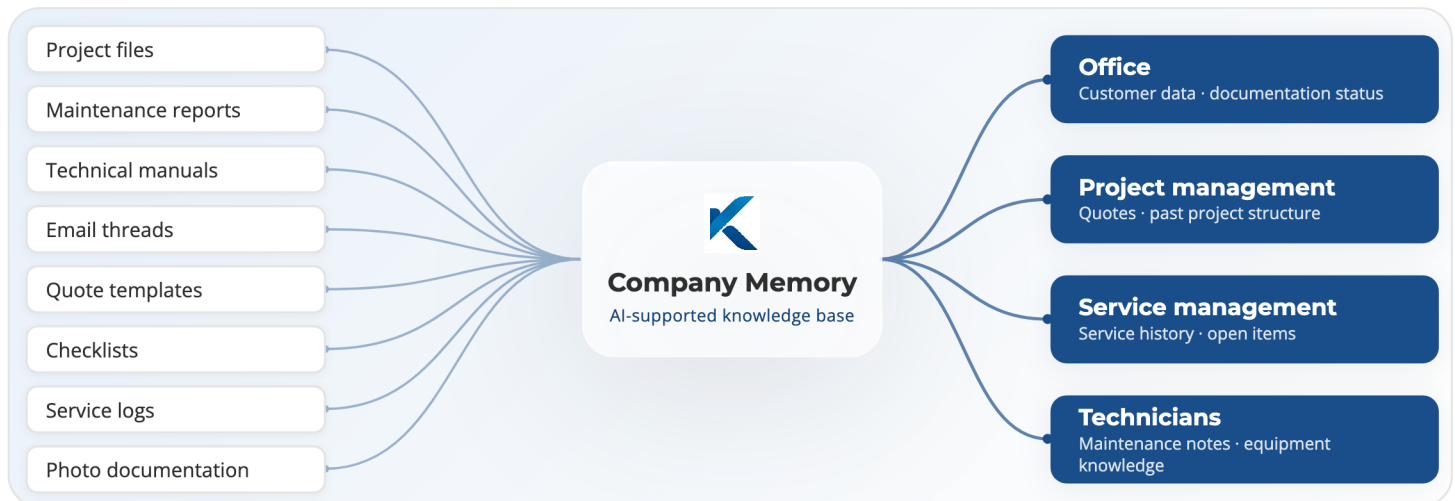


Company Memory for Technical Service Providers

A typical scenario from service, maintenance, and project business

Technical service providers hold an enormous amount of knowledge – project files, maintenance records, email threads, quotes, checklists, and years of hands-on experience. The problem is rarely a lack of knowledge, but fast access at the right moment: information is scattered across folders, inboxes, network drives, and in the minds of experienced staff. An AI-supported company memory makes this knowledge structured, searchable, and genuinely usable.

HOW IT WORKS Scattered knowledge becomes a usable knowledge base



AI SUPPORT

What the AI handles

- Search across project files, maintenance reports, and technical documents
- Summaries of long documents and customer histories
- Finding the right templates, checklists, and previous quotes
- Support for project handovers and service assignments
- Fast orientation for new employees and stand-ins

BENEFITS

What your business gains

- Less time lost searching folders and emails
- Better preparation for service calls and customer meetings
- Faster onboarding and smoother coverage during absences
- More structured handovers, less reliance on individuals
- Completed projects become a base of experience



The decision stays with people. The AI finds, summarizes, and organizes – technical assessment, sign-off, and customer communication remain the responsibility of the assigned staff member.

ROLLOUT WITH KRAMBERGAI Five steps to a usable knowledge base

- 1 Understand**
Which information is searched for most often – and where does it live?
- 2 Assess**
Which knowledge areas and data are suited to go first?
- 3 Structure**
Define sources, roles, permissions, and review rules.
- 4 Implement**
Set up the knowledge base, connect sources, test with real questions.
- 5 Operate**
Review answers, maintain sources, and expand to further areas.

KrambergAI AI Initial Check

The structured entry point for mid-sized companies and technical service providers.

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