



Citation Compliance Launches SDO Assistant to Help Standards Organizations Enhance Member Value and Standards Engagement

Built on SDO-governed knowledge. Accelerated by AI. SDO Assistant helps members find and buy the right standards faster with cited answers and clear next steps.

GRAPEVINE, TX, UNITED STATES, September 1, 2026 /EINPresswire.com/ -- [Citation Compliance](#) today announced the launch of SDO Assistant, a conversational AI member service and knowledge platform designed specifically for Standards Development Organizations (SDOs). The platform helps members ask questions in their own words, receive answers grounded in SDO-approved content, discover relevant standards and resources, and move more easily toward purchase, renewal, training or deeper engagement.

Standards organizations possess extensive authoritative knowledge, but members may not know the title, number or terminology needed to find the right resource. Information can also be spread across standards, publications, training, certification, membership and other content. SDO Assistant brings that journey into a conversational AI experience built around five connected steps:

- Ask in Natural Language — Members describe a problem, need or question in their own words.
- Get a Trusted Answer — Responses are grounded in SDO-approved content, with citations to supporting source material.
- Find the Right Standard — The assistant can recommend relevant standards and related resources based on the member's question and context.
- Keep the Conversation Moving — Guided follow-up questions help members refine their needs and discover relevant next steps.
- Move Toward Action — Clear guidance can lead members toward purchase, renewal, training or deeper engagement.

For standards organizations, that experience can support both member service and commercial value. By guiding users to relevant standards and resources at the moment of need, SDO Assistant can reduce search time, help staff resolve inquiries faster and create a clearer path to standards sales and other services.

"Standards organizations already possess the trusted knowledge their members need. The challenge is making it easier to reach at the moment a member has a real question," said Dean

Brewer, founder and CEO of Citation Compliance. "SDO Assistant creates a direct connection between that question, the right source material and the next step. That can improve the member experience while also creating a clearer path to standards sales, training, renewals and other services."

Unlike a general-purpose public AI chatbot, SDO Assistant is grounded in content selected, approved and governed by the standards organization. SDOs control the documents available to the experience, while answers are tied to cited source material so users can trace guidance back to the underlying content.

SDO Assistant is designed to do more than return a single answer. Guided follow-up questions help users refine what they need, compare standards and continue toward the next best action. Conversation history and bookmarks allow members and staff to save important answers, revisit previous questions and continue where they left off.

Built on a proven foundation, SDO Assistant advances AI technology Citation Compliance developed in partnership with ANSI to support the ALX chatbot. That deployment established a foundation for standards-focused AI. SDO Assistant extends that work into a broader conversational experience supporting open-ended questions, cited answers, guided follow-ups, recommendations and saved conversations.

The knowledge environment can extend beyond standards to approved publications, procedures, training resources, certification information, membership content, policies and other curated materials. SDOs can start with member service and expand over time into broader knowledge access, collaboration and workflow intelligence.

The launch reflects Citation Compliance's broader strategy of applying 30 years of compliance intelligence to AI built specifically for regulatory and standards work.

About Citation Compliance

Citation Compliance develops regulatory, standards and compliance technology that connects authoritative information to the people and processes that need it. Its solutions combine regulatory intelligence, compliance management, standards operations and purpose-built AI to support research, compliance execution, knowledge access and standards engagement.

For more information, visit CitationCompliance.com.

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