

ACM leads Industry 4.0 with agentic AI strategy while hitting 300% ROI

300% ROI

with 6-month
payback period

3–7x

faster application
delivery

5x

increase in dev
capacity

As a global leader in manufacturing technology, AllianceCorp Manufacturing (ACM) needed to accelerate its digital transformation to stay ahead of Industry 4.0. However, a massive project backlog was straining its lean IT team.

By adopting OutSystems, ACM now delivers five times more projects annually with the same team, resulting in a 300% ROI. The organization has deployed a wide range of solutions enterprise-wide, including a critical manufacturing execution system (MES) and a pioneering agentic AI multi-agent system that automates complex supply chain reporting.

Challenge ACM breaks free from traditional development

Operating across Asia and Europe, ACM provides manufacturing solutions to several critical industries, including semi-conductor, electrical, electronics, medical, scientific, e-Commerce logistics, and e-Mobility. Despite its broad market, ACM's digital transformation was hitting a wall. With only 5–7 developers, projects were piling up as the team was shackled to traditional development, legacy applications, and fragmented manual processes.

Expanding the team wasn't an option, as finding full-stack developers skilled in its in-house technology was nearly impossible.

"Rather than being constrained by rigid technology stacks, we needed a full-stack platform that supported broad digital transformation—allowing for automation and agile development with zero restrictions," said Erik Looi, Chief Digital Officer (CDO) at ACM.

Enters OutSystems AI development platform.



Erik Looi
CDO

"We chose OutSystems for its enterprise-grade capabilities and independence that we didn't find in any of the other vendors. Its robust SDLC gives us the confidence to innovate at lightning speed without feeding our technical debt."



Erik Looi
CDO

"A developer new to OutSystems can be productive in just a couple of weeks. Plus, having a single development platform facilitates IT-OT convergence."

Solution A bimodal strategy for innovation at full speed

With OutSystems, ACM implemented a “Bimodal IT” model, where the AI platform is the tool of choice for high-innovation projects.

The company has certified its dev team in OutSystems and is now promoting distributed development. This allows Production and R&D teams to build their own specialized solutions without burdening the core IT team.

The company has built all sorts of mission-critical applications across the entire organization that connect to ACM’s databases, machines, and industrial IoT (IIoT) sensors, including:

- Operations: an Overall Equipment Effectiveness (OEE) dashboard, a Manufacturing Execution System (MES), a Floor Stock Management, and a Warehouse Management solution. These solutions are currently available in two factories and are used by managers and production supervisors for real-time monitoring and actions.
- Core Integration: a modern orchestration layer over ACM’s SAP S/4 HANA core system and Azure AD.
- Finance and HR: financial sharing centers and employee wellbeing apps.
- Document management: automated workflows with eSignatures.

But the crown jewel of its innovation is the agentic AI multi-agent system built using OutSystems Agent Workbench. This system automates complex supply chain reporting by extracting material specs and pricing from technical drawings to compile cost reports—a task that previously took hours of manual labor and can now be done in minutes. The new workflow enables faster, more informed decisions, turning raw data into a strategic advantage.

By choosing OutSystems over generic tools like Copilot Studio, ACM gained superior control over prompt engineering, memory, and guardrails.

Results ACM achieves 300% ROI and a 6-month payback period

OutSystems has allowed ACM to slash development time by 3–7x and quintuple its annual project delivery. This efficiency resulted in a 300% ROI, with the platform paying for itself in just six months.

Beyond the metrics, the platform has been a game-changer for ACM’s journey towards Industry 4.0.

The AI multi-agent system has helped it eliminate repetitive and time-consuming tasks, giving engineers more time to act as subject matter experts in the development of the right solutions.

Plus, for an OEM manufacturer servicing multiple industries, the ability to build custom, high-complexity applications rapidly is a critical competitive advantage: “We are able to come up with the time to value in a very short time which is key to keep our leadership position in the manufacturing industry,” added Erik.

Looking ahead, ACM is expanding its AI strategy to allow decision-makers to use natural language to converse with production data. “We are moving beyond silos to a world where our data speaks. By infusing agentic AI across our data fabric, we are empowering leaders to query corporate knowledge as easily as asking a colleague, ‘How is production today?’ That is the future of machine cognition,” concluded Erik.



Erik Looi
CDO

“OutSystems Agent Workbench is special because I can start building Agentic AI from scratch for any use case within one or two weeks. It’s the first enterprise-purpose agent builder I’ve made real progress with. The OutSystems approach allows me to have control of its logic, yet easy and agile for anyone to use hands on. A perfect balance.”

