

# FAQ

## General AI Embedded Features

### Which AI features are now available if I purchase the “General AI-powered Features” license?

#### Currently available:

#### **AI Enabled Failure Reports**

Ultimo improves failure reporting by suggesting relevant symptoms and observations based on the selected asset. Users select suggestions, enabling faster diagnosis, reduced downtime, and more consistent, higher quality maintenance data. This feature is also available in Ultimo Go.

#### **Automatic Image Descriptions in Failure Reports**

Ultimo automatically analyzes uploaded images and generates clear descriptions of visible content. This adds context to reports, improves searchability, and helps teams quickly understand situations without additional manual effort.

#### **Photo Based Meter Readings**

With Ultimo Go, technicians capture meter readings using a photo. The system detects values automatically, requiring only verification. This reduces errors, speeds up inspections, and ensures more reliable data collection processes.

#### **AI Work Instruction Generator**

The AI Work Instruction Generator creates structured instructions based on assets and symptoms. It suggests causes and steps, helping planners save time, standardize documentation, and execute maintenance tasks more efficiently.

#### **Completed Activities Suggestions**

Ultimo suggests completed activities when closing work orders based on failure details. Technicians confirm or adjust suggestions, capturing valuable knowledge and improving future troubleshooting speed and maintenance effectiveness across teams. This feature is also available in Ultimo Go.

#### **RCA Follow Up Assistant**

The RCA Follow Up Assistant helps engineers convert analysis results into actionable steps. It suggests improvements and clearly describes actions, making follow up easier, trackable, and more effective in improving asset reliability.

#### **HSE Incident Measure Assistant**

Organizations often struggle to take corrective actions based on EHS incidents because they are vague, hard to measure, or not realistic to implement. This weakens follow-up and increases the likelihood of recurrence. An intelligent assistant helps to suggest clear, practical, and feasible actions that are based on the context of the incident. It ensures recommendations are measurable and aligned with how work actually gets done. This helps teams move faster and improves the quality and impact of incident follow-up.

## **Part Optimization Characteristics Generator**

AI analyzes part data to suggest missing technical characteristics automatically. This enriches records, improves searchability and comparison, and enables faster, more accurate part selection and smoother maintenance operations across the platform.

## **AI Generated Inspection Lines**

AI converts unstructured work instructions into structured inspection lines automatically. It identifies appropriate inspection types, enabling consistent data capture, improved follow-up, and more effective analysis without increasing configuration effort.

## **Assisted Troubleshooting**

Assisted Troubleshooting uses vector search to find similar past failures, even with different descriptions. It groups incidents by cause and solution, helping technicians quickly identify proven fixes and diagnose issues faster.

*This feature is available in beta. Contact [product-management@ultimo.com](mailto:product-management@ultimo.com) for early access.*

Also after Q2, we expect to deliver several AI features, including proposals for translations of multi-lingual data and voice support for technicians (technician dictates completed activities and a concise summary will be extracted), etc.

AI features are subject to change more than other features due to the innovative/experimental nature and continuous change of technology. That means we respond quickly to real-world feedback, with the result that we will add features, but also change or, in extreme cases, withdraw them.

## **Which AI features do and do not come within the license of “General AI-powered features”?**

By this we mean features intended for a broad group of customers and users. A separate licensing option may be introduced for more advanced AI features for specific target groups. Also, Agentic AI features won't be part of the license; however, during the first period, it will be possible to join pilots to test the value of our agentic capabilities.

## **What are the prerequisites for using these features?**

AI support for failure reports is available on the self-service screens to report a failure and on the 'Request work' screens. Configuration on these screens should have no effect on the availability of this feature. AI support is not available on other job screens (prepare, handle, overview) or fully custom reporting screens.

Other AI features are part of the data-entry screens or mobile configuration. In case of extensive configuration, it might require some manual handling to apply the feature.

## Is the functionality also available on mobile?

AI-enabled failure reports/work requests and suggestions for completed activities when finishing a job are also available in Ultimo Go. AI features are currently not available in Ultimo Go+, this is planned for later this year.

## What languages does the AI functionality support?

The strength of an LLM (Large Language Model) is that it is trained on huge data sets and therefore works extremely well in many languages. The suggestions when reporting failures are given in the language in which the failure report is made. Thus, this can vary from user to user.

## Why do I have to pay separately for this functionality?

Ultimo's user pricing was never based on providing AI functionality, which adds significant value to its use and results. However, development and maintenance, as well as the required computing power, involve additional costs.

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