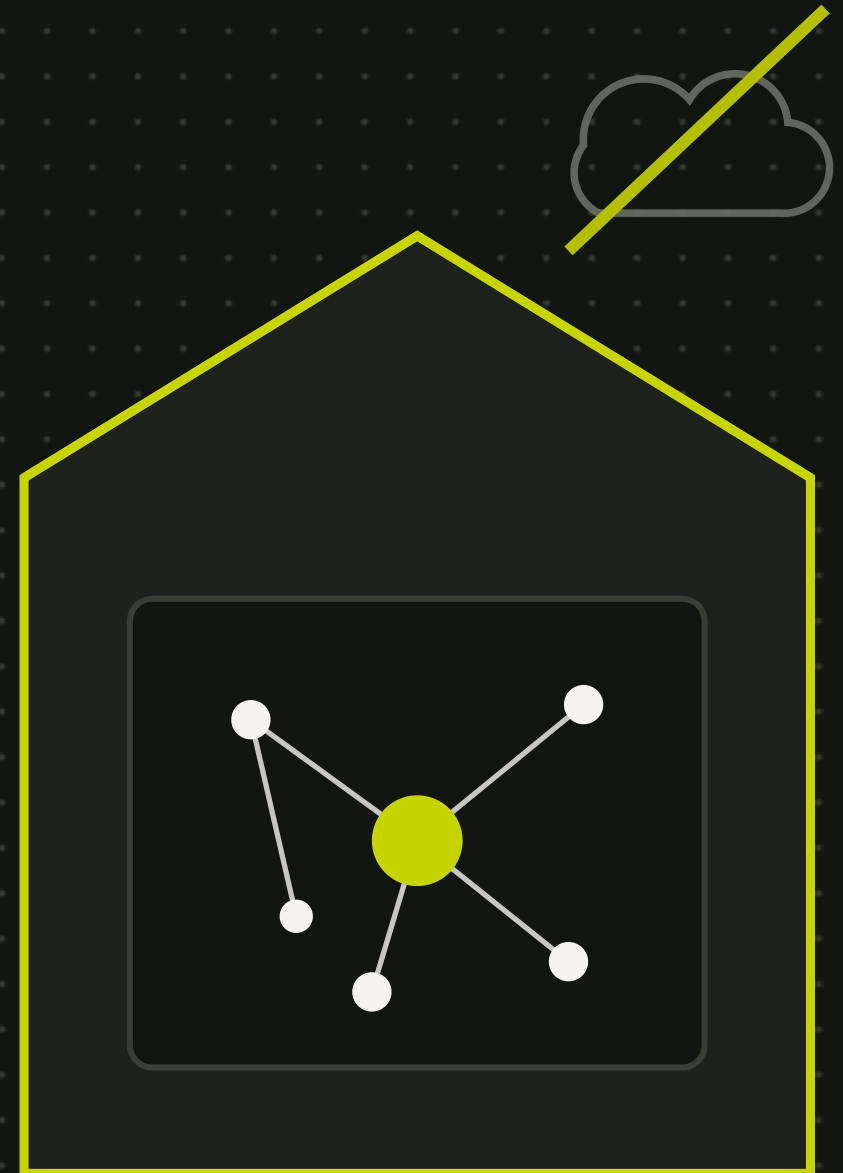


Useful AI. Without sending your data **away.**

What artificial intelligence can really do in a company of 10 to 100 people, where it pays off, where it doesn't, and how to introduce it without upheaval and without losing control of your data.



YOUR DATA STAYS HERE

Everyone talks about it. Few say what it costs and what it returns.

Over the last two years every software vendor has added the word "AI" to its price list. The result is that an SME owner receives three proposals a week and no answer to the only question that matters: **what, concretely, changes for me?**

This guide is our answer. It is not a catalogue: it is what we tell clients when they ask where to start, including the things we advise against.

Three things you will find here

- 01 – **An honest map**
The three levels of AI that actually exist, how autonomous each one is and, above all, where your data ends up in each.
- 02 – **Real numbers**
Projects we have delivered, with before-and-after figures. No hypothetical examples.
- 03 – **The questions to ask**
Six questions to put to anyone proposing AI to you, us included. If they can't answer, they aren't ready.

"We tell you the truth, even when it costs us a sale."

It is the principle we work by. It applies to AI too.

AI doesn't think. It does statistics very well and very fast.

WHAT IT DOES WELL

Read, sort, remember

It reads thousands of documents, emails, tickets and ERP rows and puts them in order: it classifies, extracts, summarises, links. The tasks that "someone does by hand on Friday afternoon".

Example: 2,065 products reduced to 893 components in two days, at 95% accuracy.

WHAT IT DOESN'T DO

Decide on your behalf

It doesn't know your market, your customers, or why a rule has an exception. It proposes, it doesn't decide. A system that "decides on its own" with nobody checking is a risk, not an advantage.

That is why the AI Act requires human oversight and training: not bureaucracy, common sense.

WHAT REALLY CHANGES

People's time

The value isn't "having AI". It is that the person in accounting, in the warehouse or in after-sales stops doing the repetitive part of the job and does the part that requires judgement.

It is measured in hours saved per month and in errors that no longer happen. If it isn't measured, it isn't AI: it's marketing.

A definition that holds up in a meeting

An AI model is a program that has learned, from huge numbers of examples, to predict the most likely answer to a request: the next word in a text, the category of a document, the value of a sale. It works well with good examples, badly with examples that are few, dirty, or unrelated to your business.

Why data is the point

Generic AI knows everything about everything and nothing about you. Useful AI is the kind that works on your documents, your ERP, your tickets. Which raises the question nobody asks you: where does that data have to go? Next page.

Three levels of AI. And for each one, a question: where does the data go?

Almost every proposal you receive falls into one of these three levels. The right level depends on the problem, not on fashion. The column that changes everything is the one on the right.

LEVEL	WHAT IT DOES	WHEN YOU NEED IT	WHERE THE DATA GOES
1 · General assistants ChatGPT, Copilot, Gemini	Writing, summarising, translating, drafting. Useful right away, no project needed.	For individual work. They don't know your company: every time you start from scratch.	VENDOR'S CLOUD Whatever you paste leaves the company. You need a written rule on what may be pasted.
2 · AI on your documents semantic search, RAG	Answers using your manuals, contracts, emails, procedures. "What's the warranty on model X sold in 2023?" and it finds the answer in your files.	When people waste time looking for information the company already has.	CLOUD OR ON-PREMISE Both are possible. With sensitive data (customers, patents, health) we do it on-premise.
3 · AI inside processes automations, agents	Reads a ticket and assigns it. Receives an order by email and enters it in the ERP. Checks a catalogue and flags inconsistencies. Works quietly, every day.	When a repetitive process passes through someone's hands several times a day.	ON-PREMISE It talks to the ERP and to production data: for us it has to run where the data lives, with tracked access.

Our point of view

Level 1 you already use, and that's fine: all it needs is an internal rule. The value for an SME lies in levels 2 and 3, and that is where data becomes the issue. We run AI on a server inside the company, with local models: for a manufacturer or a professional firm, "the data leaves" is not a technical detail, it's a contractual risk.

What we call it

Aitera is the AI appliance we install on site: local models, ERP integrations, no data in the cloud. **Anima** is semantic search across documents. **Adcelera** connects AI to the systems you already have, with over 40 connectors. Components we reuse, not black boxes.

Four places where, in an SME, AI pays for itself within the first year.

They are not the most spectacular. They are the ones with a high volume of repetitive work, data the company already has, and a person who is currently the bottleneck.

AFTER-SALES AND SUPPORT

Every request read, classified and assigned before anyone opens it

Email, phone calls, WhatsApp: the AI understands what the customer is asking, checks contract coverage, proposes the right technician. Whoever runs field service gets back the half hour a day lost to sorting.

That is what FarDesk does, and we use it ourselves first.

DOCUMENTS AND KNOWLEDGE

The answer that is "in some file" arrives in seconds

Manuals, past quotes, contracts, procedures, standards: a natural-language search across the company's documents, with the source cited. It works for the engineering office as well as for a firm with twenty years of case files.

For an accounting firm we turned figures "chased at year end" into a weekly report, right down to billing.

DIRTY DATA AND CATALOGUES

Clean, merge and normalise what nobody wants to touch

Duplicate records, item codes written five different ways, inconsistent BOMs, price lists in Excel. The job that blocks every ERP project, done in days instead of months, with a person validating.

2,065 products of a furniture e-commerce reduced to 893 components in two days, 95% accuracy.

REPORTS AND DECISIONS

Yesterday's numbers on the table at 8 a.m.

Sales, margins, stock, delays, hours per job: the AI aggregates ERP, e-commerce and scattered spreadsheets, makes them readable and flags what is out of the ordinary. The owner stops asking "can you pull that figure for me?".

For a retail chain with 120 stores one query went from 18 minutes to 12 seconds.

What we have done, with the numbers before and after.

FASHION RETAIL · 120 STORES

18 min → 12 s

Data lake with natural-language search, entirely on-premise. Questions that used to require an IT extraction are now asked by the people who sell.

380+ hours a month recovered · 6-week project · 850 employees

MANUFACTURING · FURNITURE E-COMMERCE

2,065 → 893

A catalogue of modular products brought back to its real components, with the AI proposing and a person confirming.

2 days of work · 95% accuracy · clean base for the new ERP

ACCOUNTING FIRM · PADOVA

1 a year → every week

From logged activities to billing, with the firm's figures available every week instead of at year end.

"We used to chase the numbers at year end." — Studio Bortoletto

Warehouse with dirty data

A warehouse app built on inconsistent master data, without waiting to "clean everything first": the AI normalises on input, operators fix the exceptions, the data improves through use. First version in production within a few weeks.

What they have in common

None of them started from "we want AI". All of them started from a measurable problem, got a small working first version, and extended it only after seeing it work. It is the only way we know not to waste money.

You don't "install" it. You start from a problem and grow in small steps.

The surest way to fail with AI is to buy a platform and then look for something to use it on. The surest way to succeed is to pick a process that hurts today, measure it, and put a first version into production in weeks, not months.

What it costs

It depends on the process, and we say so before we start, in writing. We work on a fixed-price project, by the day, or on a monthly fee that includes development, hosting and maintenance. The first version is deliberately small: if it doesn't pay off, it stops there and you have spent little.

01 —

Diagnosis · 45 minutes, free

We look together at your processes, the data you have and where it lives. You leave with three candidates ranked by return and an estimate. If the right answer is "don't do AI for now", we tell you.

02 —

First version · in weeks

One process, one metric. In production with the people who will use it, not in a demo. The data stays where it is; if local models are needed, we install them on site.

03 —

Measure · 30 days

Hours saved, errors avoided, response times. A simple report, in person, with the people using it. If the number isn't there, we fix it or close it.

04 —

Extend · only if it pays

The next process, with what we have learned. Each step is a contract of its own: no multi-year commitment, and the source code is yours from day one.

TRAINING
INCLUDED

The AI Act makes it mandatory for anyone using AI systems: we do it together with the go-live, not as a separate course.

The three regulations that already apply to you, and what they change in practice.

AI ACT

Whoever uses AI must know how to use it

Since 2025, anyone using AI systems must ensure staff literacy and, for higher-risk uses, document how the system works and who supervises it.

In practice: recorded training and a fact sheet for every system in use. Aitera generates it automatically for the systems it manages.

GDPR

Pasting customer data into a chatbot is data processing

Names, emails, contracts, health or employee data entered into a cloud assistant leave the company and end up under a contract nobody has read.

In practice: a written rule on what may be pasted, and on-premise models when the data belongs to customers or employees.

NIS2

Your large customers will ask how you manage your systems

If you supply companies subject to NIS2 (automotive, food, energy, healthcare, retail) you will receive security questionnaires. An AI that talks to the ERP is inside the perimeter.

In practice: tracked access, backups, and a supplier who can answer the questionnaire on your behalf.

Our technical choice, in one line

AI runs where the data lives: a server inside the company with local language models, integrated with the ERP and with the access controls you already have. We use the cloud when it is needed, not out of habit.

And our contractual choice

Source code, repositories, keys and documentation are yours. No penalty for changing supplier. If one day you want to take everything elsewhere, you can: it is the best guarantee that we will keep earning the work.

Six questions to ask anyone proposing AI to you. Us included.

No technical skills required. Precise answers are. Whoever answers vaguely, or changes the subject, is selling you a word, not a result.

One more tip

Ask to speak with a client of your size who has been using the solution for at least six months. Not a demo: a phone call. It is worth more than any presentation, this guide included.

- 01 **Which measurable problem does it solve, and with which number do we measure it?**
If the answer is "efficiency" or "innovation", it isn't an answer.
- 02 **Where do the models run and where does our data end up?**
Whose cloud, in which country, under which contract. "In the cloud" is not enough.
- 03 **What happens when it gets it wrong, and who notices?**
It will get it wrong. The question is whether there is a person in the loop and a way to correct it.
- 04 **What does the first version cost and in how many weeks is it in production?**
If the first version takes six months, you are buying a project, not a result.
- 05 **Who owns the code, and what happens if we change supplier?**
Repositories, keys, documentation, penalties. Ask for it in writing.
- 06 **Who trains our people, and what do we need for the AI Act?**
If the supplier doesn't know what the literacy obligation is, they don't know the law that governs their product.

A 45-minute diagnosis. Free, and with no product to sell you.

We look at your processes and your data and tell you where AI pays off, where it doesn't, and what the first version would cost. If the right answer is to keep what you have, we say so plainly.

Book the diagnosis → aitaky.com/en/diagnosi

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ONE POINT OF CONTACT

Three ways of working together

Fractional IT · support per intervention, no monthly fee, no minimum.

Managed IT · proactive management at a fixed monthly fee, price published on our site.

Custom Software & AI · first version in weeks, code is yours.

What we bring into your company

Aitera on-premise AI and AI Act documentation · **FarDesk** AI-powered after-sales ticketing · **Nagitek** managed IT with 24/7 monitoring ·

ArgoManager practice management for professional firms · **Docutela** supplier compliance.

WHO WE WORK FOR

SMEs of 10 to 100 people, with no in-house IT department.

In North-East Italy, in five sectors we know from the inside:

MANUFACTURING AND PLANTS

LOGISTICS AND TRANSPORT

PROFESSIONAL FIRMS

CONTRACT CATERING

FASHION AND LUXURY

Member of Confindustria Veneto Est.