

The Living Memory of the Organization

EON Tacit turns hard-won expert judgment into verified organizational memory — then makes that memory searchable, teachable, conversational and ready for controlled operational use.

One trusted brain. Many experiences. Human accountability throughout.



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Executive summary

The expert can leave. The expertise should not.

Organizations know how to store documents. They are far less able to preserve judgment: the pattern an expert notices before an alarm, the exception that makes a procedure work on a specific asset, the phone call that prevents an escalation, or the reason one option is rejected under pressure. This knowledge is tacit because it lives in experience rather than in a manual.

EON Tacit is a standalone enterprise platform for turning that experience into living, governed organizational memory. It discovers where knowledge is at risk, captures it through intelligent interviews, refines it into atomic source-linked items, verifies it with people, keeps it current and activates it through multiple experiences.

PRODUCT STATEMENT EON Tacit preserves the judgment organizations cannot afford to lose.

The complete product in one line

Interview Studio → Tacit Brainy → Ask / Brainy / Agent / Incident Assist / Situation Room

Architecture separates knowledge from presentation. Tacit Brainy is the governed intelligence layer. Ask Tacit, Brainy, an optional agent, Incident Assist and Situation Room are different doorways into the same verified core. This prevents the common failure in which each interface invents its own truth.

Five verbs define the platform

- **Discover** — which expertise is at risk and what capture campaign should happen first.
- **Capture** — decisions, cues, stories, exceptions and know-how through human- or AI-led interviews.
- **Verify** — every publishable item with evidence, roles, status, age and audit.
- **Ask** — the organization's memory in natural language, by text or voice.
- **Activate** — approved knowledge in reports, learning, incidents, Situation Room and future simulation.

1. THE PROBLEM

What manuals miss

Explicit knowledge says what should happen. Tacit knowledge explains how experienced people recognize what is actually happening and choose what to do next. It includes weak signals, sensory cues, local exceptions, trade-offs, workarounds, relationships, sequencing and the boundaries of safe action.

Traditional exit interviews underperform because experts do not naturally narrate what has become automatic. Transcripts alone are difficult to search. Generic chatbots can sound confident without understanding provenance. Avatar-first systems create a convincing face without a trustworthy brain. Static knowledge bases decay because age, disagreement and operational feedback are not part of the design.

The risk is broader than retirement

- Critical expertise is concentrated in a few people or shifts.
- Sites, assets and teams develop local knowledge that never enters global procedures.
- Incidents expose lessons, but the rationale disappears after the review closes.
- Growth, reorganization and contractor turnover repeatedly break knowledge continuity.
- Generative AI increases the speed of answers while making trust and provenance more important.

DESIGN RESPONSE Do not begin with an avatar or chatbot. Begin with capture, evidence and human verification.

A standalone system of record for judgment

EON Tacit is not dependent on Situation Room, an avatar vendor or one model provider. Its minimum complete product includes discovery, Interview Studio, the Tacit Brainy core, Knowledge Review, search, reports and Ask Tacit. Integrations add value without owning the knowledge.

2 . CAPTURE

Interview Studio: engineered to surface the unwritten

Tacit Interview Studio turns an interview into a deliberate knowledge-capture operation. Before recording, the organization defines the expert, domain, assets, risks, consent, review roles and desired outputs. A domain pack supplies interview probes, knowledge types, criticality rules and terminology without changing the core product.

Two interview modes

Human interview + AI copilot

A skilled interviewer leads the conversation while the copilot watches coverage and proposes follow-ups. It looks for missing rationale, skipped sensory detail, hidden exceptions and statements that deserve clarification. The interviewer remains in control and can accept, ignore or reframe every prompt.

Autonomous AI interview

Brainy can conduct a structured interview one question at a time when a human interviewer is unavailable. The expert can pause, skip, ask for clarification or request human takeover. This mode is optional, not the default requirement for the platform.

What the interview seeks

- Decisions and the evidence behind them
- Weak signals and sensory cues
- Rules of thumb and their limits
- Near misses, surprises and turning points
- Asset-specific quirks and local conditions
- Escalation paths, trusted contacts and handoffs
- Safety boundaries, exceptions and prohibited actions

CAPTURE RULE Nothing becomes knowledge merely because the AI extracted it. Extraction creates a proposal for review.

3. THE TRUSTED CORE

Tacit Brainy: the brain behind every experience

Tacit Brainy is not a visible character. It is the governed intelligence layer that converts evidence into usable organizational memory and controls what every downstream experience may say.

Knowledge Refinery

Transcribes, segments and converts interviews and source documents into typed atomic items such as decisions, heuristics, warnings, stories, procedures, contacts and asset quirks.

Trust Engine

Manages evidence, reviewers, verification state, confidence dimensions, criticality, disagreement, review dates, retraction and audit.

Knowledge Graph

Connects people, roles, assets, events, decisions, risks, procedures and source moments so retrieval can use meaning and context.

Living Loop

Uses feedback, scheduled reviews and new expert evidence to strengthen, challenge, update or retire knowledge over time.

NON-NEGOTIABLE RULE Cited or it does not show. A user must be able to inspect the evidence and understand the status of the answer.

Knowledge is atomic and governed

A long interview is broken into small, typed items that can be individually reviewed, cited, permissioned and updated. Each item carries its own lifecycle state, source anchors, applicable context, owner, age and criticality. This allows one statement to be corrected without rewriting an entire report or retraining a persona.

4. TRUST ARCHITECTURE

Verified, attributed and visibly current

The platform is designed for environments where a fluent answer is not enough. Trust must travel with the knowledge everywhere it appears.

- **Human accountability** — AI proposes. Authorized reviewers accept, edit, reject or return items for expert clarification.
- **Source provenance** — Every material claim points to an interview timestamp, document passage or other approved evidence anchor.
- **Visible status** — Draft, reviewed, verified, disputed, review-due, stale and retired states are not hidden from downstream users.
- **Preserved disagreement** — Conflicting expert views remain attributed and contextualized rather than averaged into false certainty.
- **Age policy** — Knowledge has a review horizon determined by risk, domain and criticality. Review-due material is visibly marked and routed.
- **Consent and likeness** — Recording, use, voice and avatar permissions are separate, auditable and revocable.
- **Retraction propagation** — When an item or consent is withdrawn, all answer surfaces and exports must stop serving it according to policy.

SAFETY BOUNDARY EON Tacit informs qualified people. It does not authorize work, override procedures or replace safety systems.

5. EXPERIENCES

One trusted brain, many doorways

Experience	What it does
Ask Tacit	Everyday cited answers by text or voice.
Brainy	A conversational mentor that explains approved knowledge; voice-only or visual.
Brainy + Agent	An optional embodied face for Brainy. The agent presents; Tacit Brainy grounds.
Incident Assist	Fast, controlled retrieval during an event; safety-first, advisory and audited.
Situation Room	Activates verified knowledge as cards, courses and scenarios; EON Live is roadmap.

Ask Tacit: the everyday doorway

Workers search or ask a question in natural language. The answer is assembled from approved, entitled knowledge and includes source citations, verification, age, scope and limitations. If the system lacks relevant evidence, it says so instead of filling the gap with invention.

Brainy: the conversational mentor

Brainy explains the same grounded answer in a more instructional way. It can be text-based or voice-based, including a provider such as ElevenLabs behind a replaceable interface. Brainy is the mentor experience; Tacit Brainy remains the governed core.

Brainy + Agent: an optional face

An embodied agent — for example through HeyGen or another provider — can present Brainy’s grounded response. The provider supplies embodiment and delivery, not the knowledge policy. Citations, permissions, verification and response boundaries remain controlled by EON Tacit.

ARCHITECTURE RULE The Agent is the face. Tacit Brainy is the brain.

6. CONTROLLED ACTIVATION

Incident Assist and Situation Room

Incident Assist: evidence retrieval under pressure

Incident Assist is a separate, permission-controlled experience for retrieving relevant approved knowledge during an ongoing event. Its interface prioritizes safety flags, current procedures, citations, scope limits and high-stress readability. Queries and responses are audited. The experience is advisory and must be validated with client safety governance before operational production use.

Situation Room: turn knowledge into readiness

Verified Tacit items can be mapped into Situation Room cards, courses and scenarios. Reviewers approve the mapping before export. EON Genesis 3.0 can use the material to author structured learning. On the roadmap, EON Live can turn approved scenarios into simulation so successors can practice decisions and experience consequences safely.

This relationship is intentionally one-way in authority: EON Tacit remains the source of verified organizational knowledge; Situation Room is an activation and learning layer. A deployment can use either product independently or connect them through a controlled export contract.

PROGRESSION Ask for everyday work. Brainy to learn. Agent when embodiment adds value. Incident Assist for controlled events. Situation Room to practice and institutionalize.

7. LIVING MEMORY

A knowledge base that becomes more trustworthy with use

Most knowledge bases decay after launch. EON Tacit treats use as a source of governance signals. Feedback does not silently rewrite truth; it creates review work for accountable people.

The living loop

1. Observe

Capture answer usefulness, missing evidence, new incidents, corrections and changes in source material.

2. Route

Send high-value signals to the appropriate expert, reviewer, owner or supervisor.

3. Compare

Cross-check new interviews against the current base to identify corroboration, novelty and conflict.

4. Decide

Authorized people verify, update, dispute, retire or schedule knowledge.

5. Propagate

Approved changes flow consistently to Ask, Brainy, Agent, Incident Assist, reports and exports.

GOVERNANCE PRINCIPLE Feedback changes priority and review state — never source history.

8. DEPLOYMENT

Start focused. Expand without rebuilding the core.

A practical first deployment targets a defined knowledge-risk area: a retiring expert cohort, a high-consequence asset family, a recurring incident type or a critical role. The goal is to prove capture quality, verification workflow and everyday usefulness before broad enterprise rollout.

Recommended proof-of-value sequence

- Select the domain, experts, knowledge owners and prohibited uses.
- Configure a domain pack and consent model.
- Run human-led interviews with AI copilot; optionally test AI-led capture.
- Refine and review atomic knowledge items with evidence.
- Launch search, reports and Ask Tacit to an entitled pilot group.
- Add Brainy voice or an agent only where presentation improves adoption.
- Pilot Incident Assist only under explicit safety governance.
- Connect approved knowledge to Situation Room when learning activation is in scope.

Enterprise foundations

The target architecture includes tenant isolation, role-based access, encryption, audit logging, configurable retention, data residency options, provider abstractions and export controls. Domain packs allow industry and client adaptation without fragmenting the platform into separate codebases.

COMMERCIAL PRINCIPLE The customer buys a durable organizational-memory platform. Voice, embodiment and activation channels remain modular.

9. CONCLUSION

Preserve the judgment. Keep it alive. Put it to work.

EON Tacit expands the original tacit-knowledge concept into a complete standalone product. Interview Studio captures what experienced people know. Tacit Brainy turns that material into a verified, connected and living core. Ask Tacit and Brainy make it useful every day. An optional agent gives it a face. Incident Assist makes relevant evidence accessible under controlled conditions. Situation Room and the EON Live roadmap turn approved knowledge into learning and practice.

The differentiation is not a transcript, avatar or generic chatbot. It is the disciplined chain from human experience to evidence, from evidence to verified knowledge, and from verified knowledge to many governed experiences — without losing attribution, uncertainty, age or accountability.

FINAL PROMISE The expert retires. The expertise does not.

Product boundary at a glance

Standalone core: Discovery, Interview Studio, Tacit Brainy, Knowledge Review, Search, Reports and Ask Tacit. Optional experiences: Brainy voice and Brainy + Agent. Controlled pilot: Incident Assist. Extensions: Situation Room and EON Genesis 3.0. Roadmap: EON Live simulation activation.