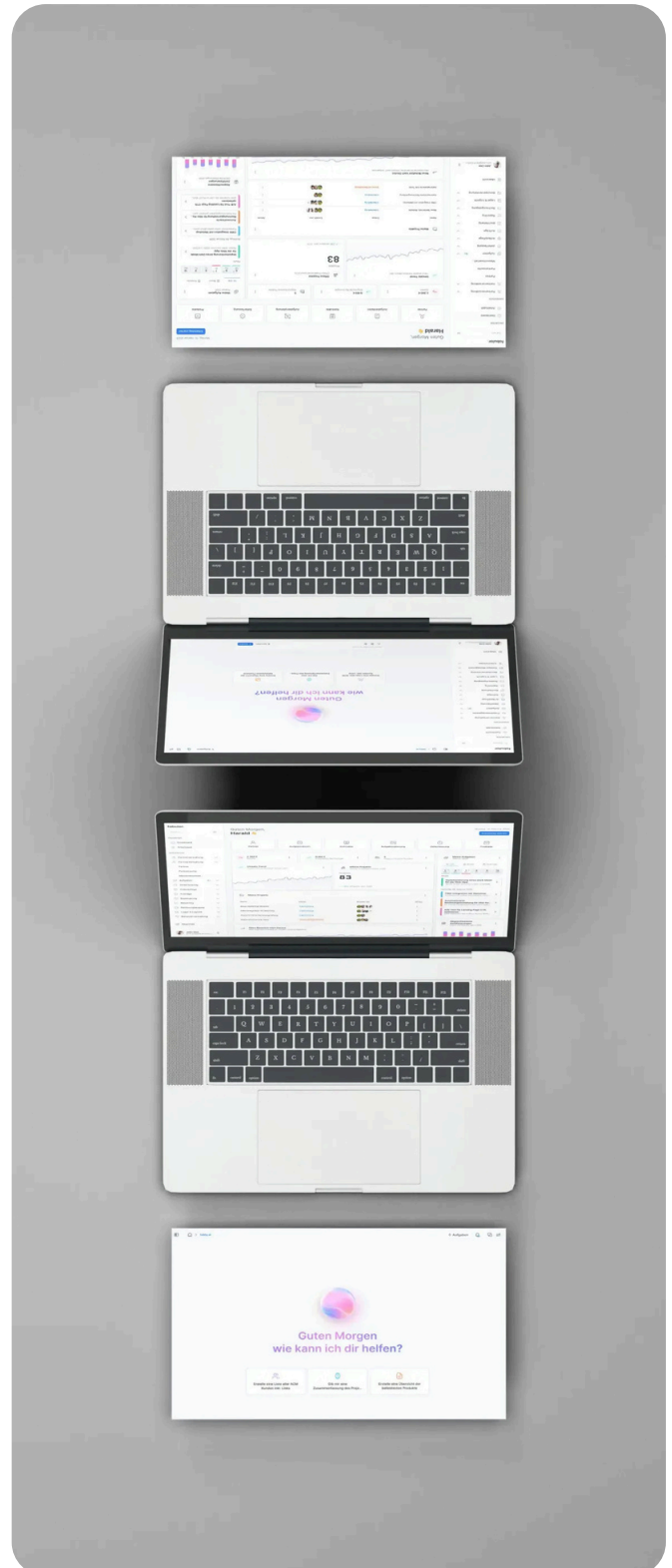
The chatbot searches the ECM, recognizes the contextual query, and provides the relevant passage—including the chapter marker and download link.

#### 3. Automated logging:

The questions asked and the answers provided are documented in an audit-proof manner and can be marked as “checked” for future audits.

#### 4. Additional information:

The bot offers supplementary tutorials/videos, if available, or points out changes to procedural instructions (keyword: Change Management).



# 7. Technical architecture & integration

## 7.1 Platform Architecture and Integration

fabular & fabAI utilize a **service-oriented, cloud-native platform architecture**:

- All **processes** and **data** are managed **centrally** and **role-based** within the **web browser** using a unified UI.
- **Workflows, documents, test reports, and learning modules** are **integrated into the ECM in an audit-proof manner** – legacy systems are systematically phased out to avoid siloed solutions and media discontinuities.
- **Integration of third-party systems** (e.g., MES, TQM, existing training environments) is achieved via **open interfaces** (REST, SOAP, EDI, OAuth2 for SSO) or **middleware** (fabChameleon), ensuring that **legacy systems** are **seamlessly connected**.
- **Microservices architecture** and **horizontal scaling** guarantee **high availability** and **performance**—even for a very large number of **concurrent users** and **large volumes of documents**.

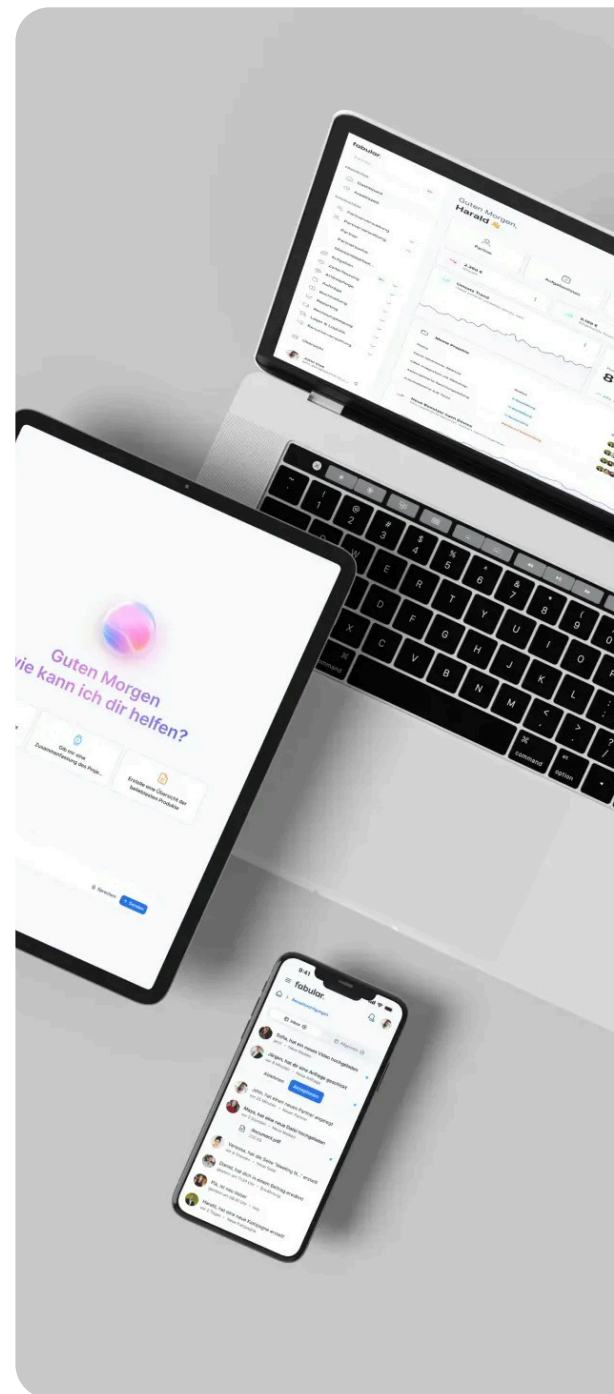
### ECM-specific highlights:

- **Automatic tagging, versioning, audit trails, and intelligent full-text search** for all knowledge objects.
- **Media types** ranging from **PDFs to Office documents and videos** (e.g., Loom), including **automatic transcription** and **direct access** within the workflow.
- Through **AI-powered knowledge management, content from a wide variety of sources** (ECM, email, chat, SharePoint, TQM, etc.) can be **consolidated, analyzed, and shared**.

# 7. Technical architecture & integration

## 7.2 Interfaces and Extensibility

- fabular offers a **central API layer** (“API-First” approach) with comprehensive authentication and management via OAuth2/OpenID Connect.
- For each **external system**, you can **specify individually how, when, and which data is imported or exported** (e.g., via REST, CSV, XML).
- Custom **apps** and **modules** can be **seamlessly integrated via the fabular UI Framework**, allowing workflows, data transformations, and user interfaces to be extended by customers or implementation partners.
- **Interface monitoring, access logging, and role-based control** ensure transparency and security for all integrations.



## 8. Privacy Policy & Compliance

**Data protection and security are core components of fabAI/fabular:**

- **Hosting tailored to customer needs:** Choose between on-premises operation (using your own IT infrastructure) or European cloud environments. All data remains within the selected hosting environment—no transfer to third countries without explicit consent.
- **Rights & Roles Concept:** Access to documents, videos, and knowledge is always governed by a strict role-based rights concept. Read/write access rights can be finely tuned for ECM, TQM, DMS, project documentation, etc.
- **Encryption:** Data transfers are encrypted (TLS/SSL), and storage can also be encrypted for sensitive content.
- **GDPR Compliance:** Requirements regarding logging, rights of access, deletion policies (e.g., automated deletion workflows for deletion obligations by HR/supervisors), and data minimization are centrally implemented.
- **AI + Data Protection:** No external AI analysis of sensitive or personal data. AI systems remain under the customer's control at all times, and all results must be critically reviewed. Entering customer/employee data into open AI models (free chatbots, free third-party providers, unverified browser plugins) is prohibited for compliance reasons and is monitored by the organization.
- **Employee Training & Awareness:** Regular training on data protection and responsible AI use is mandatory; violations are documented and penalized.
- **Technical and Organizational Measures:** Audit log, access control, SSO, automatic versioning, certified cloud, network, and backup infrastructure.

## 8. Privacy Policy & Compliance

### Addendum on Knowledge Management and ECM:

- All **AI analysis** is performed **locally** or on **dedicated European resources** (“private knowledge base”), never on external public cloud services without a contract.
- **Trade secrets, production documents, or personal data** are analyzed only **in controlled environments. Sharing or mixing with generic AI providers** (free OpenAI/ChatGPT, U.S. servers, private tools) **is prohibited.**



## 9. Success Stories

### 9.1 Success Story: Retail – Efficient Warehouse and Knowledge Processes

A medium-sized specialty wholesaler of technical components is struggling with **complex warehouse processes**, constantly **changing product ranges**, and **knowledge silos** between purchasing, warehousing, and sales. **Documentation** related to processes, test reports, and supplier communications is stored in **different locations** and in various formats.

#### fabAI Solution:

- **Implementation of centralized enterprise knowledge management** based on integrated ECM.
- All relevant **process descriptions, training materials, test protocols, and supplier audits** are **centrally stored with AI support**, automatically **tagged**, and **versioned**.
- Employees search for and **find process knowledge, best practice guides, and current quality protocols in seconds** via semantic search or a chatbot.
- In the event of **process changes**, affected **colleagues are proactively notified**. The **system documents all changes** in an audit-proof manner in the background.
- The **AI-powered warehouse management system optimizes routes, suggests warehouse reallocations, and supports picking staff** with digital step-by-step instructions and real-time data.

#### Result:

- **Reduction in search and training times.**
- **Process deviations** are detected early thanks to **consistent versioning and audit trails**.
- Improved supplier management and audit assurance through verified, traceable documentation.

## 9. Success Stories

### 9.2 eCommerce Success Story: A Platform for Growth & Learning

An online food startup with a fresh product range is **growing rapidly** and processes **hundreds of orders** every day. The challenge: many **different products**, a **short product lifecycle**, constantly **changing partners/suppliers**, and **rapid product range adjustments**. A large portion of the **knowledge** is hidden in **individual Excel spreadsheets, emails, and standalone tools**.

#### fabAI Solution:

- **Central consolidation** of all **product data, sales logs, supplier documents, and training videos** into an **audit-proof ECM system with AI features**.
- Employees can access **immediately actionable quality logs** and **up-to-date order or product range information** via **chatbot dialogs**.
- **New items, price changes, and supplier updates** are **immediately validated in the system** with AI support and **versioned for tracking**.
- **Forecast and sales projection services** help to **plan promotional items and seasonal peaks** with pinpoint accuracy.
- **eCommerce processes** are **directly integrated into the ERP**, ensuring that **orders, inventory movements, and item management run seamlessly** and workflows are automated by AI.

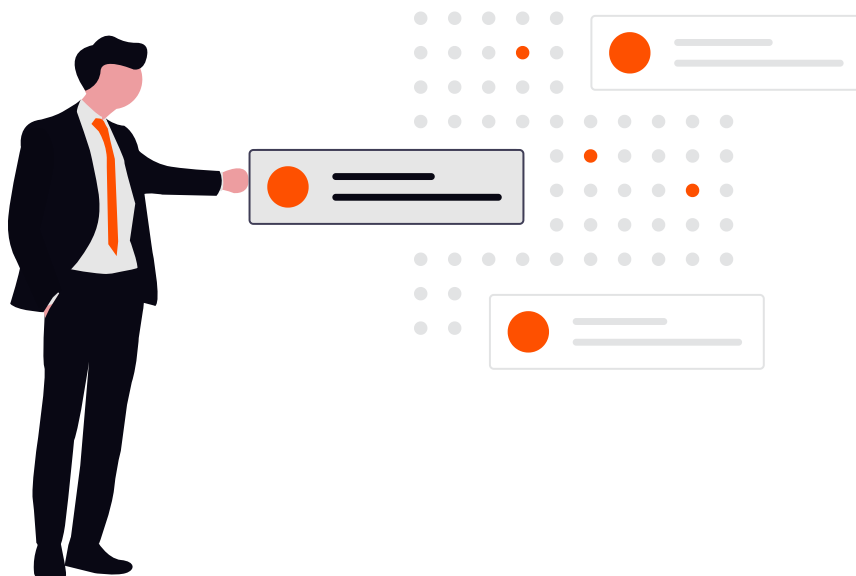
#### Result:

- **Fewer stockouts and inventory losses**.
- **Thanks to the ECM-based, readily accessible knowledge, onboarding and training** of new employees can be **significantly shortened**.
- **24/7 response service** enables **lightning-fast handling of inquiries**.

## 9. Success Stories

### Lessons Learned:

- Companies **benefit** from **centralized access, auditability, and up-to-date operational knowledge.**
- The **intelligent integration** of processes, DMS/ECM, and AI unlocks **concrete efficiency gains**, creates transparency and security, **reduces operating costs**, and makes the **organization resilient** to staff turnover or rapid market changes.
- With **fabular** and **fabAI**, you are **optimally positioned** for **digital transformation** in retail and e-commerce—**not just in terms of software**, but above all **methodologically.**



## 9. Success Stories

### 9.3 Mini Use Case: Knowledge-Driven Learning – Learning from Practice

As part of an ongoing ERP/ECM project, a retail company wants to ensure that process knowledge and best practices are not only documented but also kept alive and continuously improved.

#### Process and Implementation:

- **Structured Test Logs:** For every important end-to-end process, photo galleries and screenshots from daily operations are stored directly in the ECM and supplemented by experience reports from the key user teams.
- **Practical training materials:** Process-oriented learning modules and digital guides are automatically generated from the test logs and real-world process logs—with the support of the ECM.
- **AI-powered quiz/training module:** Using the fabular tool integrated into the ECM, continuous learning and refresher quizzes (with automated scoring and grouping based on the importance of the knowledge) are conducted. Employees can regularly test their knowledge of processes, compliance, and quality assurance or refresh it in a targeted manner.
- **Audiovisual support:** Training videos (e.g., Loom) are created for each work step, automatically transcribed, and stored in the ECM. Employees can search for the appropriate video at any time and access it directly within the process.
- **Sustainability & Monitoring:** The ECM-based training module documents who has reviewed which documents and successfully completed which tests. This ensures that compliance and current knowledge levels can be verified at any time—ideal for certifications and audits.

## 9. Success Stories

### 9.4 ECM & AI as Compliance and Audit Boosters

Regular quality assurance and ISO audits place high demands on the security of documentation, traceability, and transparency of operational knowledge.

#### Process and Implementation:

- **Process Map as the Basis for Audits:** The ECM centrally stores all end-to-end processes and their documentation, including version history and change tracking. Deviations, continuous improvements, and lessons learned are maintained as structured information modules and made available for re-audit purposes.
- **Automated audit management:** New audits are automatically created upon completion of a previous year's audit, with auditors and locations assigned via bulk processing. All necessary data is assigned and versioned.
- **Digital Execution and Task Management:** Auditors receive clear, digitally managed checklists and must systematically complete sections and questions. Non-conformities are immediately recorded as follow-up tasks, the completion of which is documented and traceable within the system.
- **Automated Compliance Reports and Certificates:** All evidence, changes, and test results are made available within the system; Deletion and archiving processes are carried out digitally and in compliance with the GDPR.

#### Result:

- Complete chain of evidence and detailed audit trails at all times
- Audits and certifications can be implemented with minimal manual effort
- Compliance risks, media breaks, and post-processing are minimized

# 10. Implementation & onboarding – how to get started with fabAI

## Project Launch & Goal Definition:

- Jointly defining clear project goals
- Conducting a structured kick-off meeting with all relevant stakeholders
- Defining expectations, responsibilities, and approval criteria

## Planning & Preparation Phase:

- Creating a process map in collaboration with the client
- Iterative process model for flexible adjustments
- Use of best-practice checklists
- Early coordination of all relevant framework conditions

## Technical Implementation & Migration:

- Migration of existing data to the new ECM and AI system
- Clear definition of technical responsibilities
- Execution and documentation of system and interface tests
- Hyper-Care phase with intensive operational support
- Structured management of changes via change requests



# 10. Implementation & onboarding – how to get started with fabAI

## Onboarding, Training & Knowledge Transfer

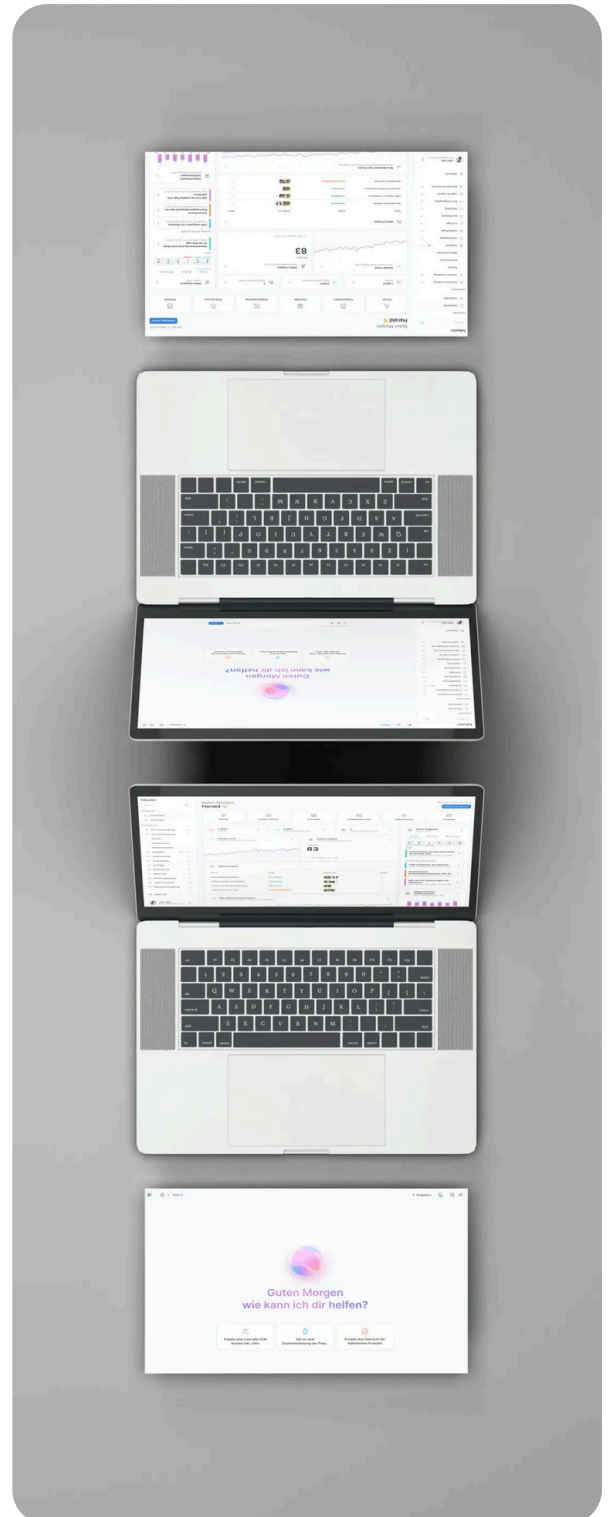
- Interactive, role-based training concepts
- Practical training based on real workflows and test logs
- Role-specific training with a focus on relevant modules
- Regular feedback and refresher training to ensure knowledge retention

## Operation, Maintenance & Support

- Defined hyper-care phase following go-live
- Flexible support models (up to 24/7 enterprise support)
- Structured ticket, communication, and escalation processes

## Continuous improvement & expansion

- Agile development with sprint planning and status meetings
- Versioning and documentation of all changes
- Regular evaluation together with the customer
- Integration of “lessons learned” into future projects



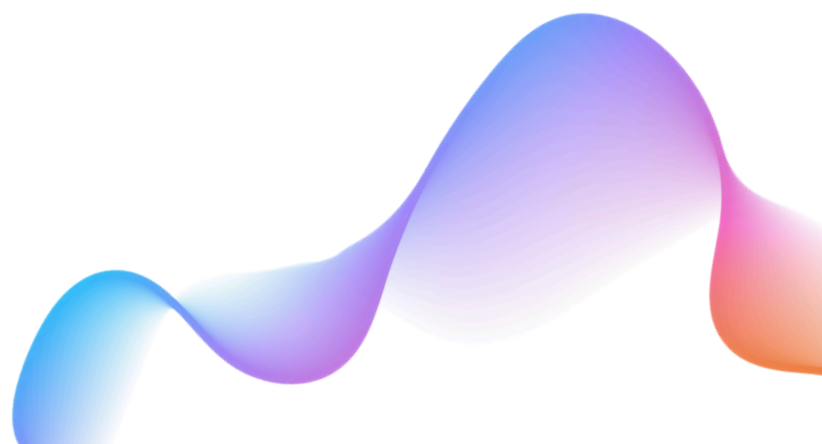
# 11. Outlook – the future of AI & ECM in small and medium-sized businesses

The digital future for small and medium-sized businesses will be shaped above all by adaptability, transparency, and speed. AI-powered ECM and knowledge management solutions like fabAI not only make companies more efficient but also transform the way knowledge is collected, shared, and utilized.

## Future trends will include:

- Even closer integration of ERP, ECM, and AI services for 360° real-time control.
- Virtual assistants that proactively manage processes (“proactive ERP systems”).
- Self-learning knowledge bases where experiential knowledge is automatically translated into new recommendations for action.
- Automated adherence to compliance and data protection regulations through SMART audits.
- Strong communities for actively shaping corporate knowledge—every employee becomes a best-practice ambassador.
- Sustainable reduction of error and failure rates in organizations through intelligent support in everyday work.

With fabAI and the modern ECM from fab4minds, companies hold the keys to the future in their own hands: They establish a knowledge culture that takes growth, innovation, and security to a new level.



## 12. Your first step toward the future of Knowledge Management

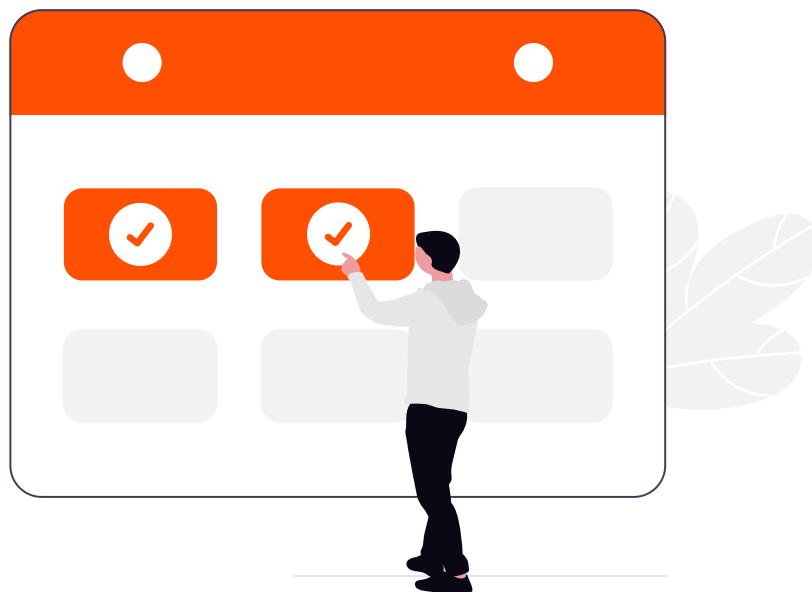
Make your business knowledge-driven, secure, and ready for the future:

- Discover the benefits of AI-powered ECM and knowledge management in a personalized demo presentation.
- Take advantage of a no-obligation trial month to experience fabAI and the smart knowledge platform firsthand, tailored to your specific needs.
- Let our experts provide you with personalized advice on how to specifically digitize and automate your internal processes, compliance structures, and competency management.

Learn more now - contact us personally:

- [www.fab4minds.com/ai](http://www.fab4minds.com/ai)
- Email: [office@fab4minds.com](mailto:office@fab4minds.com)
- Phone: +43 2841 200 300

Your next step toward excellent knowledge management starts here. Join the ranks of digital pioneers in the SME sector - with fab4minds and fabAI!



# fab4minds

[office@fab4minds.com](mailto:office@fab4minds.com)

+43 (0) 2841 200 300

[www.fab4minds.com](http://www.fab4minds.com)