CASE STUDY · MANUFACTURING · IDENTITY & ROLE-SCOPED AUTHORITY

A manufacturer let agents write to ERP and MES without loosening a single permission

The integration fabric verified every proposed write against the plant's own state before it committed — and refused 4.9% of them.

Scenario	Published	Orcher components
Industrial manufacturer · 31 plants	2026-09-23	Logic Scrubber, Role Identity Fabric, Observability

Summary

An industrial manufacturer wanted maintenance and production-planning agents to write directly into ERP and MES. Orcher sat in the write path, checked each proposal against live plant state and standing work rules, and produced a record for each committed change.

4.9%
of proposed writes refused on contradiction with plant state

0
unscheduled downtime events attributed to agent writes

63%
reduction in planner re-entry time

31
plants live on the same enforced write path

The situation

- Agents could read plant data but not write, so every recommendation still needed manual re-entry.
- Manual re-entry introduced its own error rate and erased most of the time saved.
- Plant IT would not grant write access to a system that could not explain a change after the fact.

What Orcher enforced

- Every proposed write was verified against live MES state, standing work rules and maintenance windows before commit.
- Role Identity Fabric derived agent write scope from the planner or maintenance lead who issued the directive.
- Contradictions produced refusals with the specific conflicting state attached, routed back to the human.
- Observability gave each plant a local view of what agents had changed in its own systems that shift.

The data

Write type	Proposed	Committed	Refused	Top refusal cause
Work order creation	18,400	17,610	790	Outside maintenance window
Schedule adjustment	9,220	8,690	530	Conflicts with active run
Parts reservation	12,050	11,700	350	Stock already allocated
Downtime coding	6,310	6,240	70	Code not valid for asset class
Shift note	4,900	4,900	0	—

One quarter of agent write traffic across 31 plants.

Outcomes

- Plant IT extended write access to two further agent classes on the strength of the refusal record.
- Planners spend their time on the refusals, which are the genuinely interesting cases.
- Refusal causes fed back into work-rule cleanup, retiring 140 stale rules.
- The manufacturer standardised the enforced write path for all future automation projects.

> “Write access was never a technical question for us. It was a question of what happens the first time the system is confidently wrong.”
>
> — VP of Manufacturing IT, industrial manufacturer (composite, modelled scenario)

Read further

- Enterprise Integration Fabric — dippai.com/orcher/integration-fabric
- The Logic Scrubber — dippai.com/orcher/logic-scrubber
- Full case study — dippai.com/case-studies/manufacturer-systems-of-record-integration

Disclosure. Modelled reference scenario. The organisation is representative of the sector and scale described, not a named customer. Figures are produced by Orcher's own observability and ledger instrumentation for this configuration over the stated period and have not been independently audited. Market figures carry their own source line.