

ImpresaLM

Utility-Domain Language Intelligence for Trusted Insights and Intelligent Operations

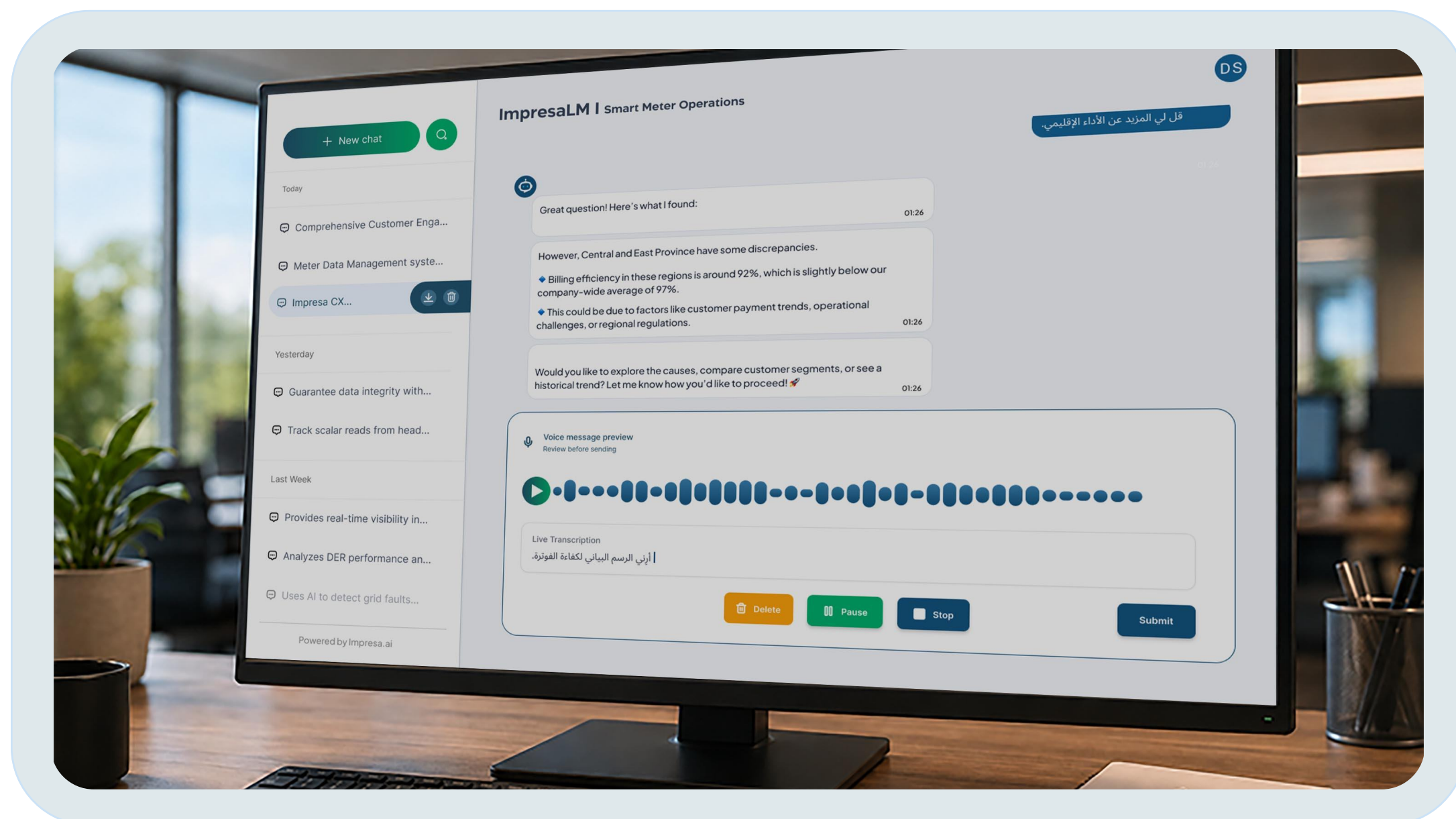
Utilities manage vast volumes of operational data, business transactions, technical documentation, asset information, and regulatory knowledge. Yet this information remains distributed across HES, MDMS, CIS, OMS, GIS, SCADA, ERP, and field-service platforms.

Generic AI assistants often lack the utility-domain understanding needed to correctly interpret operational terminology, KPI definitions, equipment relationships, process states, and business rules.

ImpresaLM enables utility personnel to interact with governed enterprise data and knowledge using natural language - delivering trusted insights, explanations, recommendations, and policy-controlled actions.

Key Features

- Utility-domain language understanding
- Conversational data analytics
- Governed Text-to-SQL
- Retrieval-augmented generation
- Utility ontology & knowledge graph
- Root-cause explanation
- Intelligent recommendations
- Document & procedure intelligence
- Text and voice interaction
- Role-based & auditable AI



Industry Challenges

Utilities need faster, more consistent access to data and knowledge, but traditional reporting, search, and generic AI tools often provide limited context, weak explain ability, and insufficient governance.



Fragmented information

Data, documents, and operational context remain scattered across applications and repositories.



Limited domain context

Generic AI may misunderstand utility terminology, business rules, and equipment relationships.



Slow investigation

Operators spend too much time collecting, validating, and correlating information.



Inconsistent KPI meaning

Metric definitions and calculation rules can vary across departments and systems.



Specialist dependency

Business users depend on analysts and developers for answers and custom queries.



AI governance concerns

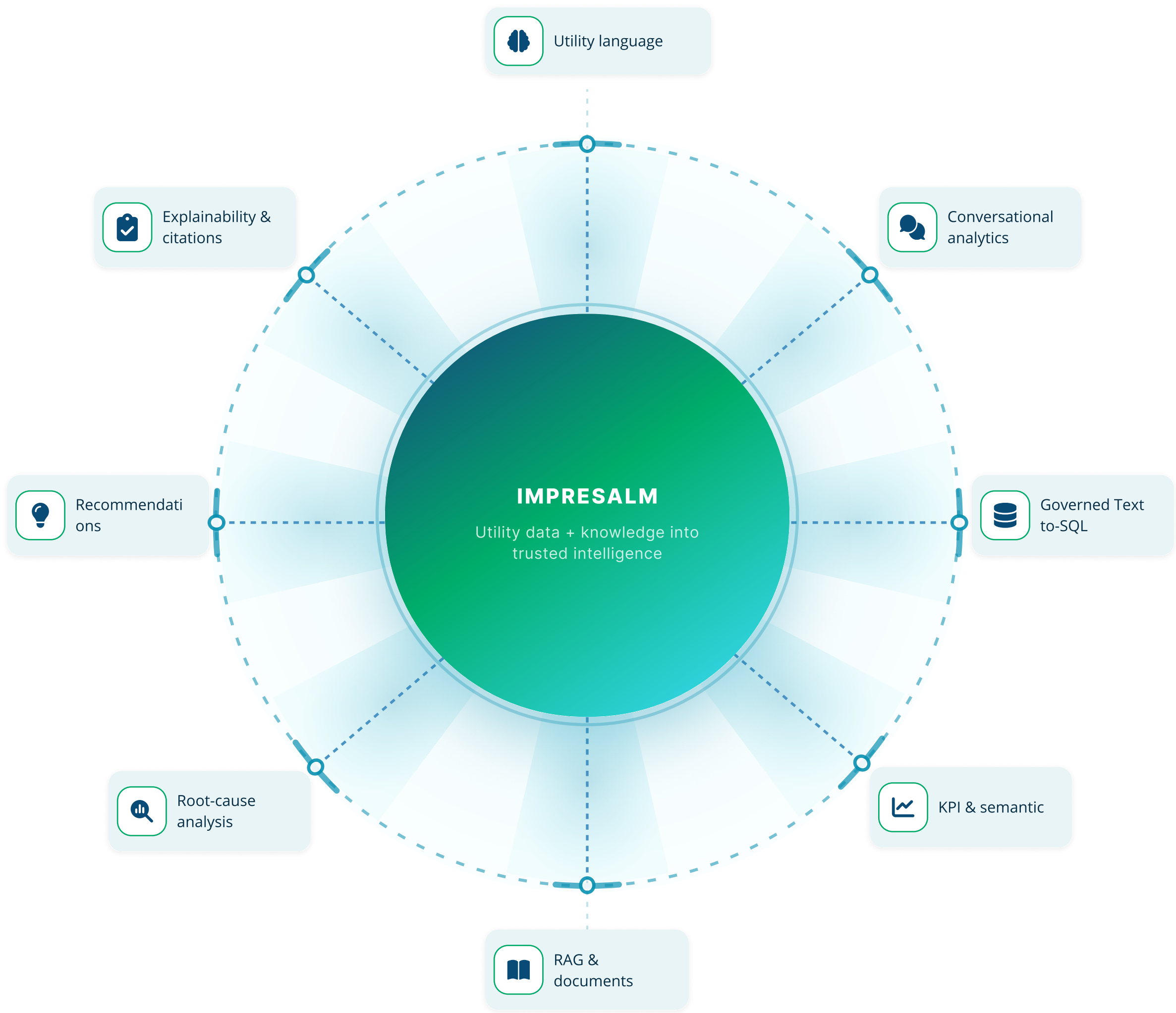
Utilities require secure, traceable, explainable, and auditable AI interactions.

Learn More

To schedule a live demo or find out more information, visit www.impresa.ai or call +1 510 824 3255

Core Intelligence Capabilities

ImpresaLM combines domain-tuned language intelligence, retrieval-augmented generation, semantic models, utility ontologies, knowledge graphs, and governed tool access to transform utility data and documentation into contextual insights and operational guidance.



Business Benefits

FASTER
Access to operational insight

TRUSTED
Source-grounded answers

CONSISTENT
KPI interpretation

PRODUCTIVE
Operator and analyst workflows

GOVERNED
Enterprise AI adoption

Supported Utility Use Cases



Smart Meter Operations

Investigate read reliability, VEE exceptions, communication failures, missing reads, and device performance.



Billing & Revenue Intelligence

Analyse billing efficiency, bill-cycle performance, usage exceptions, and revenue leakage indicators.



Grid & Outage Intelligence

Explore feeder, transformer, and outage performance; correlate events and affected customers.



Customer & Energy Intelligence

Explain consumption patterns, segment behavior, demand forecasts, and energy efficiency opportunities.



Field & Asset Intelligence

Retrieve maintenance history, recurring failures, work-order status, and recommended field actions.



Enterprise Knowledge Assistant

Answer questions using SOPs, manuals, policies, data dictionaries, and approved knowledge.

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Architecture at a Glance



Utility Systems & Knowledge

HES | MDMS | CIS | OMS | GIS
SCADA | ERP | Field Service | SOPs



Impresa Intelligence Foundation

Data products | semantic layer
KPI catalog | ontology | knowledge graph



ImpresaLM

Intent understanding | RAG
Reasoning | recommendations
| tools



Interact & Apps

Chat | voice | dashboards
Copilots | workflows

Modern Enterprise Platform

AI-Powered Sustainability & Regulatory Intelligence Architecture

**Cloud Native Architecture**

**Open API integration**

**Enterprise security**

**Model-agnostic AI**

**Event-driven processing**

**Scalable semantic layer**

Why Utilities Choose ImpresaLM

**Purpose-built for electric, water, and gas utilities**

**Understands utility terminology, KPIs, and data relationships**

**Combines structured data with enterprise documents**

**Provides source-grounded and explainable responses**

**Supports controlled recommendations and actions**

**Designed for private, secure enterprise deployment**



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