

Rethinking Knowledge Management with JAIDE – fast, secure, and transparent

Why spend time searching through documents when answers can be available immediately?

Whether in customer service, procurement, or operations, valuable knowledge is all too often buried in stacks of paper, scattered across different departments in filing cabinets, or lost in outdated archives gathering dust in the basement. With **JAIDE, an AI assistant by PLANET AI**, you transform your document archives into a powerful interactive database. This “Made in Germany” solution retrieves the right information in seconds—and shows you exactly where it comes from. Outdated knowledge becomes a living, accessible resource.



Fast access to knowledge without manual searching



Relevant, verifiable answers with source citations

On-premises or sovereign cloud for maximum data security

COMMON CHALLENGES

Sound familiar? Your service technicians spend hours flipping through 1,000-page manuals. Procurement teams comb through dozens of tender documents searching for one relevant clause. Sales staff dig through folders looking for the right reference for a customer meeting. **This doesn't just waste time—it wastes energy.**

Making matters worse: older document archives often exist only as scanned PDFs, frequently in poor quality. They're not searchable, handwriting is illegible, tables fall apart. And when you do query a generic AI like ChatGPT? It works with flawed raw data and delivers answers without source citations. Or overwhelms your teams with prompt guessing games. **Companies need AI assistance that understands business processes—not just chatting.**

THE SOLUTION

PLANET AI enables modern knowledge management that sustainably improves efficiency, quality, and user experience. **JAIDE is more than a chatbot**—it's a tailored AI assistant that flexibly adapts to your use cases: from tender management to technical support. Through close collaboration from process analysis to go-live, we adapt the AI assistant perfectly to your business processes. For example, we train AI models with your industry and company knowledge.

The foundation: **Data quality from the start**. While other solutions access flawed OCR results or unstructured PDFs directly, JAIDE works with IDA-processed, validated data. Our patented IDA technology delivers **market-leading OCR accuracy**—even for handwriting, faded scans, or historical documents. A chat interface delivers accurate, traceable answers including source citations. Users retain the ability to access original documents whenever needed.

JAIDE is AI “Made in Germany”, developed in Rostock, operated in your infrastructure of choice. **You decide where your data is processed**: on-premises or in a sovereign cloud in Europe.

HOW IT WORKS

JAIDE's technological core is based on proven AI architecture: a RAG-based agent system with chat, powerful OCR, and scalable infrastructure.



Document foundation:

- Connection via document uploads or existing storage solutions
- Optional: **IDA Recognition**, industry leading OCR for handwriting, print and historical scripts



AI technologies:

- Agent-based architecture of specialized AI modules that analyze requests, identify relevant content, and present it understandably.
- Retrieval-Augmented Generation (RAG) with intelligent search methods (embedding and reranking) and optionally with fine-tuned LLMs (see our [White Paper “LLM Fine-Tuning”](#) for details)
- Visual LLMs for simultaneous processing of text and image information
- Reasoning capabilities to increase AI processing efficiency
- Flexible adaptation of capabilities and model sizes to customer requirements



Interaction:

- Queries and results via chat interface or integration into the customer's existing user interface
- Answers with source citations for complete traceability

PROVEN IN PRACTICE

AI-powered knowledge management is gaining importance across many industries wherever employees or customers need quick access to complex, unstructured information—such as in service and support or tender processing.

A **leading cable manufacturer** faced several problems::

- Service reports existed in various languages, thus international teams couldn't collaborate efficiently.
- 1,000-page technical manuals had to be searched—service technicians lost valuable time
- Older documents existed only as poorly scanned PDFs. The knowledge they contained was practically inaccessible.

With **JAIDE as service assistant**, documents are automatically processed, searched, and queried in a targeted manner. Specifically:

- Automatic translations enable multilingual collaboration
- Intelligent relevance scoring immediately shows the most important information
- IDA Recognition unlocks knowledge from historical scans and makes it searchable

The **on-premises package** of software and hardware was implemented together with Bechtle—for complete data sovereignty and a high degree of automation..



Ready to bring your knowledge to life?

While you're reading this, your employees are still searching through piles of documents. Schedule your free consultation today.

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