

End the Hunt for the Fix: Progress Agentic RAG for Manufacturing

Every manual, maintenance log and training video already on your floor becomes one cited answer, the moment a technician needs it.

DATA SHEET



- ✓ One search across manuals, logs and video
- ✓ Moment-level video search, not full recordings
- ✓ Sync Agents automatically keep content current
- ✓ REMi catches bad answers before technicians act
- ✓ SaaS, hybrid or fully on-premises deployment

Why Your Best Technician Still Can't Find the Fix Fast Enough

When a line goes down, the fix is usually already written down somewhere in a manual, maintenance log or training video from three years ago. The knowledge isn't missing. The problem is that a technician has to guess which of five systems has it, and every minute spent guessing is a minute the line isn't running.

And that guessing game gets worse every year. The technicians who can diagnose a fault in five minutes are retiring and what they know was never written down anywhere searchable. New hires take months to reach that same judgment because the plant's institutional knowledge lives in people, not systems.

The same friction shows up in safety and compliance. A procedure that's hard to find gets misapplied. Or a regulatory update takes weeks to reach the floor. When an auditor asks for proof, reconstructing the trail after the fact costs more than getting it right the first time and "we think so" isn't an answer that holds up.

One Search That Knows Your Plant

One knowledge layer connects your manuals, logs and training videos and every AI experience your plant will ship next seamlessly runs on it.





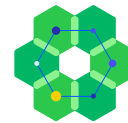
The Fix, Not Just the File

Ask a question the way you'd ask a coworker: "Why does the Line 3 motor keep tripping the breaker," and you'll get the manual section, the log reading and the training clip together, cited back to their source. This means no more choosing which system to search first.



Catch a Bad Answer Before a Technician Acts on It

In addition, RAG Evaluation Metrics Intelligence, or REMi, scores every answer for accuracy before it reaches the floor. This way trust in the system doesn't depend on someone catching a mistake after the fact, which is critical when the answer touches a safety procedure, not just a convenience.



Built to Outlast Your Equipment's Service Life

Your plant will run for decades; AI models change every quarter. Because the knowledge layer isn't tied to one model, you're not rebuilding troubleshooting, onboarding and compliance search every time a better or cheaper model comes along.

Why Manufacturers Choose Progress Agentic RAG

A generic AI assistant doesn't know your equipment, your SOPs or your maintenance history because it wasn't trained on them. A commodity retrieval-augmented generation (RAG) tool gives you search, but not judgment. Progress® Agentic RAG reasons across your plant's own manuals, logs and video the way your most experienced technician would. This is because it:

- **Reasons across manuals, logs and video together:** Connecting a fault code to the log that explains it and the clip that shows the fix vs. a search bar that only reads text and misses the video and data your plant actually runs on
- **Comes with every answer cited and audit-ready:** Vs. general AI assistants that can't tell your Environment, Health & Safety (EHS) team where an answer came from
- **Accesses rules that follow your organizational chart:** Provides contractors, technicians and compliance leads a view of only what they're cleared for vs. needing to rebuild access controls manually for every new use case
- **Runs onsite or hybrid** for plants without reliable shop-floor connectivity vs. cloud-only tools that assume every plant has enterprise bandwidth
- **Swaps AI models as they improve** without reindexing a single manual vs. getting locked into whichever model your vendor bet on



See what a search across your own manuals, logs and video finds.

About Progress Software

Progress Software (Nasdaq: PRGS) empowers organizations to achieve transformational success in the face of disruptive change. Our software enables our customers to develop, deploy and manage responsible AI-powered applications and personalized digital experiences with agility and ease. Businesses of all sizes get a trusted provider in Progress, with the products, expertise and vision they need to turn AI disruption into a competitive advantage. Millions of developers and technologists at hundreds of thousands of organizations depend on Progress every day. Learn more at www.progress.com

 /progresssw
 /progresssw
 /progresssw
 /progress-software
 /progress_sw_