



CUSTOMER

Unnamed Global Manufacturing Company (Emerson)

INDUSTRY

Manufacturing

EMPLOYEES

70,000-100,000

FISHBOWL PRODUCTS & SERVICES

Fishbowl Search Index Custom Connector

Microsoft Graph Index

Azure GenAI / Microsoft Fabric

Power BI

ORACLE PRODUCTS & SERVICES

Oracle WebCenter Content (WCC)

STRATEGIC VALUE

Operationalize Gen-AI using existing systems of record

Unlock decades of engineering and operational knowledge for AI workflows

Enable self-service insights without overwhelming analysts, empowering employees and increasing speed to insight.

Maintain governance, compliance, and traceability

Adopt GenAI incrementally rather than a disruptive system change

HOW A MANUFACTURING COMPANY ENABLED SECURE GEN-AI ACCESS TO DECADES OF ENGINEERING DATA

Global Manufacturing Company partnered with Fishbowl Solutions to enable secure AI-ready access to decades of engineering and operational content stored in Oracle WebCenter. After months of unsuccessful internal experimentation, Fishbowl delivered a fully functioning solution in just six weeks.

As a manufacturing organization with highly specialized products, long asset lifecycles, and strict governance requirements, the client needed a scalable approach to modernize content access. Fishbowl leveraged existing WebCenter architecture to enable secure AI and analytics use cases; creating a foundation for GenAI, Copilot, and self-service insights across the organization.

REAL ROI RESULTS

- Faster access to trusted engineering knowledge
- Reduced reliance on subject-matter experts for routine questions
- Improved foundation for AI-assisted troubleshooting and analysis
- Lower risk compared to custom, one-off AI integrations
- Accelerated path to Gen-AI and Copilot adoption

BUSINESS PROBLEMS

- Critical engineering knowledge locked in legacy repositories
- Key documents (drawings, manuals, procedures, specifications) stored in Oracle WebCenter but not easily accessible by AI platforms
- Highly specialized, long-life-lifecycle products requiring detailed documentation and traceability
- Fragmented enterprise systems limiting consistent access to trusted information
- Growing demand for self-service insights without heavy reliance on analysts or IT
- Wanting to revamp and unlock their value for GenAI safely while not replacing the entire system

SOLUTIONS HIGHLIGHTS

Fishbowl Solutions delivered Oracle WebCenter Content (WCC), GenAI, Microsoft Graph Index for Unnamed Global Manufacturing Company (Emerson):

- Enabled secure synchronization of engineering content into AI-ready platforms
- Integrated with Azure-based Gen-AI, Power BI, and Microsoft Fabric
- Reduced dependency on manual searches and tribal knowledge

TECHNICAL SOLUTION

1. Fishbowl Search Index Custom Connector

- Delivers access to curated WebCenter Content without replication
- Handles new, updated, and deleted documents automatically
- Preserves metadata, document lineage, and security as structured data
- Configurable ingestion rules to control which documents are AI-eligible

2. Microsoft Graph Connector

- Connects WebCenter Content to Microsoft Graph
- Enables enterprise search and Copilot readiness
- Maintains document permissions and security context
- Designed to coexist with Power BI and Fabric workloads

3. Enterprise-Grade Architecture & Tailored for Manufacturing

- Non-disruptive to existing serialized systems
- Scales across decades of historical content
- Designed for regulated and compliance-driven environments

FUTURE STATE

Unnamed Global Manufacturing Company (Emerson) can build on this foundation to expand AI-driven capabilities and unlock additional value across the enterprise:

- Extend secure AI access to additional content sources beyond WebCenter
- Enhance analytics and reporting using Microsoft Fabric and Graph integrations
- Expand GenAI and Copilot use cases across engineering, operations, and support teams
- Continue improving governance and security as AI adoption scales