

AAproTec

Expert knowledge. First-time fix. Every job.





How Rappit's AI Knowledge Agent put the right answers in every technician's pocket, powering AAprroTec's **expansion without compromise**

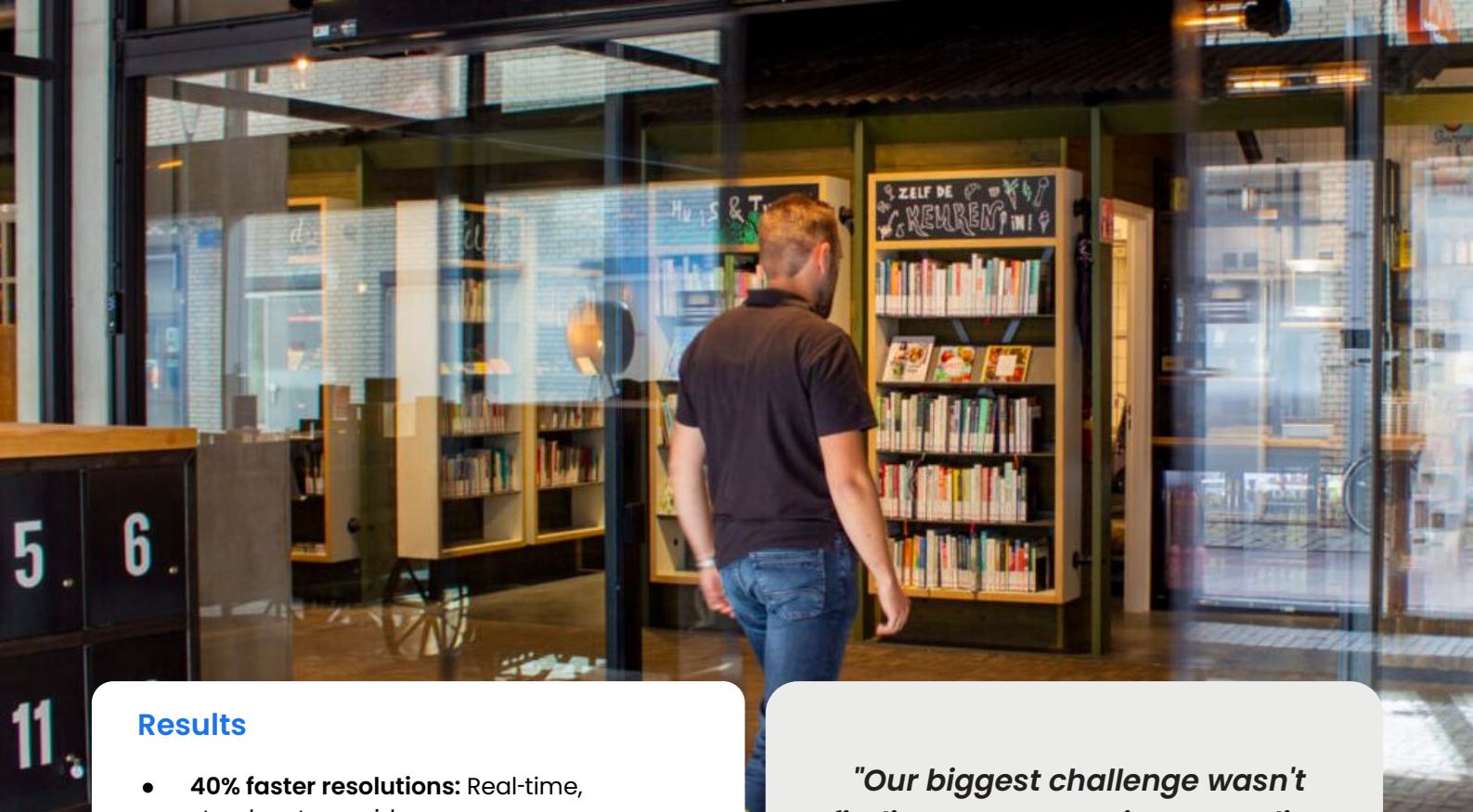
AAproTec, a specialist in industrial door solutions and services, partnered with Rappit to deploy an intelligent AI Knowledge Agent, serving as an on-demand, virtual **Field Service Assistant**. Powered by Google Gemini on Vertex AI and Rappit's adaptable agent framework, the solution equips 50 field technicians with instant, expert-level knowledge; enabling 40% faster resolution times, higher first-time fix rates, 60% faster onboarding, reduced from months to weeks, and the confidence to scale.

Challenges

- › **Technician scarcity threatened growth ambitions:** AAprroTec's biggest blocker to national expansion wasn't customer demand, it was the ability to find, onboard, and retain skilled technicians fast enough to meet it. With a steep learning curve across thousands of door models, speeding up technician onboarding and confidence from day one became a strategic priority.
- › **70% third-party assets created unpredictable complexity:** Only 30% of AAprroTec's 25,000 assets were installed by them. 70% were third-party doors spanning countless manufacturers, models, and configurations. Those knowledge gaps led to downtime, delays, and costly repeat visits.
- › **Critical expertise couldn't scale with the team:** Hard-won diagnostic knowledge lived with individual senior technicians. When they weren't available, less experienced colleagues had no reliable way to access that expertise, creating inconsistent service quality and an over-reliance on a handful of senior technicians.
- › **First-time resolution wasn't optional for customers:** For AAprroTec's commercial and industrial customers, a malfunctioning door didn't just cause inconvenience, it disrupted operations. Diagnosing and resolving issues on the first visit, across thousands of different door models, was non-negotiable.

Solutions

- › **AI-powered virtual Field Service Assistant:** AAprroTec partnered with Rappit to deploy DORA, an intelligent AI Knowledge Agent, transforming technical manuals and institutional knowledge into instant, expert-level guidance for every technician in the field.
- › **Mobile app for frontline workers:** Giving every technician frictionless, on-demand mobile access to DORA, with the right answers in their hands without a single call, search, or delay.
- › **Conversational AI interface:** Technicians interact with DORA through natural conversation, getting precise, step-by-step guidance from technical service documentation and real-time data, even on unfamiliar third-party doors.
- › **Dynamic knowledge base:** When an expert finds a new fix, they add it once and DORA makes it immediately available to all technicians; continuously expanding the collective knowledge of the entire team.



Results

- **40% faster resolutions:** Real-time, step-by-step guidance means technicians resolve issues faster, freeing capacity and boosting customer equipment uptime.
- **Higher first-time fix rates:** Technicians arrive with the right answers at their fingertips, resolving issues on the first visit and eliminating costly repeat calls.
- **Happier customers:** Faster, more reliable service strengthening customer relationships across AApproTec's growing service base.
- **60% faster onboarding:** New technicians become productive in weeks; accelerating AApproTec's ability to scale its teams nationally.
- **Foundation for scalable growth:** With DORA, every new technician resolves issues independently from day one, powering AApproTec's national expansion, without compromising service quality.

"DORA gives every technician the knowledge of our most experienced engineer, on any door, on any job."

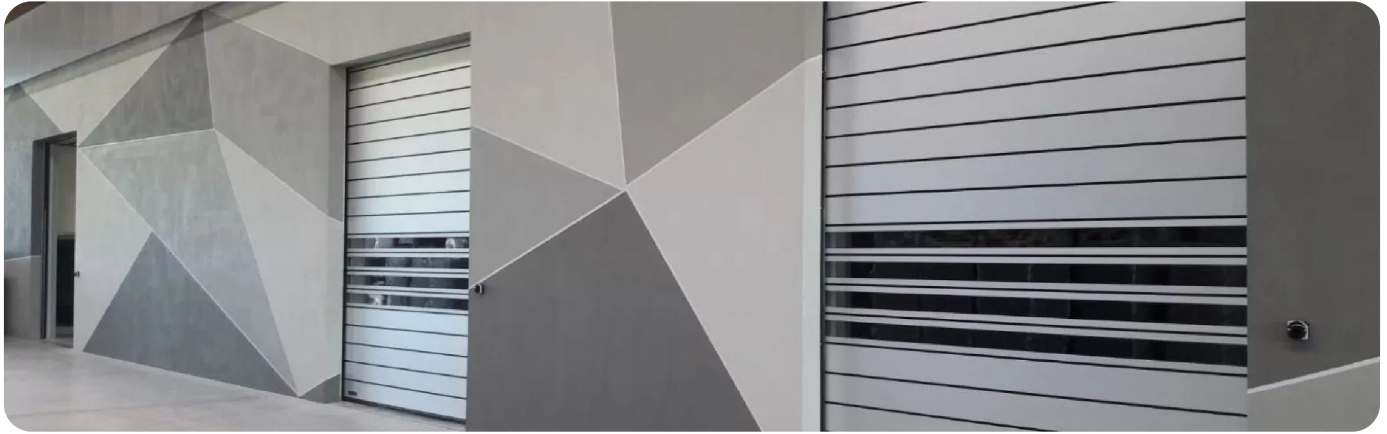
Martijn Kooijman, CEO, AApproTec

"Our biggest challenge wasn't finding customers, it was scaling a team of skilled technicians fast enough to serve them. DORA changed that equation. Technicians onboard faster, solve problems independently from day one, and grow in confidence with every job. That is what makes national expansion possible for us."

Martijn Kooijman, CEO
AApproTec

Technologies used

- **Rappit AI Knowledge Agent** tailored to AApproTec's field service workflows
- **Google Cloud AI** Secure, scalable generative AI for document-grounded answers
- **Google Cloud Services** to manage manuals and service data
- **RAG pipeline** OCR, semantic chunking, and vector search for reliable, real-time guidance



AAproTec

AAproTec is a specialist in industrial and automatic doors, serving commercial and industrial customers across the Netherlands from five locations. With more than 70 employees and 50 field technicians, the company installs roughly 1,000 doors each year and maintains about 25,000 assets.

AAproTec delivers deep multi-brand expertise and reliable service, from managing a large base of third-party doors from many manufacturers, in even the most complex environments. As the company expands beyond its South West roots to national coverage, it remains focused on safety, uptime, and fast, dependable support for its customers.



Rappit is a leading independent software provider. Building on a proud heritage, we are experts in developing Cloud based Enterprise Software modernization solutions, that include Custom Made Applications, Data Analytics, Artificial Intelligence and Machine Learning. Based on the Rappit Platform, consisting of, amongst others, Rappit Developer for AI-led development, and AI agent customizable solutions, we enable our customers to create unique business value.

Rappit serves a customer base consisting of multinationals and medium sized organizations, mainly in the Manufacturing, Supply Chain & Logistics and Retail & Wholesale industries. Our Rappit Platform also supports software development companies and System Integrators in building world-class applications.

Rappit headquarters

Vanenburgerallee 7
3882 RH Putten
The Netherlands

info@rappit.io

rappit