

Syntegon Strategically Brings Generative AI into Daily Work

Secure AI access

Centrally managed AI access for employees

Productive use cases

AI capabilities for research, translation, and summaries

Flexible architecture

Expandable AI with additional models, sources, and use cases

Customer

Syntegon Technology GmbH

Industry

Manufacturing

Platform

Multi-Cloud with AWS und Azure

SoftwareOne Services

Consulting, architecture, and implementation of a secure GenAI platform, including automation, integration, knowledge transfer, and hypercare

Syntegon recognized generative AI early as a productive work tool. Employees were already using AI capabilities for research, content creation, and translation. This clearly demonstrated the potential for AI to make knowledge work more productive. It also showed the importance of an enterprise-wide framework for security and transparency at scale.

As a global technology company and strategic lifecycle partner to the pharmaceutical, biotech, and food industries, Syntegon developed clear AI objectives. GenAI would not operate as a stand-alone solution alongside existing workflows. It would be embedded in a broader platform strategy. The company needed an AI solution to support business teams, eventually incorporating internal knowledge, while combining security, governance, and technological openness.

These objectives led to Syntia, Syntegon's proprietary GenAI platform. With Syntia, the company is taking practical next steps to use AI as a controlled, future-ready enterprise solution designed for broad adoption.

The Challenge

Moving from early adoption to an enterprise-wide AI platform strategy

Syntegon recognized early that generative AI had great potential for knowledge work. Next, it moved beyond individual use cases and developed an enterprise-wide platform strategy.

The strategy focused on a solution that would enable productive use cases while helping protect sensitive information. The strategy called for controlled integration of internal knowledge from systems such as Confluence and SharePoint into AI-supported workflows in accordance with existing access rights.

This meant supplementing organizational guidelines with technical IT safeguards such as centralized authentication, role-based access controls, traceable logging, and an architecture open enough to integrate different models, knowledge sources, and capabilities.

From the outset, Syntia was conceived as a strategic enterprise platform closely aligned with business teams, open to different models and knowledge sources, and grounded in a reliable governance framework.

„With Syntia, we are laying the foundation for integrating generative AI into our workflows securely and practically. It was important to us to have a solution that provides real value to employees while meeting our requirements for governance, flexibility, and the responsible use of internal knowledge.“

Matti Maier, Director IT Applications , Syntegon Technology GmbH



software one

The Solution

An open platform combines security with technological flexibility

Syntegon intentionally chose an open platform architecture that combines security, ease of use, and technological flexibility. Together with SoftwareOne, Syntegon created Syntia as the Company's central entry point for generative AI. The solution is based on Open WebUI and enables authorized employees to use different large language models and AI capabilities for different tasks using a consistent, multilingual interface.

Governance as part of the user experience

Security and governance are integral to the user experience design. Employees sign in with their Syntegon corporate account. Before using the platform for the first time, they receive the Code of Conduct and must actively accept its terms. Only then can they access the chatbot interface. Relevant interactions and system events are logged in compliance with data privacy requirements. In this way, Syntia provides technical support for the existing AI Guideline and establishes a reliable framework for the productive use of generative AI.

Syntia fulfills Syntegon objectives by bringing together several practical use cases. Employees can summarize documents, translate text, generate images from text prompts, research current information through web search, and interact with connected large language models. In addition, knowledge from Confluence is integrated into the platform, and the incorporation of SharePoint content is being evaluated in a proof of concept.

Flexible architecture and targeted enhancements

Syntia uses containerized cloud architecture technology. Open WebUI provides the open user interface, while AWS Bedrock and Azure OpenAI provide access to various AI models. Entra ID handles authentication; role-based permissions, access controls, IAM mechanisms, and end-to-end TLS encryption to protect the platform and its resources.

The infrastructure is defined as code using Terraform, enabling automated and repeatable deployment. Docker containers and a CI/CD pipeline through GitHub support controlled deployment and ongoing development. The underlying code was version-controlled and provided to Syntegon.

SoftwareOne developed targeted technical enhancements to meet specific requirements. Because Open WebUI cannot communicate natively with AWS Bedrock, a Bedrock Access Gateway was implemented as an intermediary layer. Additional middleware keeps the architecture open and reduces dependence on any single vendor.

The Solution

Syntegon and SoftwareOne also took a pragmatic, controlled approach to integrating SharePoint content. Because no standard interface to Open WebUI was available, they implemented a clearly scoped proof of concept. Relevant documents were exported on a schedule, converted into a searchable format, and imported into the knowledge base using scripts. Based on the results, Syntegon decided how to proceed with the integration.

Agile umsetzung mit Wissenstransfer

SoftwareOne supported Syntegon from architecture and requirements alignment through knowledge transfer. The scope of services included project management, infrastructure automation, container build and deployment, configuration and security hardening of Open WebUI, integration of AI models, search capabilities and knowledge sources, architecture and security documentation, and a omplete, editable project documentation in Syntegon's Confluence environment.

Implementation followed an agile approach with clearly defined steps. A customer-side product owner prioritized the requirements. Regular alignment meetings, a visual work board, reviews, and retrospectives made progress and decisions transparent. The team jointly reviewed individual components with Syntegon during demo sessions against defined acceptance criteria. In this way, Syntia evolved step by step into a functional minimum viable product (MVP) for production use.

After go-live, an additional hypercare phase supported the transition into active use. For two weeks, the SoftwareOne development team answered technical questions, handled service requests, made operational adjustments, and provided extended support. Daily check-ins helped the teams quickly assess issues during the initial phase and address them together.



The Results

Operational and Productive Generative AI

> Syntia gives us centralized access to generative AI and the flexibility to integrate additional models, knowledge sources, and use cases as needed. This allows us to gradually make GenAI available where it can effectively support our teams in their day-to-day work
>
> Matti Maier, Director IT Applications, Syntegon Technology GmbH

With Syntia, Syntegon establishes a secure, flexible, and scalable foundation for integrating generative AI into day-to-day work in a targeted way and expanding its use over time.

- Centralized, secure access to generative AI for authorized employees
- A unified platform instead of separate AI tools
- Easier use of GenAI for research, translation, summaries, and other work processes
- A clear governance framework for use, access, and responsibilities
- Better integration of internal knowledge into AI-supported workflows
- Greater digital sovereignty through a flexible multicloud architecture
- A scalable foundation for additional models, knowledge sources, and use cases
- Transparent ongoing development through version-controlled code, documentation, and knowledge transfer

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