



Press Release

NIEHOFF and PLANET AI put decades of technical expertise to the field

Machine manufacturer unlocks service knowledge with AI assistant for customers worldwide

Schwabach/Rostock, April 13, 2026 – NIEHOFF GmbH & Co. KG, a leading manufacturer of machinery for the wire and cable industry, has expanded its service operations with an AI assistant built on [JAIDE](#) by PLANET AI. Customers now get instant access to technical knowledge regardless of location, in the languages they work in.

Putting technical knowledge to work

NIEHOFF manages a knowledge archive built up over decades that had long been difficult to access. Field service teams in particular struggled to quickly find the right service reports or manuals when they needed them.

The new chatbot gives customers direct, searchable access to that knowledge. It supports the eleven most important service languages and delivers precise answers on technical specifications, maintenance intervals, and more. Every response references the underlying source material, keeping results transparent and reliable.

Close collaboration for a tailored solution

For NIEHOFF, close collaboration with PLANET AI's experts was non-negotiable. The result: a chatbot built precisely around NIEHOFF's workflows and technical terminology. Because the solution is integrated into the existing IT environment, sensitive technical data stays entirely within NIEHOFF's infrastructure.

Jörg Benecke, Digitalization Coordinator at NIEHOFF: *“Operations manuals hold enormous value — knowledge that often goes untapped in day-to-day work and*



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risks being lost whenever people move on. We're making that knowledge easy to access and putting it directly in our customers' hands."

Jesper Kleinjohann, CEO of PLANET AI: *"Together with NIEHOFF, we built a solution that fits their processes. That's exactly what JAIDE stands for: not a generic search engine, but purpose-built assistance."*

About PLANET AI

PLANET AI pioneers automation for document-driven business processes using German AI technology. Its core solutions include IDA for high-precision document capture and JAIDE, an AI assistant. Together, they ensure end-to-end data quality from initial capture through decision-making. Since 2023, PLANET AI has been part of Bechtle and serves scanning service providers, software manufacturers, and document-intensive industries ranging from insurance and banking to public administration. The solutions combine modular architecture and flexible deployment models with strict adherence to European data protection standards. Founded in Rostock in 2015, PLANET AI employs around 60 professionals. Learn more at: planet-ai.com

About NIEHOFF

Complete solutions from a single source

With 75 years of experience in the wire and cable industry, Maschinenfabrik Niehoff designs and builds machinery and equipment for manufacturing wires from non-ferrous metals. The company holds EMAS environmental management certification, is a member of the VDMA's *Blue Competence* sustainability initiative, and works with the international sustainability ratings platform *EcoVadis* as part of its social responsibility commitment.

The Niehoff Group employs around 1,300 people worldwide and consists of its headquarters, production subsidiaries in Brazil, the USA, the Czech Republic, India, China, and Sweden, as well as sales and service centers in Japan, Singapore, and Mexico. Learn more at: niehoff-gmbh.info

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