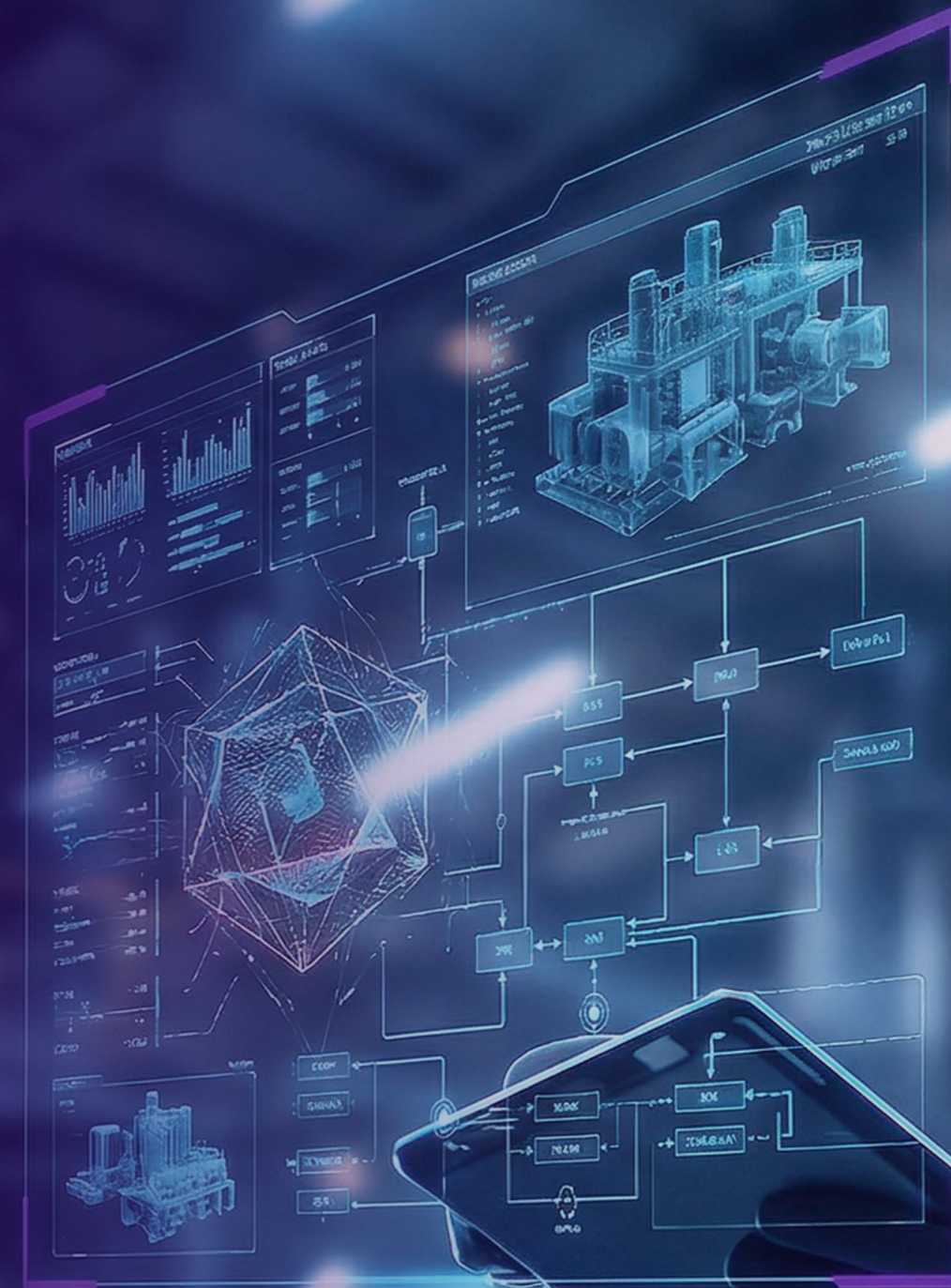


Ultimo
an IFS company

From Control to Intelligent Asset Management:

A Practical Playbook for Embedded
AI for Ultimo Customers

2026



Most organizations have already digitized core maintenance and asset processes. Work orders are logged. Assets are structured. Teams have more visibility than they did before. But for many, that progress has not yet translated into a truly proactive operation.

That is where AI truly makes a difference.

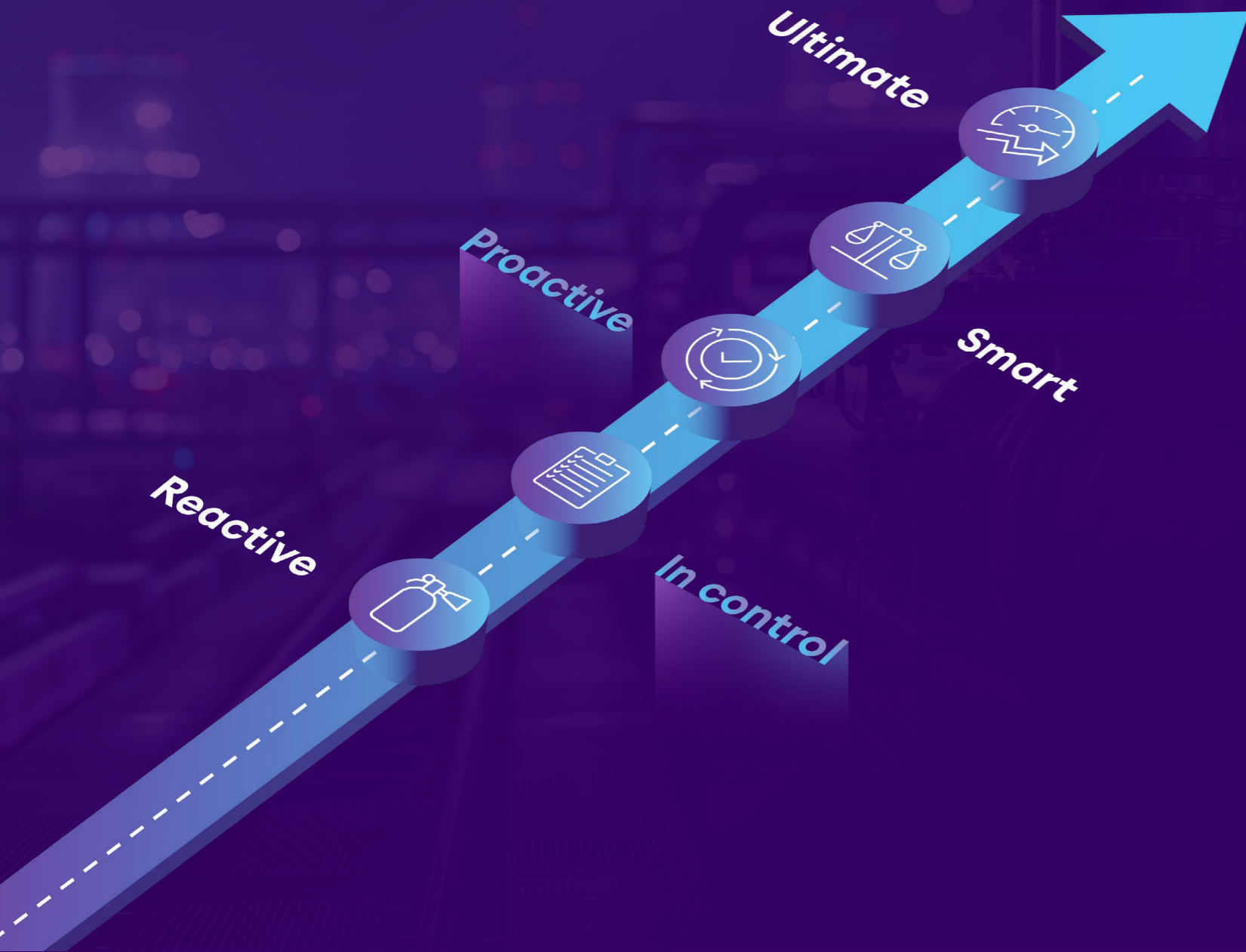
According to Ultimo's EAM Maturity Model, most organizations operate at Stage 2: In control. At this stage, the fundamentals are in place, but the greatest value of EAM (enterprise asset management) is still ahead.

The next step is Stage 3: Proactive, where organizations improve decision-making, strengthen reliability, and turn asset data into action.

After nearly four decades of working with asset-intensive organizations, Ultimo has seen that the biggest barrier between these stages is not ambition, but data: too much of it is incomplete, inconsistent, hard to capture, or locked in people's heads. Around 75% of industry managers say bad or incomplete data significantly hinders the success of AI analytics projects (Verdantix).

This is where Embedded AI makes a material difference: improving data in the flow of work and unlocking the next stage of maturity.

The organizations pulling ahead aren't waiting for conditions to be perfect. They're using AI to operate smarter, right now, inside the systems their teams already rely on.



Why now

AI and Workforce Trends Transforming Manufacturing

- 1.9 million manufacturing jobs could remain unfilled by 2033 (Deloitte)
- Maintenance is shifting from reactive to proactive (Verdantix) with AI Analytics spending due to reach \$4 Billion in 2026 (Verdantix)
- By 2029, 70% of enterprises will deploy agentic AI as a part of IT infrastructure operations, compared to less than 5% in 2025. (Gartner)

Leaders across Manufacturing, Energy, Healthcare, and Logistics are facing a combination of pressures that make this the right moment to act.

Let's look first at the workforce challenge.

Experienced technicians and specialists are retiring, while newer employees are expected to contribute faster and with less time to learn.

Next, we need to consider operational complexity.

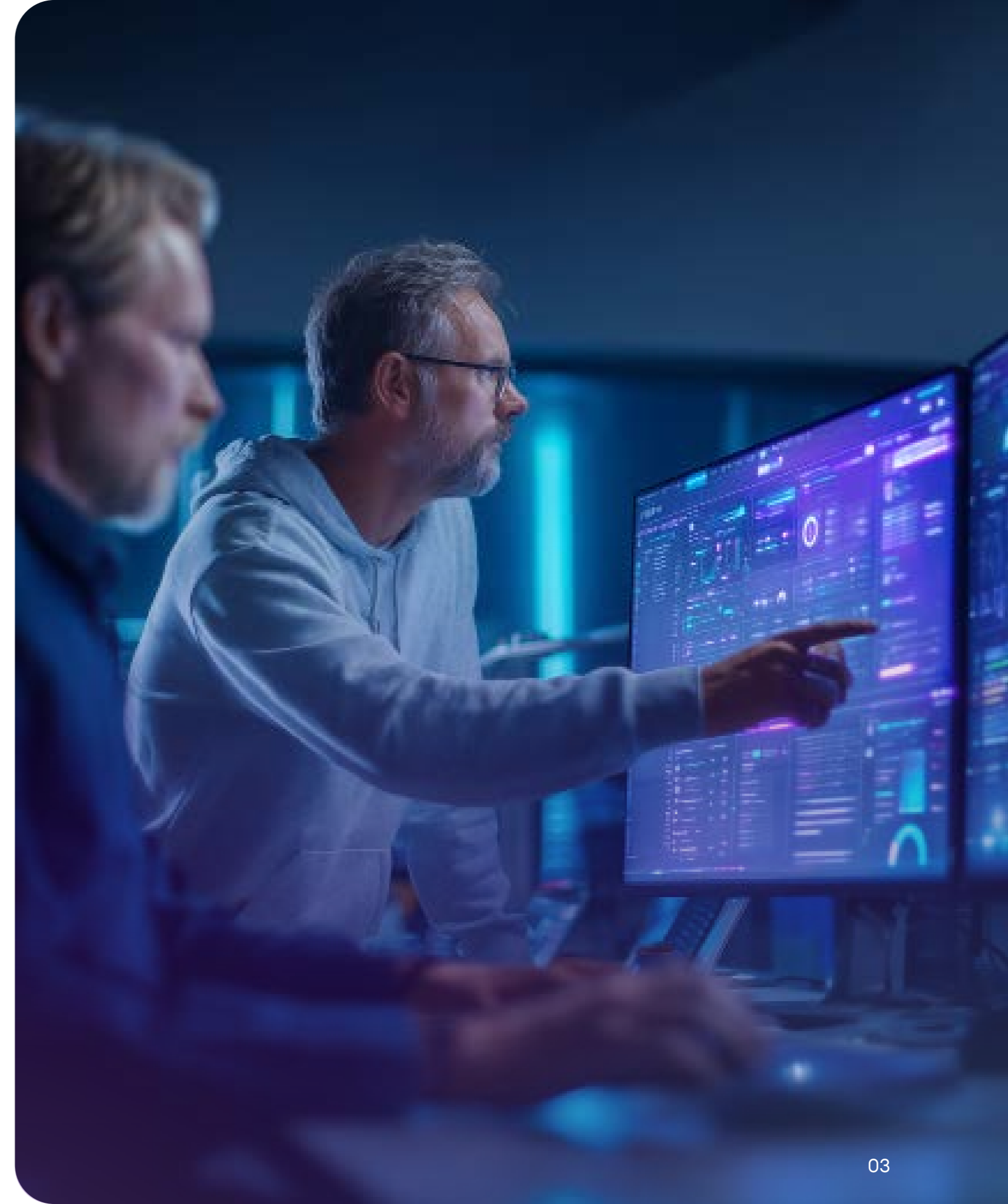
As equipment, systems, and processes become more connected, the volume of maintenance and operational data grows beyond what teams can realistically process on their own.

And the third we'll highlight is economic pressure.

Organizations are being asked to improve uptime, safety, and efficiency without adding cost or complexity.

This is an inflection point: buyers are moving beyond generic AI hype and looking for industrial-specific, production-ready capabilities that can deliver measurable operational value.

In other words, the question is no longer whether AI will influence maintenance and operations. It is whether organizations will adopt AI in a way that fits industrial reality and creates value in the flow of work.



Why Ultimo

Our approach is different from generic AI tools because it's embedded in EAM, not outside it.

Working inside your existing environment is only the starting point, because the bigger shift is what happens across your operation once AI is part of the platform your teams already use every day.

Getting to the next stage of maturity is not about ambition. It is about having the right support at the right moment. When a technician is diagnosing a failure. When a planner is prioritizing work. When a safety team is turning an incident into a lesson that actually sticks. Ultimo is built to make that possible. Not by replacing human judgment, but by making the best available knowledge, context, and guidance accessible to the whole team, in the flow of work.

Ultimo calls this Intelligent Asset Management. It is the standard we are building the industry toward, and every capability we embed into the platform moves operations one step closer to it.

From system of record to system of action

The shift Ultimo is making is clear. Traditional EAM systems have often functioned as systems of record: important, but largely reactive, manual, monolithic and retrospective. Ultimo's direction is to evolve EAM into a system of action, with capabilities that support specific processes, embedded into workflows. A system that not only stores information, but helps interpret it, guides next steps, and improves decisions as work happens. The roadmap describes that movement as a transition from reactive, siloed, and manual operations toward proactive, intelligent, and augmented ones.

For users, that means AI is not a side feature. It is a way to make the EAM system more useful at the moment work is planned, executed, documented, and improved.



Current embedded AI capabilities

The AI capabilities embedded in Ultimo's EAM are focused on the areas where customers can benefit most quickly because they're part of how they work every day: data quality, troubleshooting, work execution, safety follow-up, and asset knowledge.

AI Enabled Failure Reports

help users submit better failure reports by suggesting relevant symptoms and observations based on the selected asset. This leads to richer, more consistent reporting and gives technicians a better starting point for diagnosis.

Automatic Image Descriptions

add context to photos in failure reports by describing what is visible in the image. That makes reports easier to understand, easier to search, and more useful over time.

Completed Activities Suggestions

support technicians at the point of closing work by suggesting likely performed activities based on failure details and context. That reduces documentation

effort while improving the quality of maintenance history.

Assisted Troubleshooting

uses vector-based search to find similar historical failures, even when the wording is different. By surfacing related failures by probable cause and solution, it helps teams troubleshoot faster and rely less on individual memory.

AI Work Instruction Generator

creates structured draft work instructions based on asset context and reported symptoms, helping planners and technicians standardize documentation and speed up preparation.

AI Generated Inspection Lines

turn plain work instructions into structured inspection steps, making inspections easier to follow, easier to analyze, and more consistent across teams.

HSE Incident Measure Assistant

helps organizations create follow-up actions that are clearer, more practical, and more measurable, improving the

quality of incident response and reducing the chance of recurrence.

RCA Follow Up Assistant

supports reliability teams by turning RCA findings into concrete action points, making follow-up more structured and easier to execute.

Photo-Based Meter Readings

reduce manual data entry by allowing technicians to capture meter values through an image, improving speed and reducing errors.

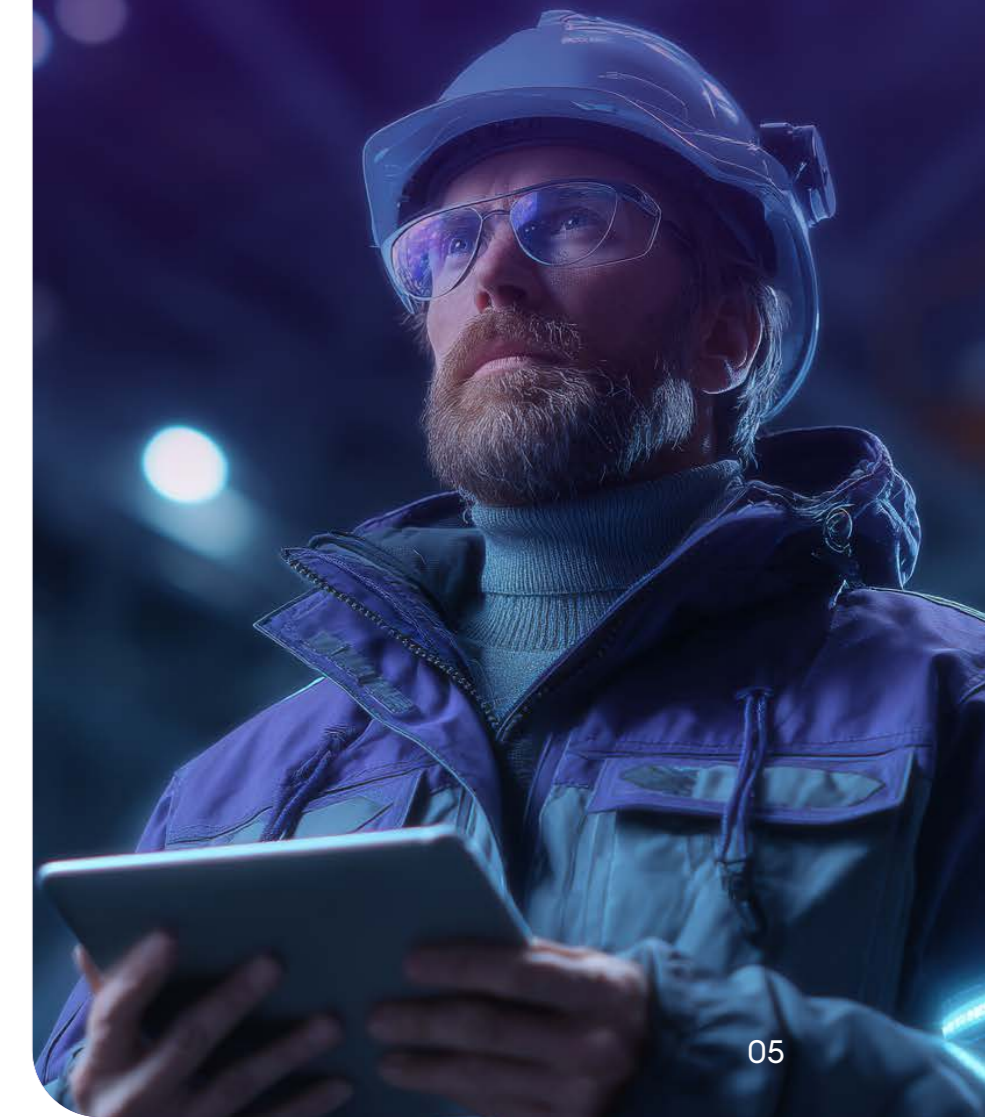
Part Optimization Characteristics Generator

enriches spare-part records with structured characteristics, improving findability, comparison, and substitution.

The benefits behind these features are consistent: faster diagnosis, better documentation, less manual effort, stronger knowledge capture, and better decisions without forcing teams to change platforms or workflows.

For more information about these features and to see Ultimo embedded AI in action,

please visit
ultimo.com/ai





What is coming next

Ultimo's roadmap shows a clear continuation of this strategy, ramping investment in new capabilities focused on planning, reporting, implementation, and inventory optimization. The roadmap is explicitly shared for informational purposes only, and timing remains subject to change.

Planned items include **generated scheduling proposals** and **smart job ranking**, designed to reduce planning effort and help teams prioritize work more consistently. Ultimo also plans **AI-assisted translation for multilingual master data** and additional **part optimization** capabilities to improve data quality and standardization.

Further ahead, Ultimo highlights **dictated completed activities in Ultimo Go/Go+**, which will allow technicians to document work hands-free through voice, with transcription and structured output. The roadmap also includes **conversational reporting** using natural language, **AI support in the configuration tool** to accelerate implementation, and expanded **Assisted Troubleshooting** that searches in equipment manuals.

We are exploring topics like **part deduplication, alternative parts suggestions, minimum stock level advice, and automatic work-order generation from contractor PDF reports**. Together, these show a practical evolution from better data capture and execution support toward smarter planning, reporting, and asset-information management.

Why this matters for you

Operations Professionals

Challenge:

rising costs, labor constraints, and operational variability require faster decisions and better execution

- Improves reporting quality, prioritization, and structured follow-up
- Enables more predictable operations with less friction
- Drives output, efficiency, OEE, and continuous improvement

Asset Managers & Reliability Leaders

Challenge:

increasing downtime, failure patterns, and maintenance complexity require more than just better data

- Enables faster root-cause identification and stronger follow-up
- Improves access to historical knowledge
- Makes asset data actionable
- Scales reliability expertise across the organization

Maintenance Teams

Challenge:

administrative work, incomplete reporting, and information hunting reduce productive time

- Helps technicians document work faster
- Supports smarter troubleshooting
- Provides access to the right information in the moment
- Builds a more capable team without increasing complexity

HSE Teams

Challenge:

incident management often breaks down in defining realistic corrective actions

- Helps create follow-up actions that are concrete, measurable, and practical
- Improves safety learning and response quality

IT Professionals

Challenge:

need to support AI adoption while protecting architecture, governance, cybersecurity, and continuity

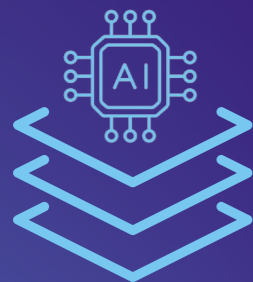
- Easier to support due to embedded approach within existing EAM environment
- Focused on operational workflows, not disconnected AI experiments
- Prioritize practical business outcomes, technical credibility, and fit within complex environments

How to secure IT sign-off

01

Position AI the right way

Make it clear that Ultimo AI is embedded intelligence inside your existing EAM platform from a trusted vendor, not as a new standalone system.



AI works within familiar workflows, helping users in context without introducing unnecessary disruption.

Embedded, not bolted on

02

Lead with what IT values

Focus the conversation on the outcomes IT already cares about: **better data quality, lower manual effort, improved consistency, stronger traceability, and clearer governance.**



Better data quality



Less manual effort



More consistency



Stronger traceability



Clearer governance



Better knowledge retention

Useful, manageable, governable

03

Start with a contained use case

Build confidence with AI use cases that are easy to understand, easy to measure, and low-friction to adopt.



Failure reporting

Improve report quality at the source



Completed activity suggestions

Reduce admin and strengthen asset history



HSE follow-up

Create clearer, more practical actions



Meter readings

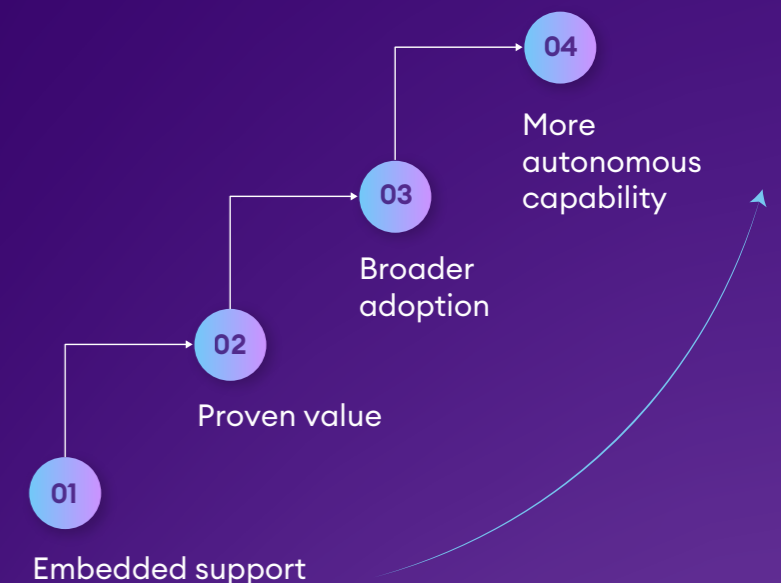
Speed up capture and reduce manual error

Start small. Prove value fast.

04

Scale progressively

Keep users in control, validate results early, and expand adoption over time as confidence, governance, and business value grow.



Adopt at your pace

For IT, the case for Ultimo AI is simple:



Controlled adoption



Measurable value



No unnecessary disruption

Across our customer base, AI is already making an impact:

“

Ultimo's AI suggests our HSE actions. Reliable, smart, and to date not a single measure has missed the mark. I'm very impressed.”

Piet Gabriël

Group Maintenance Engineer

Agristo
we love potatoes

“

With AI functionalities in Ultimo, we improve the quality of our work: failure reports are more accurate, work orders are smarter, and maintenance knowledge is better secured within Ultimo. Data quality and human involvement remain essential.”

Kevin Brusselaars

Manager Projects & Technical Services



STEENLAND
CHOCOLATE
"QUALITY SINCE 1899"

“

With AI, all relevant information is automatically summarized and combined, saving each team lead 30–60 minutes daily during the start of the day and matching our own analysis by more than 95%.”

Stefan van Bussel

Teamlead Technical Services

berkvens
TOEGANG TOT MORGEN

“

By intelligently combining data from different sources, new insights emerge, enabling teams to set better priorities, identify structural issues, and carry out more targeted maintenance and improvements.”

Jeroen Wijnen

Maintenance & Installations Leader

berkvens
TOEGANG TOT MORGEN



The bottom line

As an Ultimo customer, tapping into the embedded AI is not about replacing people or overhauling the way work gets done. It is about helping your teams do their work with better information, less friction, and greater consistency.

That is the role AI plays in the EAM Maturity Model. It helps organizations move beyond control and toward proactive, intelligent asset management. It captures knowledge that would otherwise be lost. It improves data at the source. It turns asset history into guidance. And it gives organizations a practical path toward the next stage of performance, starting in the workflows they already trust.

For an up-to-date overview of our AI Embedded Features, please visit: ultimo.com/ai

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