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Questions came from multiple sources. Questions and responses have been edited for clarity and conciseness. Similar questions have been consolidated. Questions have been organized by category.

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Orchestr.ai Myth Busting

- **Can we successfully use AI if we have data quality issues?**

Yes. In the real world there are always data quality issues. Any solution that can't handle inevitable data quality issues is probably not something you want to rely on, especially when it comes to decision support. In fact, the more data quality issues you have the more important it is to consider AI with proper data orchestration now rather than later. Solution like Orchestr.ai actually uses AI to detect, label, and accommodate data quality issues in real time as the data flows where it is needed. Once you see any data quality issues detected and business processes impacted, you can consider fixes at the source system or with user training. Meteorologists often find that on any given day data quality issues arise from broken sensors, downed balloons, communications faults...but they still go on TV and give us a weather forecast.

- **What types of data sources are needed to get the best results?**

Many companies begin their AI journey by using primarily existing internal data from systems like ERP, CRM, and SCM. You will see some improvement in what is sometimes called the “knowledge worker vs. AI match-up”. In this case both the knowledge worker and the AI are using the same internal data. The knowledge worker has the advantage of experience and “tribal knowledge” to make better decisions, but is at a disadvantage when it comes to the volume of decisions needed. AI has the advantage of being faster and more likely to complete the day at “inbox zero”. Where AI benefits take off is when you include external data feeds related to the needed decisions. (e.g. weather feeds to better compare month-on-month logistics performance and supply disruptions. The improved benefits from just a few external data feeds rise almost exponentially. See some examples in the table below.

Source Type	Example Data Science Engineering Features
Locations	Point-of-Interest Type, Brand, Building Type, Includes Parking Lot, Enclosed, CBG FIPS Code
Patterns	Brands Visited, Median Dwell Time, Distance from Home, Related Same Day/Month Brand, Visit Counts
Events	Venue Schedules, SS/Pay Days, Tax Milestones, Natural Disasters, Terrorist Activity, Health Events
Demographics	Tapestry Segmentation, Retail Goods Spending, Household Income, Home Value, Education
Travel	TSA Throughput, Advisories/Restrictions, Airport Delays, Traffic Delays, Port Delays, Rail Delays
Financial	Sales, Customer Counts, Average Transaction Size, Brand, Consumer Spend Type
Competitor Promotions	Type, Announced, Period Active, Channel, Price Point, Bundle, New Product Introduction

Source Type	Example Data Science Engineering Features
Competitor Pricing	Product Variant Price Tracking, Stock Availability, Price History, Price Violation
Weather	Temperature, Humidity, Precipitation, Watches, Warnings, Nearest Storm Bearing/Distance

- **With what kind of data sources can Orchestr.ai connect?**

Any data, anywhere, anytime. We are designed to be data source agnostic. This includes, for example, accommodating multiple versions of SAP you might have in different countries. Nearly all modern systems provide data connection tools. We can also build custom adapters for any “home-grown” systems you might have in your IT application portfolio. These connectors don’t get a lot of fanfare because they do not address the real challenge. Connecting to the data source to transfer and reformat data has been well solved by multiple generations of ETL tools (Extract, Transform, Load). These tools connect systems like using an extension cord to run power to your backyard BBQ party.

Well applied and useful AI needs much more than just the data connections. To carry on the analogy, AI needs all the data/electricity to be managed continually and collectively...orchestrated...much more like managing all the electrical generation and consumption on a national power grid.

- **How robust is Orchestr.ai in terms of availability and scalability to very high data feed volumes?**

Orchestr.ai was designed from the ground up on the assumption that in the real world systems fail. Power disruptions, hardware failures, telecommunication disruptions, etc. Sadly even some modern systems are still designed handle a disruption as an exception rather than a known regular occurrence. System and internet faults are inevitable, therefore Orchestr.ai is built to be regenerative. That means that faults are detected and monitored so that when operations are restored the solution regenerates or “self-heals” automatically.

In one test we used Orchestr.ai to orchestrate data from ~7,000 fast food outlets. In addition to the normal disruptions, there were new stores opening, old stores closing, and stores that close temporarily for weather events or remodeling. In terms of data volume, ~7,000 stores have ~5 point-of-sale devices per store that in the aggregate generates ~30 million records per day. Orchestr.ai handled the volume and the inevitable disruptions easily.

General FAQs

1. Product Capabilities & Features

- **What specific supply chain processes does your AI solution optimize?**
Our AI optimizes demand forecasting, inventory management, supplier risk assessment, logistics routing, and procurement automation. It helps businesses reduce excess inventory while ensuring product availability.
- **Does your AI support decision-making, and if so, how does it generate insights?**
Yes, our AI analyzes real-time and historical data to provide actionable insights on optimal order quantities, supplier performance, and predictive risk assessments. It uses machine learning models to recommend adjustments in sourcing, shipping, and stock levels.
- **What level of customization is available to tailor the AI to our business needs?**
Our AI can be customized by defining key business rules, integrating specific industry data, and adjusting optimization parameters such as lead times, inventory thresholds, and supplier scoring criteria.
- **Can the AI learn and improve over time?**
Yes, our AI continuously refines its predictions based on actual supply chain performance, adapting to shifts in demand, supplier reliability, and transportation conditions.
- **How does your AI handle exceptions or disruptions in the supply chain?**
Our system monitors supply chain events in real time. If a disruption occurs (e.g., supplier delays, port congestion, or raw material shortages), it generates alternative sourcing recommendations or adjusts replenishment plans dynamically.
- **Can it provide explainable AI (XAI) outputs for decision-making transparency?**
Yes, our AI models provide a breakdown of key decision factors, including demand patterns, supplier lead time variability, and historical performance. Users can trace back recommendations to understand the logic behind each decision.

2. Integration & Compatibility

- **How does your AI solution integrate with our existing supply chain management systems?**
We provide pre-built connectors for ERP platforms like SAP, Oracle, and Microsoft Dynamics, as well as API integrations for WMS, TMS, and procurement platforms.

- **Do you support APIs, webhooks, or connectors for integration?**
Yes, our AI solution supports RESTful APIs, batch data processing, and real-time webhook notifications to integrate with existing business systems.
- **What is the typical implementation timeline?**
A standard implementation takes between 16-24 weeks, including data integration, model training, and user onboarding. Rapid assessment and piloting options are available.
- **How does your AI handle multi-source data?**
Our system ingests structured (ERP, inventory databases) and unstructured data (emails, supplier reports) and harmonizes them for AI-driven insights. It also integrates with external data sources like weather, port congestion, and geopolitical risk indicators.
- **Is there a sandbox or trial environment available for testing?**
Yes, we offer a cloud-based sandbox where your team can test our AI on sample datasets or your own historical data before full deployment.

3. Data Security & Compliance

- **How does your AI handle data privacy and security?**
We use end-to-end encryption (AES-256), role-based access controls (RBAC), and private cloud options to ensure data security.
- **Does your solution comply with GDPR, CCPA, HIPAA, or other relevant regulations?**
Yes, we comply with GDPR and CCPA for data privacy. We also meet SOC 2 Type II and ISO 27001 security standards.
- **Where is data stored and processed?**
You can choose between on-premises deployment, AWS, Azure, or a hybrid model based on your company's compliance needs.
- **What access controls are in place to prevent unauthorized data usage?**
We provide multi-factor authentication (MFA), encryption keys for data protection, and audit logs to track data access.
- **How is customer or proprietary data used in AI model training?**
Our AI models train on anonymized, aggregated industry data by default. You can opt-in for fine-tuning based on your proprietary supply chain data.

4. AI Model Training & Performance

- **Is the AI pre-trained, or does it require custom training?**

We offer pre-trained models optimized for supply chain processes. Custom training is available for companies with unique operational needs.

- **What is the process for fine-tuning models?**

Fine-tuning involves feeding historical supply chain data into our system, adjusting model parameters, and running A/B tests to validate accuracy before full deployment.

- **What data volume is required for training?**

For optimal forecasting accuracy, we recommend a minimum of two years of historical order, inventory, and supplier performance data.

- **How do you ensure the AI makes accurate and unbiased decisions?**

We regularly audit our AI for biases in supplier recommendations, demand forecasting, and inventory optimization. Our explainability tools allow users to adjust weightings for various business factors.

- **What performance metrics do you track?**

Our key performance indicators (KPIs) include demand forecast accuracy (typically >90%), order fulfillment rate improvements (15-30%), and reduction in supply chain disruptions (20-40%).

5. Costs & ROI

- **What is the pricing model?**

Our pricing is based on a SaaS subscription model with tiers based on transaction volume, number of SKUs, or total managed spend. We also offer per-module pricing for companies looking to start with specific functions (e.g., demand forecasting only).

- **What are the estimated cost savings or efficiency gains?**

Customers typically experience a 20-40% reduction in excess inventory, 15-25% lower logistics costs, and a 10-20% increase in on-time deliveries.

- **Can you provide case studies or ROI metrics?**

Yes, we have case studies from manufacturing, retail, and logistics clients showing reductions in supply chain costs and improved service levels.

- **Are there hidden costs?**

No hidden costs. Additional costs apply only for advanced AI training beyond standard configurations.

6. Scalability & Future Roadmap

- **Can your AI solution scale as our business grows?**
Yes, our AI is built on a microservices architecture, allowing it to scale dynamically as transaction volumes or supply chain complexity increases.
- **What are the hardware/software requirements for deployment?**
Our cloud solution requires no on-prem infrastructure. For on-premises deployments, we recommend GPU-enabled servers for optimal AI performance.
- **What's your product roadmap for future enhancements?**
*We are developing enhanced AI-driven **supplier risk scoring, real-time demand sensing, and autonomous procurement recommendations.***
- **How do you handle AI model updates and retraining?**
Our AI models are retrained quarterly with the latest supply chain data. Users can also request on-demand model retraining based on changing business needs.
- **What level of support & maintenance is provided post-deployment?**
We provide 24/7 technical support, a dedicated account manager, and quarterly business reviews to ensure continuous optimization.