

Thorsten Franz

DIGITALISATION & AI

Advertised as: Digitalisation Project Manager · ERP Project Manager · AI Governance Consultant

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• AVAILABLE — DACH, CYPRUS, REMOTE & ON SITE — DIRECT CONTRACT

AI rarely fails on the technology

It fails on data no one has sorted, on processes that were never described, and on a missing framework for use. Introducing tools before those three things are in place creates effort without result – and, in case of doubt, a data protection problem. I work in the reverse order.

40 %

FASTER SALES PROCESSES

50 %

MORE EFFICIENT SERVICE

30 %

PERSONNEL COSTS SAVED

20+

YEARS OF ERP PRACTICE

THE SEQUENCE

1 · USE CASES	Not "where could we use AI", but which process costs time today, how often it runs, what an error there means. Some cases are worth it, many are not. Saying both is part of the job.
2 · DATA	Cleansing, structuring, modelling. A language model on an unsorted drive delivers confident wrong answers – that is worse than no answer.
3 · REPOSITORIES	Building knowledge bases and document structures so that they are machine-usable and factually correct. That includes the uncomfortable question of which documents still apply.
4 · FRAMEWORK	Who may do what with which data, where the approval paths sit, how a result can be verified. GDPR implications and the obligations of the EU AI Act taken into account before the first process goes live.
5 · TOOLS	Only at this point. Automation with n8n, AI-supported workflows – set up for a process that someone has understood beforehand.
6 · PEOPLE	Defined use cases, clear boundaries, verifiable results. Tools without enablement stop being used after three weeks.

WHERE THIS COMES FROM

BACKGROUND	ERP implementations and migrations for mid-sized companies for twenty years – ERPframe and DOCUframe, ERPnext, Dolibarr, Odoo, Equinox. Data modelling, data cleansing, migration, interfaces via EDI and to web shops, document management. Results: sales processes roughly 40 % faster, technical service roughly 50 % more efficient, and in the reorganisation of one company more than 30 % savings in personnel costs. On the AI side I am a practitioner, not a researcher: my own automations and process workflows with n8n and AI-supported tools – on a manageable scale, but built myself and in operation.
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WHAT I AM NOT

BOUNDARIES	I do not develop models, train nothing and build no machine learning pipelines. If your project needs data science in the narrow sense, I am the wrong person. My contribution lies before and alongside that: evaluating use cases, preparing data and processes, setting the regulatory framework, steering the implementation and bringing the organisation along.
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TYPICAL PROJECTS

AI ROADMAP	Collect, evaluate and prioritise use cases; estimate effort and benefit realistically; establish the order.
DATA BASIS	Review, cleanse, structure and model existing data before it feeds into AI-supported processes.
KNOWLEDGE MANAGEMENT	Build document repositories and knowledge bases so that they are factually reliable and machine-usable.
AUTOMATION	Recurring workflows with n8n: document processing, data handovers between systems, notifications, reporting.
GOVERNANCE	Policy for the use of AI, roles and approval paths, data protection assessment, preparation for the obligations of the EU AI Act.
ERP & REPLACEMENT	Selection, implementation, migration, interfaces. Classic digitalisation, often the prerequisite for

everything else.

CERTIFICATIONS

CERTIFICATES

Project Manager (IHK, 2018) · Data Protection Officer (TÜV, 2023 · DSC/IHK, 2018) · Data Protection Expertise TTDSG (BvD, 2022) · ITIL4 Foundation

FRAMEWORK

TERMS

Available by arrangement, scope according to project; roadmap development also available as a defined short engagement. DACH region, predominantly remote.

CONTACT

If you are unsure whether AI is worth it in your case at all, that is a good starting point for a conversation. I will tell you plainly if the answer is no.

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Full CV, further references and terms on request. Clients are identified in the full CVs and can be named in conversation; this short profile refrains from naming them.