



Aplio

AI digital assistant designed specifically
for the UK housing sector

Empower your residents. Minimise call outs

Aplio is a domain-specific AI digital assistant designed specifically for the UK housing sector. It serves as a "pre-ticket" resident helper that bridges the gap between complex home technology and the residents who use them.

Why people use Aplio

Forget hunting through manuals or random forum posts. Aplio gives you clear, model-specific help in seconds.



Send a photo

Aplio recognises your appliance instantly from a quick photo, so you don't have to type model numbers.



Get exact instructions

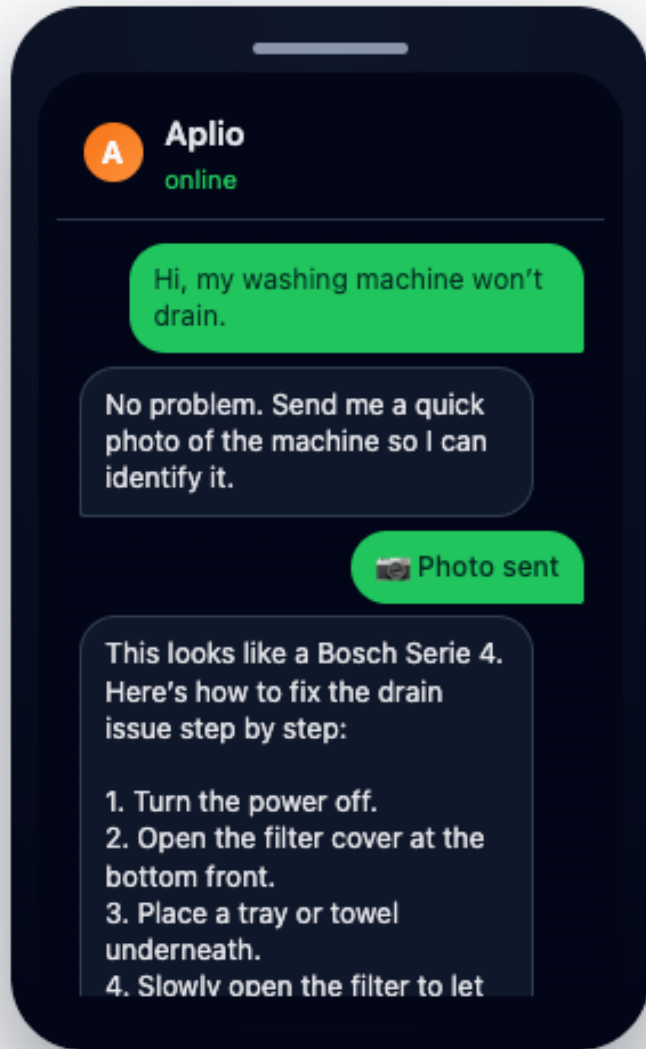
No manuals, no guessing. Aplio explains modes, buttons and fixes in simple, clear steps.



Works in any language

Aplio understands and replies in whatever language you speak, so anyone at home can use it easily.

**Our mission is to empower
residents, supports
sustainability, and lower
costs for housing
associations and councils**



Instant help with any appliance — just send a photo

Aplio is your smart appliance assistant. Snap a photo of your washing machine, oven, fridge or anything else, and Aplio will identify it and tell you exactly what to do next.

Forget hunting through manuals or random forum posts. Aplio gives you clear, model-specific help in seconds.

No app to install, no account to create. Users just open WhatsApp, send a photo of your appliance, and start chatting.



Onboarding Process

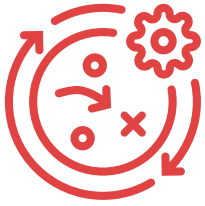
The setup process is managed as a comprehensive value-add service including:

- Branding: Full white-labelling to ensure resident trust.
- Configuration: Uploading specific appliance data based on the housing provider's stock.
- Safety Integration: Built-in safety triggers for hazards such as gas, smoke, or leaks, which immediately direct residents to emergency services or professionals.

Sustainability & Social Value

Aplio directly supports Council and Housing Association Net Zero journeys. By preventing unnecessary van trips for trivial faults and extending the life of appliances through better maintenance, the service provides quantifiable environmental impact.

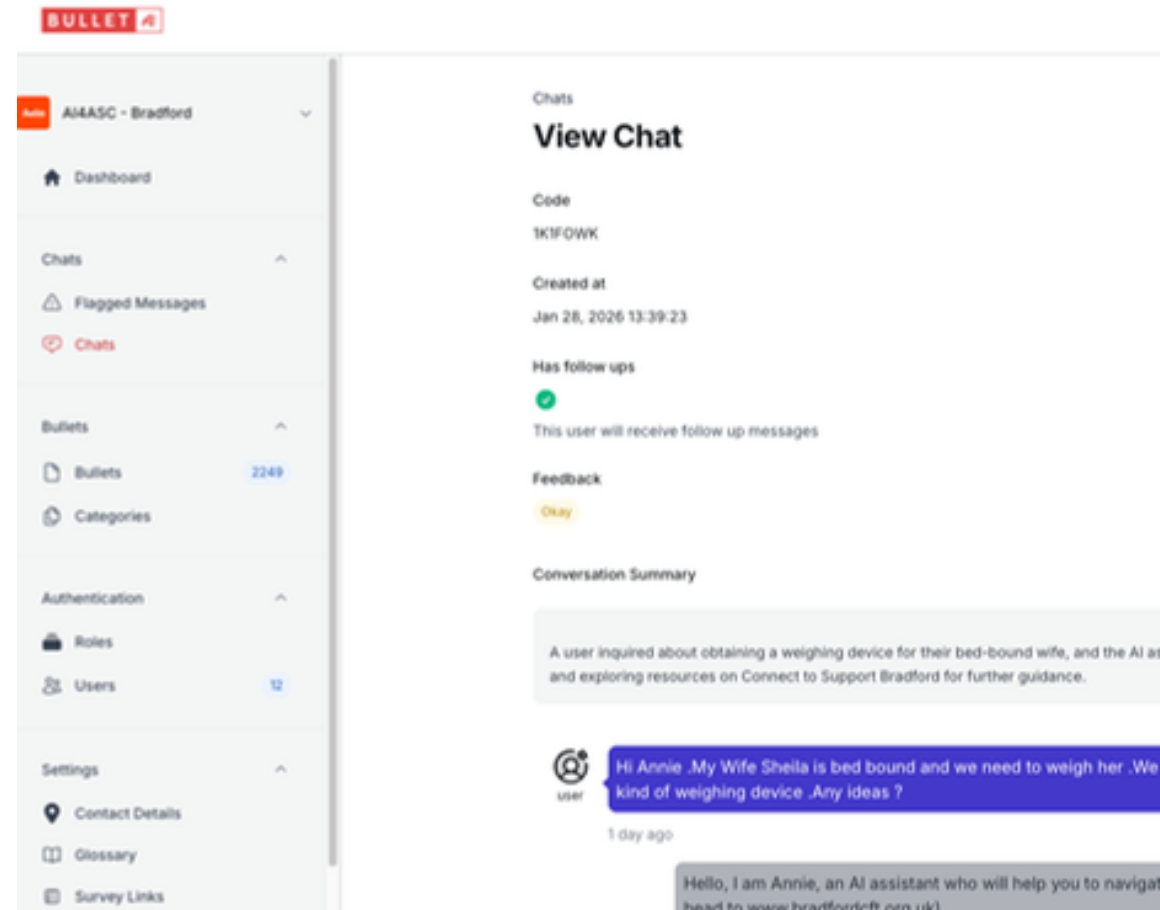
It further supports digital inclusion by using a familiar WhatsApp interface, removing the need for residents to learn new, complex apps or AI prompting skills



Security Built In

Alongside ISO 42001 accreditation, Aplio benefits from a comprehensive cyber pack, to answer all IT questions, as well as council co-designed information governance approach and shared documentation.

Peace of mind included with the knowledge that the system has been designed and used by multiple councils. Built from the ground up and backed by the necessary security and information governance, the pre-built architecture allows for quick deployment.



Frequently Asked Questions

We'd love to show you around our platform and discuss its benefits, so please do get in touch to arrange a demo - team@bullet-ai.com

Does Aplio take residents personal data?

Out of the box, no, the tool will not seek any personal data. We've deliberately kept things simple. That said, we can interact with third party systems during chat conversations so data can be taken and fed into those systems where needed (e.g. CRM, Case/Client management systems).

Can we monitor conversations?

Your users will interact with your AI assistant and all chat interactions will be stored (retention period to be decided by you). You can view these chats at any time. We can also build in alerts to raise alarms around safeguarding concerns or inappropriate behaviour. Similarly, analysis of conversations can help highlight missing knowledge or gaps in provision that users expect.

Can we shape how Aplio talks to residents?

Yes, this is called "AI Prompting" and we'd work with you to understand your users and how you'd typically talk to them. This then helps us create the prompt for your tool on how to converse. An example might be "prioritise local content over national, use plain English and respond in simple terms, but with a supportive and reassuring tone."

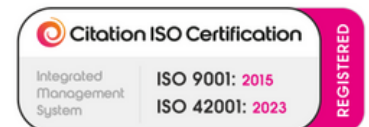


Who we are

Delivering digital efficiency

We are a UK based technical agency delivering complex technical solutions to make a real difference. Our approach is all about making the complicated, simple.

<https://bullet-ai.com>



Certificate No: 488752025



Get in touch

If you have any questions, please don't hesitate to contact us
team@bullet-ai.com