

INDUSTRIAL MANUFACTURING

Governed actions from IT service management into ERP for an industrial manufacturer

Service-desk agents were sending write requests straight into the ERP with no limits, rehearsal or approval, on data refreshed every four hours. Wexa put a governed context layer between them: live ERP context, and four gates on every action.

34% → 100%

ERP writes passing a policy gate

194K → 3.5K

context tokens per query

4 h → live

ERP context freshness

3.8 → 2.5 h

mean time to repair (target)

CLIENT

Industrial manufacturer (\$1.85B revenue, six plants)

REGION

US

WHEN

2026

ENGAGEMENT

Solution build

WEXA COMPONENTS

Wexa • live ERP context • four-gate action policy • approvals • audit

01 — CASE 17

The challenge

- Agent write requests reached the ERP uncapped and unapproved
- Four-hourly batch sync meant decisions on stale data
- Technicians re-keying between the service desk and ERP

What Wexa built

- ✓ Live ERP and ITSM context in one graph, replacing the batch sync
- ✓ Four-gate action flow: policy check, rehearsal (dry run), human approval, governed write
- ✓ Caps and allow-lists per action type; every write traced to a requester and approver
- ✓ KPIs tracked: MTTR, PO cycle time (54 h → 24 h target), OEE (**76.4%** → **85%** target)

How it runs on Wexa

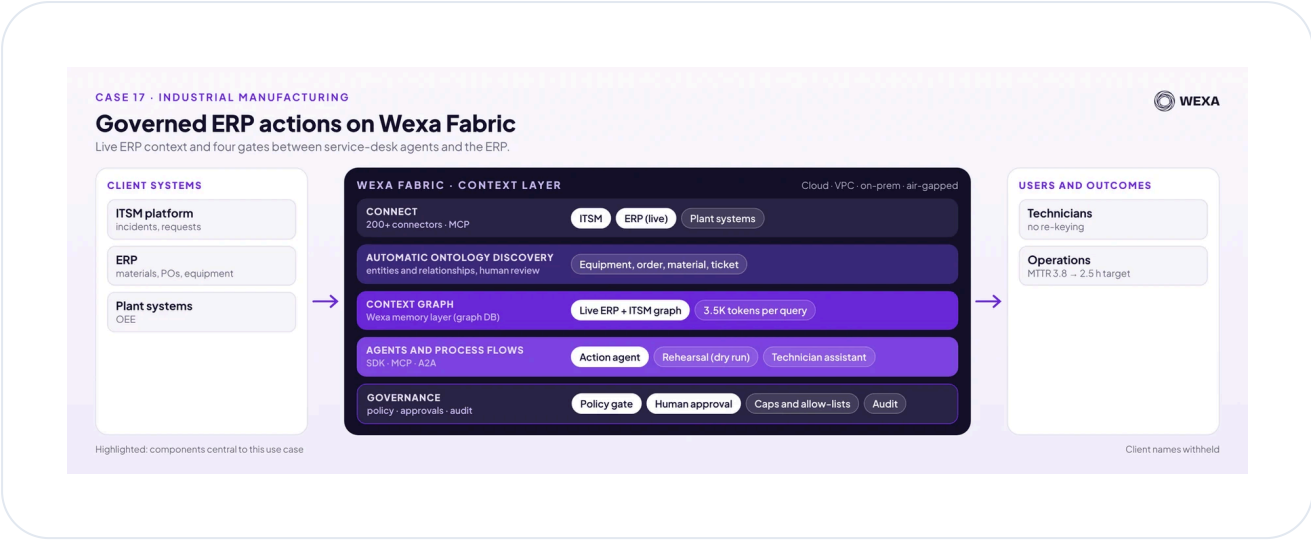


FIGURE How this use case runs on Wexa: client systems connected, ontology discovered, context graph in the Wexa memory layer, agents and process flows, and governance. Highlighted components are central to this use case.

Results

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
Technician hours re-keying between service desk and ERP (120 technicians, six plants)	480 hours a week	120 hours a week
Annual cost of the process	\$1M	\$259K
Purchase-order cycle time	54 hours	24 hours
Time to implement the AI solution	6 months	6 weeks
AI build cost (one-time)	\$480K	\$44K

MEASURE	BEFORE / WITHOUT WEXA	WITH WEXA
AI operating cost per year (models, infrastructure, upkeep, platform)	\$312K	\$149K
Total AI cost in year 1	\$792K	\$193K

WITH WEXA

\$632K

net annual value to the client after Wexa's
own operating cost

4x

faster to implement

52%

lower AI operating cost

\$599K

less AI spend in year 1

Baseline figures were measured on the client scenario; targets are programme goals.