

CASE STUDY: HOTSTART

AI Training and Enablement for Manufacturing

AT A GLANCE

Challenges

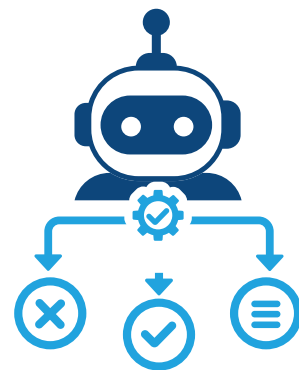
- Enable non-developers to use AI tools
- Address governance and data protection
- Integrate AI while preserving access controls
- Build AI alignment across departments

Methods

- Phased, hands-on Copilot Studio training
- Focused governance and data protection workshops
- Custom ERP integration development
- Collaborative automation ideation and prioritization

OBJECTIVES

Hotstart sought to empower a cross-departmental AI committee to use Microsoft Copilot Studio as a platform for exploring and building intelligent automations. The goal was to give employees across engineering, HR, IT, and sales the skills and confidence to identify opportunities for automation and begin developing solutions that could improve business processes. Hotstart also wanted its AI initiatives to account for governance, data protection, and access-control requirements from the beginning, particularly as the organization explored connecting AI tools with its Infor SyteLine ERP environment. A key objective was creating a sustainable model for internal enablement. By developing AI knowledge across departments, Hotstart could build internal capability and allow trained committee members to support continued experimentation and adoption within their own teams.



SOLUTIONS

IntelliTect delivered a seven-week phased engagement that included foundational Copilot Studio training, focused governance and data protection sessions with IT, and development of a custom integration with Hotstart's Infor SyteLine ERP environment. The integration aligned access with Hotstart's existing SyteLine roles and permissions, allowing the team to explore approved ERP data through Copilot Studio without introducing a separate authorization model. During hands-on working sessions, participants also built prototype HR FAQ agents, generated automation ideas from across the organization, and created a prioritized list of potential projects for continued development.



BENEFITS



Empowered Cross-Departmental Team

Hotstart's AI committee gained hands-on experience with Copilot Studio and a stronger foundation for identifying and building AI-powered automations within their departments.



Governance-Conscious AI

Governance, data protection, and access-control considerations were incorporated into the engagement alongside an ERP integration approach aligned with Hotstart's existing roles and permissions.



Sustainable AI Adoption Pipeline

Cross-departmental automation opportunities, combined with increased capability, gives Hotstart a foundation for continued AI adoption and future collaboration with IntelliTect.

