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OpenText AI for Manufacturing: Driving efficiency, quality, and innovation

Contents

> **"The internet changed everything but with AI, everything must change."**
>
> **Mark Barrenechea**
> CEO & CTO, OpenText

Navigating disruption and opportunity in manufacturing and logistics

The current manufacturing industry stands at a pivotal crossroads, shaped by both persistent challenges and emerging opportunities. Global supply chain volatility remains a central concern, with 72 percent of manufacturers citing disruptions—from port congestion and geopolitical tensions to labor shortages and regulatory shifts—as their top operational risk.[1] Rising costs, driven by tariffs, inflation, and energy prices, are squeezing margins and forcing leaders to rethink sourcing and logistics strategies. Meanwhile, the sector is experiencing a modest rebound, with US manufacturing revenues projected to grow by 4.2 percent and capital expenditures by 5.2 percent this year, signaling resilience and renewed investment in modernization.[2]

Labor market pressures persist, as the industry faces a projected shortfall of 1.9 million skilled jobs over the next decade, even as automation and AI adoption accelerate.[3] Logistics and transportation are equally affected, with evolving regulations, tariff adjustments, and workforce disruptions complicating the movement of goods worldwide. At the same time, manufacturers are embracing AI, to drive efficiency, reduce downtime, and optimize supply chain orchestration—transforming these technologies from competitive advantages into essential business requirements.
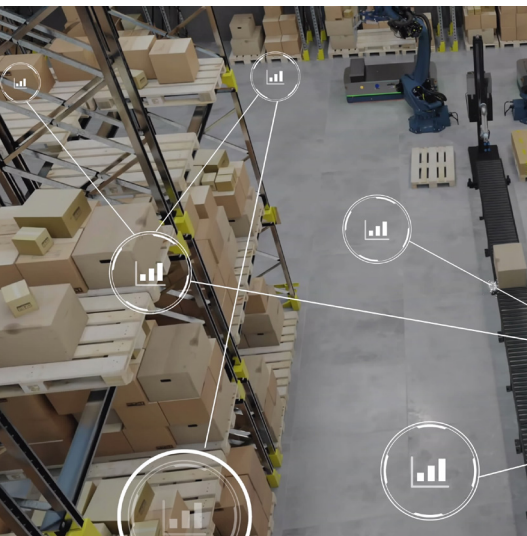
1 Plante Morgan, 2025 top supply chain issues
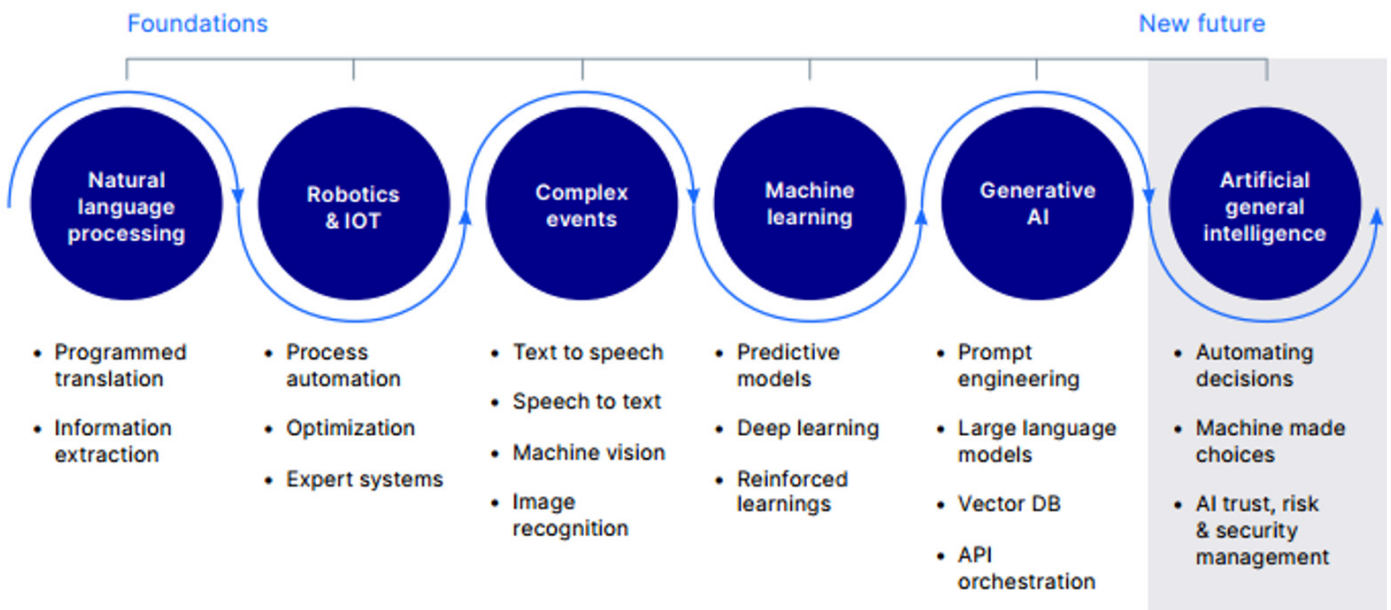2 Manufacturing Today, US Manufacturing Growth Predicted to Rebound Significantly in 2025, 2024
3 Deloitte, 2025 Manufacturing Industry Outlook, 2024

Evolving pressures and digital demands

Manufacturers and logistics providers face a rapidly shifting landscape where AI-powered tools, real-time supply chain analytics, and automated compliance management are essential for overcoming global supply chain complexity, cybersecurity threats, and the drive for efficiency and sustainability. Many organizations still rely on fragmented legacy systems, manual document handling, and siloed data, which hinder their ability to respond quickly to disruptions or regulatory changes. As a result, production delays, compliance risks, and missed opportunities for optimization remain persistent pain points. The need for real-time insight, seamless partner collaboration, and intelligent automation is more urgent than ever.

AI trust, risk, and security management

Artificial intelligence for OpenText

Foundations — New future

| Natural language processing | Robotics & IOT | Complex events | Machine learning | Generative AI | Artificial general intelligence |

- Programmed translation
- Information extraction

- Process automation
- Optimization
- Expert systems

- Text to speech
- Speech to text
- Machine vision
- Image recognition

- Predictive models
- Deep learning
- Reinforced learnings

- Prompt engineering
- Large language models
- Vector DB
- API orchestration

- Automating decisions
- Machine made choices
- AI trust, risk & security management

Accelerating manufacturing excellence with trusted AI

OpenText envisions a future where manufacturers and logistics leaders harness the full power of AI, cloud, and secure information management to build resilient, agile, and intelligent operations. By integrating advanced analytics, generative AI, and automation into every layer of the value chain.

OpenText helps organizations move from reactive problem-solving to proactive innovation. Manufacturers can unlock new efficiencies by automating document-intensive workflows, enabling predictive maintenance, and streamlining supplier onboarding. Logistics teams can leverage AI-driven insights for dynamic routing, inventory optimization, and real-time risk management, reducing lead times and enhancing customer satisfaction.

The benefits are tangible: customers like CNH Industrial have accelerated partner onboarding and ERP integration, achieving faster scaling and improved supply chain visibility with OpenText's B2B Managed Services. As OpenText continues to advance its AI and cloud innovation roadmap, clients gain a trusted partner dedicated to secure, scalable, and future-ready transformation.

Realizing the benefits of AI-driven manufacturing

By embracing OpenText's AI-driven approach, manufacturers and logistics organizations can expect substantial improvements in efficiency, agility, and profitability. Intelligent automation and real-time analytics streamline production and supply chain workflows, enabling teams to reduce manual processes and focus on higher-value tasks. Organizations leveraging OpenText solutions have reported up to a 19 percent increase in manufacturing staff productivity and an 18 percent boost in warehouse team efficiency. Supply chain management teams have become 30 percent more productive, with order and product delivery times accelerated by 18 percent and product release errors reduced by 11 percent.[4] These gains translate into significant cost savings, such as a 19 percent reduction in supply chain software and hardware costs, and new revenue opportunities, with some organizations earning $5.35 million in additional annual revenue.

Beyond operational gains, OpenText's unified information management and AI capabilities empower organizations to make faster, data-driven decisions, improve customer satisfaction by seven percent and enhance resilience against disruptions. By automating compliance, optimizing inventory, and enabling proactive maintenance, manufacturers and logistics providers can achieve a more agile, future-ready business model, positioned to thrive in a rapidly evolving market.

OpenText™ Content Aviator™

Accelerate productivity and informed decision-making with AI-powered content discovery, summarization, and secure management.

- Instantly find and summarize relevant documents with conversational AI search.

- Eliminate manual content navigation, freeing teams for higher-value work.

- Enhance compliance and data security with intelligent access controls.

- Promote knowledge reuse and faster onboarding through intuitive content

4 IDC, The Business Value of OpenText Digital Supply Chain Solutions, 2023

insights.

OpenText™ Experience Aviator™

Transform customer and employee engagement with generative AI for personalized, scalable, and secure communications.

- Auto-generate contextual, empathetic content and rich media at scale.

- Personalize communications across all customer journey touchpoints.

- Empower content creators with AI-driven authoring and analytics tools.

- Ensure privacy and governance with secure, enterprise-grade AI models.

OpenText™ Business Network Aviator™

Enable secure supply chain collaboration and automate B2B transactions with AI-powered analytics for manufacturers.

- Automate data mapping and transaction processing for seamless partner integration.

- Proactively identify and address supply chain risks with real-time analytics.

- Streamline supplier onboarding and compliance across global networks.

- Enable conversational AI support for transaction queries and exception handling.

OpenText™ eDiscovery Aviator™

Transform investigations, compliance, and legal workflows with AI-powered document review and risk mitigation.

- Summarize documents or your entire case while pinpointing key evidence.

- Replace costly legal reviews with automated document classification.

- Keep your data and LLM communications secure and within Amazon Bedrock.

OpenText™ Operations Aviator™

Elevate operational efficiency and service quality with AI-driven automation and intelligent self-service.

- Empower users to resolve common requests with generative AI chatbots.

- Automate routine support tasks, reducing agent workload and response times.

- Integrate with enterprise knowledge bases for contextual, accurate answers.

- Keep sensitive data private with secure, private AI deployments.

> **"A.I. will make it possible for the Internet to directly engage people in the real world, through robotics and drones and little machines that will do smart things by themselves."**
>
> **Jensen Huang**
> NVIDIA founder and CEO
> SupplyChainToday.com

OpenText™ Cybersecurity Aviator™

Strengthen organizational security posture with adaptive, AI-powered threat detection and rapid response.

- Continuously detect and classify evolving cyber threats in real time.
- Boost threat hunting efficiency with machine learning-driven insights.
- Rapidly deploy new detection models to outpace adversaries.
- Enhance security operations with context-rich analytics and automation.

OpenText™ DevOps Aviator™

Accelerate software delivery and quality with AI-driven automation, predictive insights, and streamlined DevOps workflows.

- Automate test creation, defect detection, and project monitoring with AI.
- Improve delivery speed and reliability through predictive analytics.
- Reduce manual steps and errors with codeless automation.
- Gain actionable insights into digital value streams and KPIs.

OpenText™ Aviator™ IoT

Unlock real-time operational intelligence and automation by seamlessly connecting, monitoring, and managing IoT devices across your manufacturing and supply chain ecosystem.

- Integrate and manage diverse IoT devices and sensor data at scale for unified visibility.
- Enable real-time monitoring and predictive analytics to optimize asset performance and reduce downtime.
- Automate alerts, maintenance, and workflows based on IoT-driven insights.
- Securely connect edge devices to enterprise systems, ensuring data integrity and compliance from factory floor to cloud.

When the line stops: How one plant manager used AI to turn crisis into opportunity

At precisely 6:42 a.m., Alex, the plant manager of a major manufacturing facility, received a notification no one wants to see before coffee: the critical packaging machine on Line 3 had come to a sudden halt. A key shipment deadline was looming, and any delay could cascade into costly disruptions across the supply chain. For years, a mechanical issue like this might have taken hours—if not an entire shift—to diagnose; however, Alex turned to a new kind of first responder: OpenText Aviator AI for Manufacturing. He typed a simple query into the interface: "Why did Packaging Line 3 stop this morning?"

Within minutes, the AI had parsed thousands of data points—from IoT sensor logs to maintenance records and even operator notes. The culprit was clear: a recurring temperature spike in the drive motor, something that had been quietly building up and had finally caused the system to fail. With the issue identified, Alex moved to prevent the next crisis before it started. He opened OpenText™ Extended ECM for SAP® Solutions, pulling up previous maintenance tickets and engineering reports without switching platforms.

Every document he needed was integrated, organized, and ready for immediate decision-making. But resolving today's issue wasn't enough. Alex knew the key to operational excellence lies in preventing downtime before it happens. Using OpenText cloud solutions, he activated predictive maintenance tools. The AI-driven insights flagged other machines at risk and proactively scheduled service, turning guesswork into foresight. Meanwhile, collaboration kicked into high gear. Alex accessed OpenText™ Core Content, sharing the AI-generated maintenance work order with his team. With everyone aligned on the task ahead, response time accelerated, and confusion disappeared. To close the loop, Alex relied on OpenText™ Intelligence, the platform's automation and analytics engine. It scanned historical data and best practices, then produced a summary of recommended actions, generated a new maintenance work order, and routed it to the repair team. By mid-morning, Line 3 was humming again.

> **"Real-time data is the key. By tracking machine performance, inventory levels, and production progress in real-time, you can catch small issues as they arise and make quick decisions to keep things running smoothly."**
>
> **iDataOps**
> How to Improve Manufacturing Efficiency in 2025

Charting your path to AI-driven success

Best practices for AI adoption in manufacturing focus on aligning technology investments with business goals, ensuring data readiness, and fostering a culture of continuous improvement and innovation. Let's work together to define a clear vision and uncover opportunities to align your AI strategy with your broader information management goals. Here's how we recommend moving forward:

- **Kickoff meeting:** Connect your OpenText Global Account Director or Senior Account Representative with your organization's key decision-makers (such as the CEO, COO, CTO, CIO, CISO, or heads of operations and supply chain) to set shared objectives.

- **Collaborative roadmap session:** Host a focused half- or full-day workshop with your information security, operations, and risk management leaders alongside OpenText experts. This session will explore your current AI initiatives, challenges, and priorities, and provide an overview of OpenText Aviator capabilities and best practices.

- **Business Value Assessment workshop:** Partner with the OpenText Business Value Consulting team and your subject matter experts to evaluate your current operations and quantify the potential impact of AI-driven solutions on your manufacturing and logistics outcomes.

Together, these steps will ensure your AI journey is fully integrated with your digital transformation strategy and positioned for measurable success.

Unlocking manufacturing's future with OpenText

OpenText stands apart by uniting trusted information management with advanced, secure AI to help manufacturers solve their most complex challenges. With a clear vision for AI, OpenText empowers organizations to unlock efficiencies, accelerate innovation, and optimize decision-making across the value chain. Our approach combines generative AI, predictive analytics, and conversational intelligence, all grounded in secure, private data and deep industry expertise. By integrating AI seamlessly into manufacturing workflows, OpenText enables faster, smarter operations—from design and production to supply chain and compliance—while ensuring data privacy, regulatory adherence, and business resilience. This commitment to responsible, scalable AI helps manufacturers drive measurable business impact and confidently lead in the era of Industry 4.0.

Contact
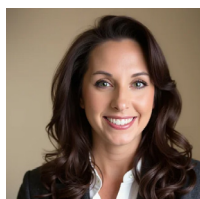
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