Acme Innovations – Internal Strategy & Knowledge Document

Section 1. Company Overview
Acme Innovations is a global technology company focused on developing AI-driven software solutions for enterprise clients in finance, logistics, and healthcare. Our core mission is to simplify complex business workflows through automation, predictive analytics, and intelligent decision-support systems.

Section 2. Product Architecture Summary
Our flagship platform, Acme Intelligence Suite (AIS), is built on a modular architecture consisting of:
1. Data Ingestion Layer – handles structured and unstructured data input.
2. Vector Retrieval Engine – generates embeddings and retrieves semantically relevant information.
3. Orchestration Core – manages agent workflows, tool execution, and LLM reasoning.
4. User Interaction Layer – provides dashboards, chat interfaces, and API endpoints.

Section 3. Data Security & Compliance
Acme Innovations adheres to strict compliance requirements, including:
• SOC-2 Type II
• GDPR and data minimization standards
• Zero-Trust internal access rules
All customer data must be encrypted in transit (TLS 1.2+) and at rest (AES-256).

Section 4. Operational Guidelines
4.1 Incident Response Workflow:
• Level 1 event: automatically logged and reviewed within 24 hours.
• Level 2 event: requires engineering team escalation and client notification.
• Level 3 event: critical outage requiring 24/7 on-call engineering support.

4.2 Model Update Policy:
All LLMs used in the platform must undergo accuracy regression testing and bias evaluation before deployment.

Section 5. Corporate Policies
• Employees must rotate access credentials every 90 days.
• External contractors require approval from two managers.
• All production deployments must pass automated security scans.

Section 6. Future Strategy Roadmap
• Expansion of retrieval-augmented generation (RAG) features across all enterprise tools.
• Integration of generative agents capable of long-term memory and autonomous workflow execution.
• Migration of infrastructure toward serverless compute clusters to reduce operational overhead.

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