yonder

PUG CHALLENGE 2026 · PROVIDENCE & AMSTERDAM

AI RAGtime Stories:

Hype, Hope, and Hard Truths



From real AI RAG projects: what worked, what broke, and what we learned

Gabriel Lucaciu · AI Delivery Manager, Yonder

CONSTELLATION SOFTWARE INC.

Human > AI

Inbox · 1 new message

From: **CEO**
Sent: **Friday, 16:47**
Subject: **AI**

We need to do something with AI.
Talk on Monday.

Sent from my iPhone

yonder

YOUR TURN · MENTIMETER POLL

Friday, 16:47. What is your first move?

- Ask ChatGPT what to do
- Call a vendor
- Reply: “Which problem?”
- Pretend I saw it on Monday

menti.com

code

1509 7310



yonder

ABOUT ME

Gabriel Lucaciu



AI Delivery Manager at Yonder

20+ years at Yonder

20+ years of Progress OpenEdge and ABL

Today: AI modernization, AI-DLC, AI Accelerators







yonder

ABOUT YONDER

Part of Topicus, Constellation Software Inc.

AI Transformation Partner

30+ years with Progress

9+ years investing in ML/AI, since Deep Learning "Boom"

400+ engineers, 2 offices in Romania,1 office in NL

AI Accelerators: AI Modernization, AI-DLC, AI Solutions



yonder ABL-to-AI. 1 week LAUNCH.

BEFORE WE START · WHAT IS AI RAG?

An open-book exam for AI

RAG = **R**etrieval-**A**ugmented **G**eneration: look it up first, then answer.

1



Someone asks

“How do I close a project with open invoices?”

2



It looks it up

Finds the right pages in your own manuals, guides and tickets.

3



It answers

Only from those pages, and shows the document and page.

The answer can never be better than the book. That is the whole talk in one sentence.

yonder

01

The Hype

“Give the AI your documents and it will answer everything.”

PROVIDENCE, RHODE ISLAND · 1928–1931

The Providence Steam Roller in three phases

Providence's own NFL team, playing in the Cycledrome: a stadium built for bicycle races.

THE HYPE

1928

Champions

Everybody believes it.

THE HOPE

1929

The first NFL night game

6,000 fans came.

THE HARD TRUTH

1929–31

Gone

Flooded and exhausted.

Sources: Pro Football Hall of Fame, ‘NFL’s first night game’; NFL.com

yonder

FROM PROVIDENCE TO AI RAG

The same three phases, in every AI RAG project

PHASE	THE STEAM ROLLER	YOUR AI RAG PROJECT
The Hype Pilot	1928: champions. Everybody believes.	**A great demo on hand-picked questions. Everybody believes.**
The Hope Adoption	1929: the first night game. 6,000 fans come.	**Something genuinely new. People come back when it answers their daily questions.**
The Hard Truth Production	A bicycle stadium, a flood, four games in six days.	**Docs written for people, duplicates and old versions, nobody with time to look after it.**

THE HYPE · WHAT THE ANALYSTS SEE

Everyone is playing. Few are scaling.

88%

of organisations use AI in at least one business function

McKinsey, State of AI 2025

2 of 3

have not yet started scaling AI across the organisation

McKinsey, State of AI 2025

60%

of AI projects without AI-ready data will be abandoned through 2026

Gartner prediction, 2025

63%

are not sure their data management is ready for AI

Gartner survey, 2025

Sources: McKinsey, The State of AI in 2025 (Nov 2025); Gartner press release, 26 Feb 2025

THE HYPE · THE RISK NOBODY PUTS ON THE SLIDE

Your people will trust it more than they should

66%

rely on AI output at work without checking if it is accurate

KPMG & Univ. of Melbourne, 2025

56%

have made mistakes in their work because of AI

KPMG & Univ. of Melbourne, 2025

51%

of organisations saw at least one negative consequence from AI. Inaccuracy is the most common.

McKinsey, State of AI 2025

Sources: KPMG & University of Melbourne, Trust, attitudes and use of AI: a global study 2025; McKinsey, The State of AI in 2025

YOUR TURN · MENTIMETER POLL

Where is your organisation with AI RAG today?

- Not started yet
- Exploring or piloting
- In production
- Rescuing one that went sideways

menti.com

code

1509 7310



02

The Hope

Where AI RAG genuinely earns its place.

THE HOPE

The business value of AI RAG

Faster answers

Seconds, with sources.

Knowledge that doesn't retire

Expertise stays here.

Faster onboarding

Juniors find answers.

Consistent answers

Same across languages.

A mirror for your documentation

Reveals gaps, duplicates.

A new product capability

Later, for customers.

THE HOPE · CALLING THE RIGHT PLAY

Is AI RAG the right play?

WHEN THE QUESTION IS…	…THE RIGHT PLAY IS	
“Where does the manual explain how to…?”	**AI RAG**	The answer is written down somewhere.
“How many orders did we ship last month?”	**Your application or reports**	It is a number, not a document.
“Book the order for me.”	**A workflow or AI agent, with rules**	It is an action, not an answer.
“Why did we build it this way in 2004?”	**Write it down first**	RAG cannot find what nobody wrote.

Think: *if your best support engineer retired on Friday, could your documentation answer Monday's tickets?*

THE HOPE · HOW TO ROLL IT OUT

Start inside. Then take it to your customers.



PRACTICE SQUAD

Your own people

Experts judge answers.



PRESEASON

Trusted outsiders

Real-world feedback.



REGULAR SEASON

Your customers

Inside your product.

Gate 1 · Proven and owned

Gate 2 · Safe and supported

yonder

03

The Hard Truths

Film from three real games.

THE HARD TRUTHS · THREE GAMES

Three games. Three different results.

GAME 1

USA

The early adopter

Product docs and years of support tickets

GAME 2

CANADA

The follower

Internal assistant over product docs and regulations

GAME 3

SWITZERLAND

The pragmatic

Support assistant over product documentation

GAME 1 · USA · ENGINEERING DOCUMENT & ASSET MANAGEMENT

The film room: years of support history



Support tickets are your game film

Every problem a customer ever had, and how your team solved it.

But nobody wins by watching **raw** film. You have to cut it first.

ASSISTANT 1

Product documentation

Several product lines, each with its own knowledge, with questions routed to the right one.

ASSISTANT 2

Support ticket history

Years of tickets and comments turned into reusable answers.

GAME 1 · USA · CUTTING THE TAPE

Cleaning took longer than building

- ✕ Spam and promotional emails logged as tickets
- ✕ Tickets with no meaningful comments
- ✕ Automatic status-change messages
- ✕ One-line replies with no content
- ✕ The same answer copied many times

THE ONE THAT MATTERS MOST

Tickets that were never resolved

A question, a guess, three failed attempts and no answer. Feed that to the AI and it will repeat the guess, with confidence.

YOUR TURN · MENTIMETER POLL

Two sources disagree. Which one should win?

Manual (2022): “Do X.” **Ticket (last month):** “Do Y.”

- The official manual
- The newest ticket
- Show both answers
- Ask a human

menti.com

code

1509 7310



yonder

GAME 1 · USA · AFTER THE FINAL WHISTLE

What broke after the handover

Some files wouldn't load

Big Word files.

A key expired

Tickets silently vanished.

Nobody could look

Access already removed.

Wrong expectations

“See my screen?”

No referee

Which source wins?

No scoreboard

No test set.

GAME 2 · CANADA · REGULATORY COMPLIANCE SOFTWARE

The fumble: “give it the data and see”

THE IDEA

An internal assistant that answers from product documentation and Canadian regulations.

THE ONE REAL WIN

It taught us the playbook we used in the next project.

No clean-up plan

Everything went in as it was: duplicates, noise, images.

Inputs arrived late

We kept waiting for documents, test questions and feedback.

No real sponsor

The client saw it as an experiment, and treated it like one.

Team spread thin

Engineers fitted it in between other work, with little focus.

No scoreboard

No accuracy, usage or time-saved figures. Did it work?

GAME 2 · CANADA · THE LESSON

Access to documents is not a prepared knowledge base.

A working assistant is not an adopted assistant.

Think: *who in your company would miss it if it disappeared tomorrow?*

GAME 3 · SWITZERLAND · CONSTRUCTION MANAGEMENT ERP

The problem: knowledge lived in people's heads

Support and services teams kept interrupting the same few experts.

The goal: ask in plain language, inside the tools people already use, and get an answer with the document, module, version and page.

The documentation: mostly German, organised by module and version, full of screenshots.

540

documents, from ~900 raw files

36

product modules, 5 versions

22,000

images inside the documents

27%

of the images were noise

yonder

YOUR TURN · MENTIMETER QUIZ

How much of the documentation text was duplicated?

- 15%
- 30%
- 49%
- 67%

menti.com

code

1509 7310



yonder

GAME 3 · SWITZERLAND · WHAT WENT RIGHT

Almost half. And it still worked.

49%

of the text was duplicated across files

Nobody knew until the AI read everything.

✓ **Inputs ready on day one**

Documents and test questions with answers, before we started.

✓ **One responsive owner**

On the client side, with time to answer, test and organise real users.

✓ **Answers you can check**

Every answer shows document, module, version and page.

✓ **Allowed to say “I don't know”**

When the documents don't support an answer, it says so.

Result: >85% correct on 15 test questions → company-wide pilot

yonder

GAME 3 · SWITZERLAND · WHAT STILL HURT

We won the game. Still could have been better.

Access wasn't ready

Holidays blocked work.

Testing was too thin

Few languages tested.

Updates need a person

Manual refresh only.

Nobody pressed “dislike”

Feedback buttons ignored.

THE HARD TRUTHS · THE SCOREBOARD

Same hard truths, every game

	USA	CANADA	SWITZERLAND
Preparing the knowledge was bigger than building	HIT	HIT	HIT
Duplicated or conflicting content	HIT	HIT	HIT
Too little testing before go-live	HIT	HIT	PARTLY
No engaged business owner	HANDLED	HIT	HANDLED
Keeping the knowledge up to date	PARTLY	PARTLY	PARTLY
Getting people to actually use it	PARTLY	PARTLY	PARTLY

HIT = it hurt us · PARTLY = it slowed us down · HANDLED = we got it right

YOUR TURN · MENTIMETER POLL

Would you rather your AI assistant...

OPTION A

...says “I don't know” 1 time in 5

Honest, sometimes frustrating.

OPTION B

...is confidently wrong 1 time in 20

Smooth, and you won't know which time.

menti.com

code

1509 7310



yonder

04

The Playbook

What we would tell ourselves before the first snap.

THE PLAYBOOK

Best practices we learned the hard way

BEFORE YOU BUILD

1. Start with a question asked daily
2. Name a business owner, with time
3. Write the test questions first
4. Decide which source wins

BEFORE AND AFTER GO-LIVE

5. Plan preparation as the main job
6. Let it say “I don't know”
7. Give upkeep and feedback an owner
8. Start inside, then go to customers

THE PLAYBOOK · YOUR PROGRESS APPLICATION

What Progress offers for AI RAG

Progress Agentic RAG

Cited answers, as a service

OpenEdge MCP Server

Secure bridge to OpenEdge

WORKS BEST WHEN YOU NEED

- **Documents plus OpenEdge data**
- **AI inside your existing app**
- **Your business rules respected**

Sources: Progress.com, Progress Agentic RAG and OpenEdge MCP Server (2025–2026)

yonder

THE PLAYBOOK · DEMO VS PRODUCTION

Preseason is not the regular season

	PRESEASON · THE DEMO	REGULAR SEASON · PRODUCTION
Questions	Hand-picked	**Whatever people actually ask**
Knowledge	A clean sample	**Every version, changing every week**
Judged by	Applause in the room	**Test questions after every change**
When it's wrong	Nobody notices	**Someone owns the fix**
After launch	The team moves on	**Owner, updates, access and support**

BACK TO PROVIDENCE

The floodlights stayed. The team didn't.

The technology was never the problem.



AI RAG does not remove the need to manage knowledge.

It makes the quality of that knowledge, and the ownership around it, visible.

Source: Pro Football Hall of Fame, 'NFL's first night game'

MONDAY, 09:00 · YOUR REPLY

Reply

Subject: **Re: AI**

Happy to. Before we build anything, three questions:

1. Which questions do our people ask every day?
2. Who owns the right answer?
3. How will we know the AI got it right?

Let's start with our own support team, And show customers later.

YOUR TURN · MENTIMETER OPEN QUESTION

It's Monday. What's your first play?

One sentence. What will you do differently on Monday?

Examples: “Find our most-asked support question.” “Name an owner for our documentation.”

menti.com

code

1509 7310



yonder

THANK YOU

Questions?

Gabriel Lucaciu

AI Delivery Manager, Yonder

gabriel.lucaciu@tss-yonder.com

tss-yonder.com

AI-READINESS SELF-ASSESSMENT

How AI-ready is your organisation?

Scan with your phone camera

yonder ABL-to-AI. 1 week LAUNCH.