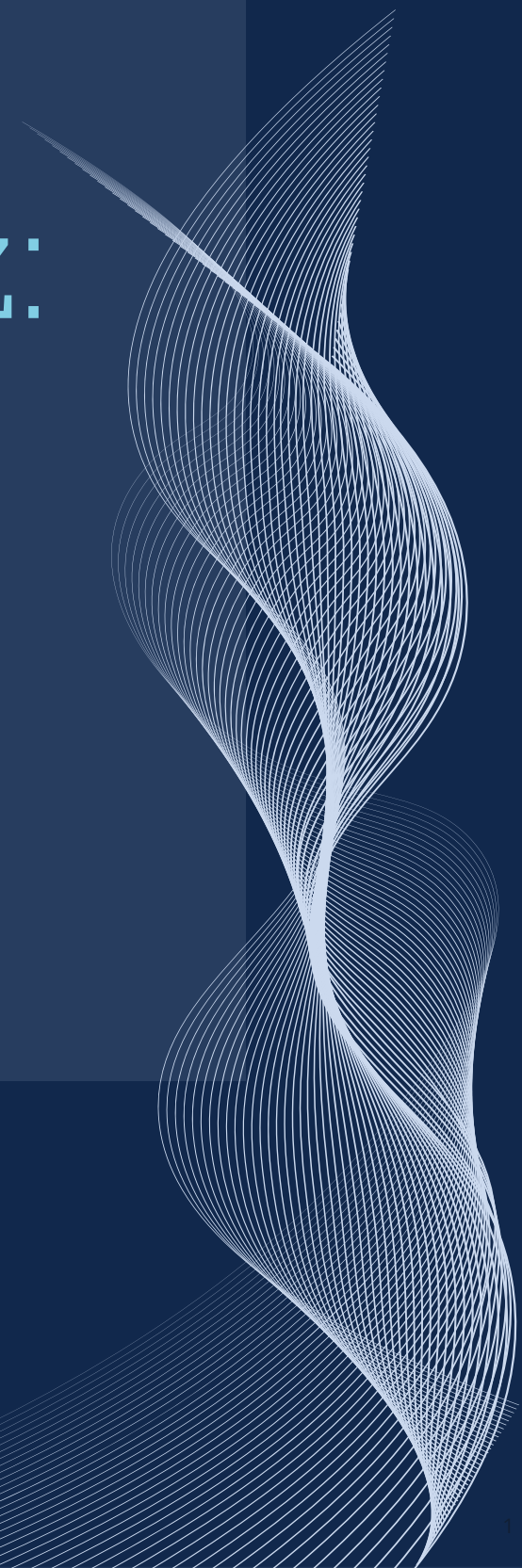


**\*ISG** Provider Lens<sup>®</sup>

# Korcomptenz: SmartForge Intelligence Platform

FEBRUARY 2026 | BRIEFING NOTES



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## About ISG® Research

ISG® Research provides proprietary research, advisory consulting and executive event services focused on market trends and disruptive technologies driving change in business computing. ISG® Research gives business and technology leaders the insight and guidance they need to accelerate growth and create more value.

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# Background

Midmarket enterprises face increasing pressure from global conglomerates and agile digital-native startups. Despite ERP and CRM implementations, functional teams remain trapped in disconnected systems and spreadsheets, creating costly silos. Efforts to integrate AI, cloud and operational technologies are often slowed by legacy infrastructure, limited skills and organizational resistance to change. Industries such as manufacturing, retail, BFSI and logistics continue investing in smart technologies, yet most AI initiatives remain stalled in pilot phases.

The manufacturing industry, in particular, is undergoing a profound transformation fueled by the convergence of digital technologies, sustainability imperatives and evolving customer expectations. As manufacturers modernize legacy systems, adopt emerging technologies and build

resilient supply chains, they face a complex mix of challenges and opportunities. In 2025, these firms encountered significant hurdles in advancing digital transformations, including technology disruption, cybersecurity risks, talent shortages, integration complexity and economic volatility. This complexity increases the demands on mid-tier IT firms tasked with delivering scalable, cost-efficient and domain-specific solutions.

**Korcomptenz's SmartForge** Intelligence Platform is an AI-powered analytics solution integrated with Microsoft Fabric that offers real-time visibility, predictive maintenance and data-driven decisions. It unifies IT, OT, and IoT data into a single intelligence layer, enabling real-time insights, predictive analytics and intelligent automation across the enterprise value chain.

## Briefing Note

A team of senior executives from Korcomptenz, including CEO Prakash Anthony, Founder & President Clara D'Silva, SVP George Philip (AI & Data) and CSO Edward Diamond, briefed ISG analysts on **SmartForge**, its flagship AI-powered intelligence platform for manufacturing and other industries.

The discussion focused on:

- **Target market:** SMB sector (\$100M to \$2B revenue) with low-to-medium IT maturity and fragmented ERP, CRM, MES and shop-floor systems.

- **Strategic positioning:** **SmartForge** is positioned as a modular, composable intelligence platform that seamlessly integrates IT, OT, and IoT systems, accelerating enterprise outcomes from months to weeks.
- **Technology foundation:** Built on Microsoft Fabric, Azure AI, Copilot Studio and integrated with ERP (Dynamics 365, SAP), MES and IoT systems.



# SmartForge Intelligence Platform

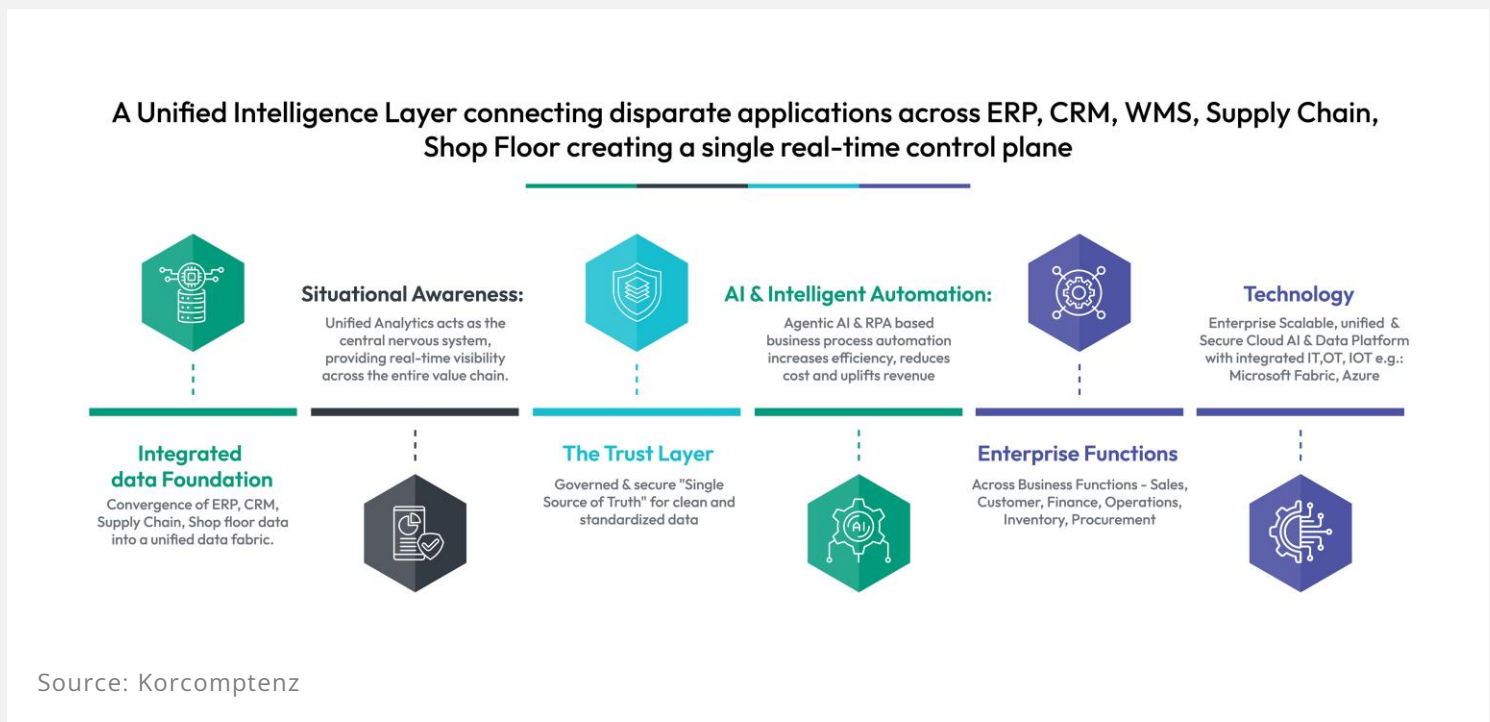
Korcomptenz is driving accelerated AI adoption in manufacturing through its SmartForge Intelligence Platform, which propels initiatives from fragmented pilots to scalable, enterprise-wide implementations. By unifying IT, OT, and IoT data streams, SmartForge unlocks predictive maintenance, real-time analytics and intelligent automation across shop floor operations, supply chains and quality control. By embedding GenAI copilots and agentic AI agents directly into key workflows, such as technician support, engineering design and IT/OT convergence, SmartForge enables AI that seamlessly connects with ERP, MES and PLM systems. This integrated strategy positions AI as a core enabler of operational efficiency and agility, helping manufacturers achieve smarter decision-making, stronger resilience and measurable business outcomes.

KOR SmartForge addresses critical industry challenges, ranging from supply chain disruptions and escalating product complexity to acute skilled labour deficits, by delivering actionable insights and automated solutions tailored to manufacturing, retail/CPG, BFSI and logistics sectors.

Its core modules include:

- **SmartForge Foundation:** A unified, AI-powered analytics platform that integrates multiple ERP, CRM, supply chain, and shop-floor data to deliver over 100 customizable dashboards and real-time insights across key domains including sales, inventory, production, procurement, finance, and customer engagement. Enhanced by AI/ML driven forecasting for demand prediction, Azure integrated security for enterprise grade protection and over 170+ connectors, the platform helps users to generate actionable insights via natural language interfaces and generative AI copilots.
- **SmartForge Insights:** Leverages converged IT and OT datasets to proactively detect process instability and quality degradation, delivering real-time OEE intelligence for optimized equipment effectiveness, comprehensive loss analysis to identify unplanned downtime and stoppages, and predictive quality control to mitigate issues during startups and production rejects. Seamlessly integrating with existing enterprise systems such as Dynamics 365, SAP,

Figure 1: SmartForge – A Unified Intelligence Layer



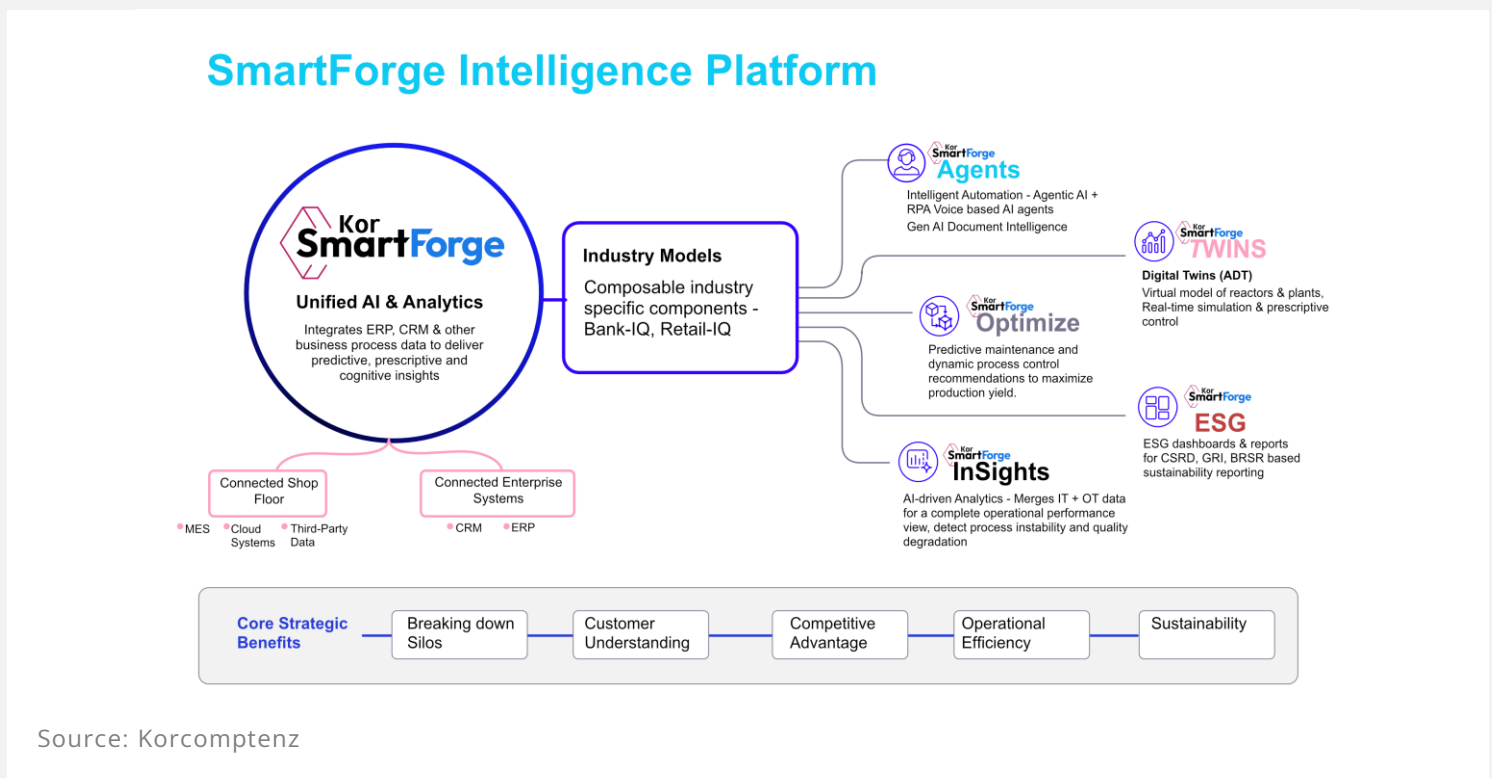
or MES platforms, it enables efficient recording and feedback loops, empowering manufacturers with real time, actionable, data-driven improvements across operations.

- **SmartForge Optimize:** Delivers predictive maintenance and process control recommendations to maximize production yield, using failure risk assessments including MTBF, MTTF, and RUL with failure modes prediction, equipment health scoring, and alerting with recommendations. By integrating with existing MES, APC, and DCS systems, it provides feedback to the production floor for implementation of insights that improve reliability, reduce disruptions, and increase operational performance.
- **SmartForge Twins:** Simulate and evaluate product formulations, maintenance strategies, resource allocation plans, and operational changes. Built in machine learning models for predictive formulations in R&D. Factory and process modeling via Azure twin digital twin definition language models. The platform

integrates with other simulation software for physics-based simulations.

- **SmartForge Agents:** Leverages hierarchical agentic AI framework to combine agents, robotic process automation, and copilots built on Azure AI Foundry, Copilot Studio, Power Platform, and OpenAI. Voice agents facilitate interactions, allowing workers to issue commands and query systems for warehouse management, customer service, and maintenance. Document intelligence automates document processing for accounts receivable, accounts payable, procurement, and research notes.
- **SmartForge ESG:** Automates sustainability data collection, validation, and reporting across the enterprise. It includes more than 165 ESG reporting templates for CSRD, GRI, and BRSR regulations to facilitate compliance submissions. Workflows, audit trails, and traceability automate processes to reduce errors. The system connects with 170 integrations across applications and data sources.

Figure 2: SmartForge Intelligence Platform



Korcomptenz offers a tiered commercial strategy of:



Mid-market enterprises with revenues between \$100M and \$2B require diverse implementation options. Korcomptenz provides a tiered commercial strategy to serve this segment. The framework scales from establishing visibility for key performance indicators to integrating intelligence into enterprise operations and executing a complete transition toward an insights-based enterprise.

This is delivered through OpEx-based pricing with modular adoption, starting with rapid-onboarding starter kits and scaling seamlessly to enterprise-wide transformation.



# Proven Success Across Midmarket and Enterprises

Korcomptenz operates as a premier Microsoft Solutions Partner, utilizing technical knowledge and industry expertise to deliver solutions aligned with client business goals. This approach facilitates transformation through increased accuracy and agility. By combining experience and domain understanding with a deep partner ecosystem, the organization provides expert-led transformation and impact-led growth for clients.

Korcomptenz possesses extensive expertise in modern AI, data, and analytics, having successfully delivered over 50 implementations for a global clientele. These engagements span the full spectrum of artificial intelligence, enterprise analytics, and modern data solutions. As a Microsoft AI Cloud and Fabric partner of choice, the organization's technical proficiency is further distinguished by a Microsoft specialty in Azure Analytics Services.

## Discrete Manufacturing

- One of the largest global optonics company implemented SmartForge, automating their AI powered enterprise intelligence driving transparency & efficiency:
  - Enhanced visibility across multiple business units
  - Unified real-time insights across Sales, Operations, Manufacturing & Supply Chain areas
  - Improve decision-making efficiency by 25%
  - Faster quote-to-ship cycle by 35%
- One of the leading food seasoning manufacturers selected Korcomptenz to implement SmartForge and realize value through AI enabled product development and improved operations efficiency:
  - AI powered Seasonings R&D formulations & End-use applications recommendations

- Real-time operations & supply chain Performance
- Faster time to market for new formulations by 46%
- Improve supply chain responsiveness for key ingredients by 30%

## Continuous Manufacturing

- A global medical adhesive devices manufacturer utilizes SmartForge to deliver AI-powered enterprise insights. This implementation spans critical business functions, including sales, finance, manufacturing, operations, and supply chain management:
  - Real time supply chain performance
  - AI-driven automation chem scientist lab notebooks
  - Increase overall supply chain efficiency by 30%
  - Faster new product development by 26%
- A leading producer of high-purity polysilicon for the photovoltaic (solar) and semiconductor industries. Eliminating the manual excel-based processes and establishing consistent, trusted data sources enable a centralized intelligence platform, significantly accelerating decision-making:
  - AI driven real-time insights across Sales, Manufacturing, Operations, Inventory, Procurement, Finance & Project Management areas
  - Improve decision-making efficiency by 2x
  - Faster financial reconciliation by 30%



# Key Takeaways

Korcomptenz is carving a niche in the **midmarket segment (\$100M to \$2B revenue)** with SmartForge, a **composable intelligence platform** that bridges the gap between traditional ERP analytics and advanced, AI-driven operational intelligence spanning IT, OT & IoT domains. Unlike large MES vendors or niche analytics providers, Korcomptenz offers an **affordable, modular solution** aligned with Microsoft's strategic push toward Fabric-based workloads and AI Copilot integration.

Key differentiators include:

- **Industry-specific use cases:** Tailored solutions for the manufacturing, retail, BFSI and logistics sectors.
- **Rapid time-to-value:** Deployments completed in weeks, not months, with measurable business outcomes.
- **Composable architecture:** Clients can start with foundational analytics and scale to advanced modules like predictive maintenance, digital twins and ESG compliance.
- **Native Microsoft Fabric integration:** Seamless interoperability with enterprise applications including Dynamics 365 and SAP public cloud.

ISG analysts view Korcomptenz as an **emerging Challenger** in the AI-powered enterprise intelligence space, particularly for SMBs seeking cost-effective, scalable solutions that combine IT, OT and IoT data under a unified governance and analytics framework.

## ISG Placement and Recognition

**ISG Provider Lens® positioning:** Korcomptenz is recognized in the following recently published report:

- Microsoft Cloud and AI Ecosystem, Global, 2025



# About the Author

Swadhin Pradhan

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Swadhin Pradhan brings over two decades of technology, business and market research experience and expertise to ISG clients. He is proficient in executing market and competitive intelligence (MI/CI) and quasi-consulting projects in the manufacturing, energy and resources industries. Prior to joining ISG, Swadhin worked in the MI/CI and thought leadership organizations of large technology and consulting firms such as IBM and Deloitte. At ISG, he focuses on ISG Provider Lens<sup>®</sup>, with his research and analysis for ISG clients centered on energy and utilities market development, disruption and change. He also serves as a Lead Analyst contributing to ISG Provider Lens<sup>®</sup> global research studies.

Swadhin holds an MBA in Marketing and Finance from the Institute for Integrated Learning in Management (IILM), New Delhi, and a Bachelor of Engineering degree in Electronics and Telecom.





# Summary Facts



## Headquarters

Korcomptenz is headquartered in Parsippany, New Jersey.



## Total Employee

The company reports over 350 employees.



## Service portfolio

Korcomptenz offers end-to-end digital transformation, helping businesses modernize operations, reduce costs, and improve stakeholder engagement. The company positions itself as a total technology transformation partner, offering strategic consulting, seamless implementation, and managed services across AI, data, analytics, digital, cloud, ERP, CRM, infrastructure, and workflow domains.



## Competitors

Korcomptenz competes with Microsoft resellers and ERP integrators, broad IT consulting and digital transformation firms and specialized providers.





ISG (Nasdaq: III) is a global *AI-centered* technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services sourcing that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments.

For more information, visit [www.isg-one.com](http://www.isg-one.com).

