

PRESS KIT

Hapster is a French startup offering a unique and innovative method that combines the best of human expertise and digital technology to capture and transfer industrial know-how.

Our clients report:

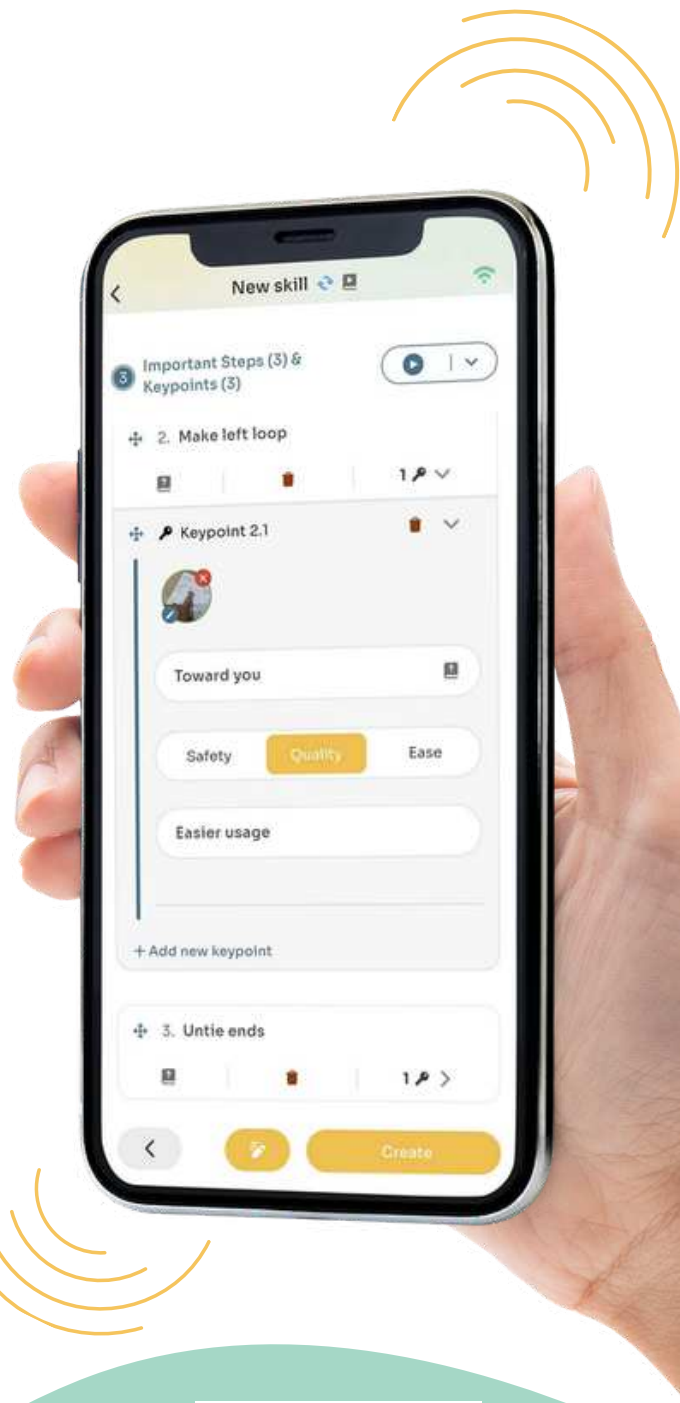
 25% increase of operational performance

 Time to autonomy 2X faster

 Content creation 10X faster

 ROI in less than 6 months

 Turnover /2



About Hapster

SASU created on August 30, 2023

Revenue 2025: €610k

Headcount: 6



Executive team and shareholding:

Franck Vermet

Co-founder & CEO, 34%

Cyril Brun

Co-founder & COO, 22%

Valérie Manier

Co-founder & CFO, 22%

Salah AWAD

Co-founder, 22%

Alongside the co-founders:

Patrice Carriqué: Sales Director

Louis de Grooth: Customer Success Manager

Vigneswaran Shanmugathas: DevOps

Hapster also relies on external expertise (technical development, business development, marketing).

Hapster owns 100% of the Intellectual Property of its solution and method.

A patent has been filed on the innovative solution, including:

- The method
- The digital solution and its algorithms
- The associated hardware for future developments

Skills transmission: a societal challenge

- The ability to design, produce and operate complex systems is **weakened by retirements and the scarcity of expert know-how**.
- In a context of accelerating technological change, this **know-how remains tacit** and difficult to transfer at scale.
- The lack of autonomy in key roles creates **bottlenecks impacting innovation, production and performance**.
- **AI** is transforming processes, but **remains poorly connected to real-world practices** where value is created.



Hapster turns know-how into capacity

Know-how is a crucial intangible asset that, if not effectively transferred, disappears.

Securing, maintaining, and increasing production capacity (of goods or services) is a major challenge for all companies.

Hapster is a know-how transfer solution that **leverages the best of human expertise and digital technology**.

It captures and effectively transmits the most valuable know-how of your employees.

We offer strong and tailored human support alongside a digital platform.

This platform offers intuitive tools and learning processes, including video capsules and AI-powered capture assistance.

Our solution is a human-to-human interface (HHI); while the expert transmits know-how to the learner, AI enhances that transmission.

Our clients experience a time to autonomy 2 times faster, a 25% increase in performance (safety, quality, productivity), and ROI in less than 6 months.



The Hapster Method

The Hapster system (patent filed) is built on four pillars:

1. Explain: The method

A method derived from Training Within Industry and adapted to today's challenges,
Based on the know-how tree,
Know-how broken down using the grammar of the gesture

2. Explain: The digital

An intuitive digital platform
AI-assisted capture

3. Learn: Theory

- Self-learning through automatically generated videos and quizzes

4. Learn: Practice

- Hot practice: adjusted by the tutor
- Cold practice: supported by the tutor



Our missions and our impact

Hapster is present at critical moments !

- **Addressing the challenges and rapid changes driven by digitalization:** new industrial environments, evolving uses among younger generations, and the emergence of new know-how essential for the jobs of tomorrow.
- Preserving the intelligence of the gesture and turning it into **a company asset**.
- Meeting **ramp-up needs**, increasing **workforce versatility**, managing **activity transfers**, addressing **bottlenecks on specific roles**, and coping with **retirements**.
- Transmitting knowledge in **highly regulated environments**.
- **Strengthening competitiveness, attractiveness, and performance** through human capital.

Hapster's CSR impacts are numerous:



- **Safety:** reducing accident rates and limiting musculoskeletal disorders (MSDs) through capture focused on safety, quality, and ergonomics.



- **Employability & well-being at work:** contributing to the sustainability and evolution of employment by preserving rare skills, facilitating reskilling, and enhancing employability; valuing employees' experience and strengthening their sense of well-being.



- **Inclusion:** supporting the integration of new hires, strengthening the sense of belonging, and facilitating intercultural inclusion through multilingual capabilities and text-to-speech.



- **Transmission:** ensuring complete and expert knowledge transfer, preserving the intelligence of unique and artisanal gestures.



- **Environment:** enabling right-first-time execution, thereby reducing raw material consumption and energy use.

The Hapster Story

It all started in the aftermath of Covid: many employees had taken early retirement during the health crisis, and when activity resumed, **critical skills were missing from production lines.**

Franck Vermet, then Director of Operational Excellence within the Safran group, made a simple but essential observation: **when employees leave a company, they take with them valuable skills and experience. As a result, the company suffers a loss of know-how, with direct impacts on quality, productivity, and costs.**

Franck decided to develop a solution to this challenge.

Using his own funds, he worked relentlessly to design a prototype, which he then presented to Safran's intrapreneurship program. The Hapster project immediately convinced the program's decision-makers.

Franck then **built a team with complementary expertise** to refine his idea. One of them, Cyril, was facing challenges on Safran's production lines, particularly the need for greater team versatility due to the Covid context. **This is how the Hapster prototype was tested and improved in real operational conditions.**

Since January 1, 2024, **Hapster has been excubated from the Safran program and now operates independently.**



The Founding Team

Over 100 years of combined operational experience across the four co-founders, bringing together industrial expertise, innovation, and execution excellence.



Franck Vermet (Co-founder & CEO) brings 30 years of operational management experience across the mining, oil, chemical, and aerospace sectors. He initiated the Hapster proof of concept, selected by SAFRAN as part of its intrapreneurship program.



Cyril Brun (Co-founder & COO), a mechanical engineer, leverages his experience in development projects and customer support in the automotive and aerospace industries to drive operational performance and client success.



Valérie Manier (Co-founder & CFO/HR) combines 25 years of operational management in aerospace and defense with 10 years in human resources and organizational transformation, supporting performance and sustainable growth.



Salah Awad (Co-founder) brings 16 years of experience in technology and 4 years in product management. His dual expertise in engineering and product strategy ensures both strategic and technological vision.

Clients Success Stories

Our Clients Report



25% increase in operational performance



Time to **autonomy 2 times faster**



10X faster content creation



ROI in less than 6 months



Turnover /2

"The results are impressive. Thanks to the Hapster method, we have been able to significantly increase our production capacity. This is why we decided to extend the use of Hapster to three other sectors."

Franck Delorraine, Group Transformation Director UUDS

Our clients include



BOOK — “Transmitting Know-How and Operational Gestures”

The Hapster method is the subject of a book co-authored by Franck Vermet, CEO and co-founder of Hapster, and Jean-Roch Houllier, a specialist in digital transformation: “Transmettre des savoir-faire et gestes métier”, published by Dunod. The book provides a framework for preserving, enhancing, and transmitting team know-how.

In it, Franck Vermet outlines the Hapster method, designed to improve operational performance through the valorization of know-how, based on the conviction that a company's true value lies in its human capital.

The book shares practical methods to:

- preserve key skills
- make operational gestures visible
- accelerate autonomy and performance

Excerpt:

“Despite the technological advances of digitalization and automation, the oral tradition from grandfather to grandson, from master to disciples, from expert to novice, remains the most common way to transmit operational gestures ! ”

“What is this incredible machine that still produces two-thirds of goods and services in the world today ?

It has withstood the first, second and third industrial revolutions.

At the time of Industry 4.0, it remains the best guarantor of complex activities. It is also the limiting factor in the success or failure of quality and productivity. With its 5 fingers, it is eminently digital...

It is the hand we are talking about ! ”



Case Study



- **MECACHROME:** Specialized in machining mechanical parts, high-precision assemblies, and sheet metal fabrication
- Global leader
- Nearly 5,000 employees

Context and objectives of Hapster's intervention

- **Shortage of personnel for the machine setter position**
- **Delivery delays** caused by this shortage
- **Need to increase production pace** and productivity

Solutions implemented by Hapster

- Identification of the skills to be transferred (skills tree)
- Support for content creation
- Support for learners' skills upskilling

Clients Results



+30% productive time



Production ramp-up ensured



**Operational autonomy in
8 weeks (vs 6 months)**



*"Experts and learners are unanimous: **thanks to the Hapster method, trained employees now understand better and faster** what they are doing and why they are doing it."*

Cédric, Industrialization Manager



*"With the Hapster method, I am enthusiastic about learning and **I arrive confident at my workstation.**"*

Kamil, learner operator on a machine setting position

Case Study

Safran Seats Cwmbran - certification

- Designs and manufactures first class and business aircraft seating systems
- Part of Safran Group, a global aerospace leader
- Key production site employing over 1,000 people

Context and objectives of Hapster's intervention

- Need to **renew all operators' certifications**
- Need a tool to **track operators' skill levels**
- Address the **loss of training records** due to lack of a training follow-up tool and **non standardized processes**

Solutions implemented by Hapster

- Identify skills to be transferred (know-how tree)
- Support for experts to **break down specific tasks**
- Create a clear, concise & standardized **skills matrix** to track operator know-how and identify key competencies and skill gaps for upskilling
- Standardize operator skill levels within the manufacturing unit & across operations

Client Results



+ 53% production efficiency



203 operators recertified in 3 months



Better standard in operator quality



Skills acquired in less than 1 week (VS 3 to 18 Months)

“Thanks to the Hapster method, **training on live products can now be done in the heart of the manufacturing environment.** It's a true reflection of how hands-on training should be carried out live on the production floor.”

FAL Manufacturing Trainer SSGB

“**Hapster significantly reduces the amount of admin time,** makes robust training modules using TWI methodology and provides clear skills matrices. **Hapster enables us to stay audit ready 365 days of the year.**”

MU manufacturing trainer

“**Hapster has delivered an effective digital solution to strengthen our training process and ensure audit compliance.** Their team collaborated closely with us, making real-time improvements to the tool that truly met our needs. **Their responsiveness and commitment have made a noticeable difference in our operations.**”

Operational excellence manager

Case Study



- International group with 17,500 employees
- TN Eagle Factory: Industry 4.0 manufacturing plant dedicated to nuclear packaging
- Plant surface area: 6,600 m²

Context and Objectives of Hapster's Intervention

- Need for **multi-skilling and production ramp-up**: new plant, new products, and a large volume of orders
- Need for **rapid acquisition of new skills** by employees
- Highly demanding environment: **cutting-edge technologies and highly regulated products**

Solutions Implemented by Hapster

- Identification of the skills to be transmitted (know-how tree)
- Support for experts to break down and formalize their know-how
- Support in creating training content across a variety of processes

Client Results



Ability to transmit skills within 1 to 3 weeks



This method is a real success thanks to the capitalization of know-how and the quality of the standardization transmitted. Beyond specific gestures, we are now extending it to equipment operation and soon to certain safety procedures."

Bertrand Muguet

Director of TN Eagle Factory



20 modules created across 4 job roles



*Hapster simplifies knowledge transmission: when the learner arrives at the workstation, they already understand the theoretical part they need to apply, and can therefore work independently. **This allows me, as a tutor, to continue performing my tasks in parallel.**"*

Basile

Production Operator – nickel plating workstation



*The Hapster method puts both the learner and the expert back at the center of the process. The targeted use of new technologies amplifies the power of TWI and **enables the team to significantly reduce transmission time while ensuring right-first-time execution.**"*

Marc Melo Oliver

Lead Operational Excellence



*With Hapster, **it is easier, clearer, and more standardized** than traditional skills-transfer models."*

Eliane

Production Operator – nickel plating workstation

Case Study



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Kamil, learner operator on a machine setting position

Case Study



- Specialized in animal health products
- 1st in France, 5th worldwide
- More than 7,000 employees

Context and Objective of Hapster's intervention

- Need to **increase production pace**
- **Rapid acquisition of autonomy** for new hires
- **High sanitary requirement environment**: rigor and precision in knowledge transfer

Solutions Implemented by Hapster

- Identification of skills to be transferred (skills tree)
- Support for experts to break down know how
- Support in content creation
- Creation of learner groups to train 5 learners simultaneously
- Practice before entering cleanroom environment

Clients Result



Skills acquired in less than 2 months for 80 people



Production ramp-up secured:
nearly 250 people trained in total



Significant improvement in the control of contamination risks thanks to:

- skills acquired upstream
- the combination of theory and practice in the laboratory

“

*Thanks to the Hapster method, our internal experts were able to structure and effectively transmit their know how, **accelerating the autonomy of new employees.***

Tutor manager

“

*It is motivating to be able to leave a trace of one's expertise. It **enhances the value of our professional experience.***

Expert

“

*The **intuitive interface**, combined with visual materials (photos, videos), **makes the immediate appropriation of operational gestures easier.***

Learner

“

*Hapster reduces the time required to train new employees while **limiting on site errors.***

Tutor

About Hapster

Hapster is a French startup offering a unique and innovative method that combines the best of human expertise and digital technology to capture and transfer know-how, including tacit knowledge. Its human-to-human interface (HHI), enhanced by AI, reflects the conviction that a company's true value lies in its human capital. Hapster works with companies in the aerospace, space, defense, nuclear, luxury, and pharmaceutical sectors to strengthen their operational capacity.



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TURNING
KNOW-HOW INTO CAPACITY