inflow.ai

INDUSTRY SOLUTION

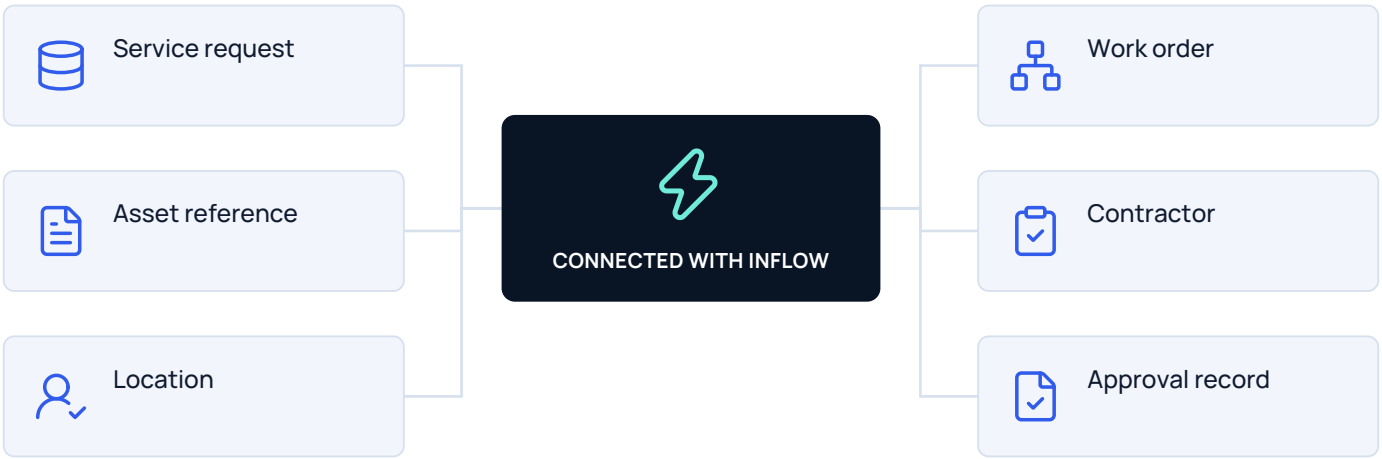
Inflow for Energy and Utilities

Coordinate the enterprise work behind essential services.

Connect service requests, asset information, field coordination and enterprise approvals. Design controlled operational journeys around the utility's established systems, procedures and authorized people.

CONNECTED INDUSTRY CONTEXT

The information behind the next action.



Illustrative industry information model

Utility work spans customer service, asset management, contractors, field teams and enterprise finance. Each journey carries dependencies and authority boundaries. A connected coordination layer can make those handoffs visible while preserving the utility's operational and safety systems.

INDUSTRY OPPORTUNITIES

Six journeys. One connected platform.

Configure the information, decisions and handoffs around the work your teams are responsible for.

Customer service connections

Coordinate connection or service-change applications, required documentation, field dependencies and authorized responses.

A connected application journey across customer and operations teams.

Interface Designer / Lifecycles / Rules engine / Integrations

Work-order coordination

Connect a request to the relevant asset, assigned team, supporting instructions and completion evidence.

Clear responsibility and status around an existing work-order process.

Data models / BPM / Human tasks / Document management

Outage case administration

Coordinate reported issues, customer communications, referrals and updates from authorized operational sources.

A service case that reflects operational information without controlling infrastructure.

Events / Lifecycles / Business applications / Integrations

Contractor onboarding

Collect organization-defined documents, route commercial and qualification reviews, and maintain the approved administrative record.

An owned onboarding journey with visible review dependencies.

Interface Designer / Document management / Rules engine / Human approvals

Asset-change approvals

Organize proposed changes, supporting assessments and authorization gates before an approved operational handoff.

A documented administrative approval path around asset work.

BPM / Lifecycles / Document generation / Access control

Operational knowledge assistance

Prepare permitted enterprise knowledge and summarize administrative case context for the responsible team.

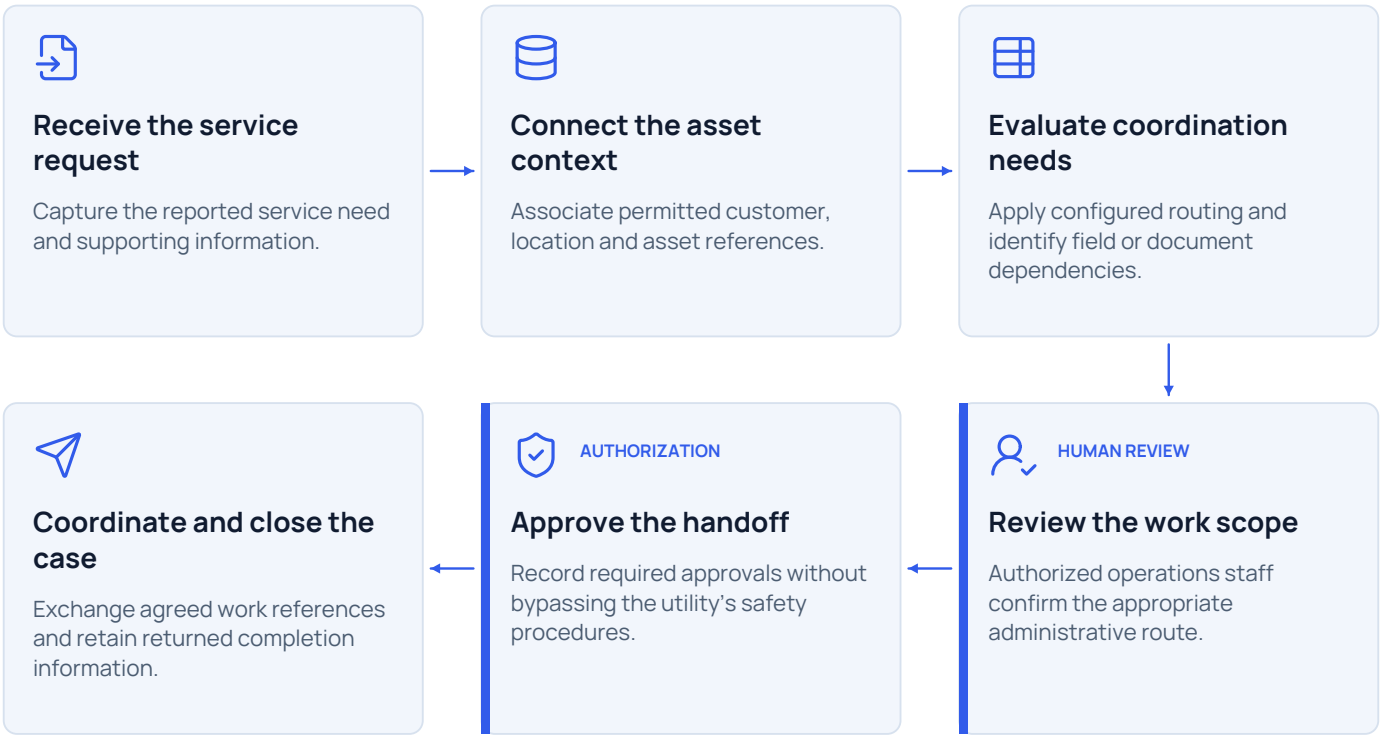
Context for human review without replacing safety-critical procedures.

AI agents / Data fabric / Document management / MCP

JOURNEY AND DECISIONS

From request to accountable action.

An illustrative configured journey. Human review and authority are explicit parts of the design.



Illustrative work-coordination routing

Request context	Dependency	Owner	Next action
Incomplete	Missing reference	Service intake	Complete required context
Complete	Field review required	Operations coordinator	Coordinate authorized assessment
Reviewed	Approval pending	Authorized approver	Review handoff authority
Approved	Work reference available	Work coordinator	Exchange agreed work instructions

Administrative coordination example. It does not control physical infrastructure or replace dispatch, safety, permit-to-work or emergency procedures.

PLATFORM AND OPERATING CONTEXT

One platform. The context to act.

Sovereign AI, agentic automation and modern digital transformation. Connect the platform capabilities needed for your industry journey.

Enterprise context

Data models, relationships, data fabric, queries and permitted information.

Intelligence and business logic

AI agents, MCP, rules, BPM, lifecycles and human review.

Experiences and action

Interface Designer, applications, documents, integrations and operational insight.

Connect existing systems.

- Enterprise asset and work-management systems
- Customer service, billing and geographic references
- Approved operational status sources and contractor channels

Define the controls.

- Preserve existing safety and operational authority.
- Restrict privileged system actions and review integration scope.
- Keep administrative AI assistance within agreed information boundaries.

See Inflow in your operating context.

Start with an enterprise service or work-coordination journey.

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