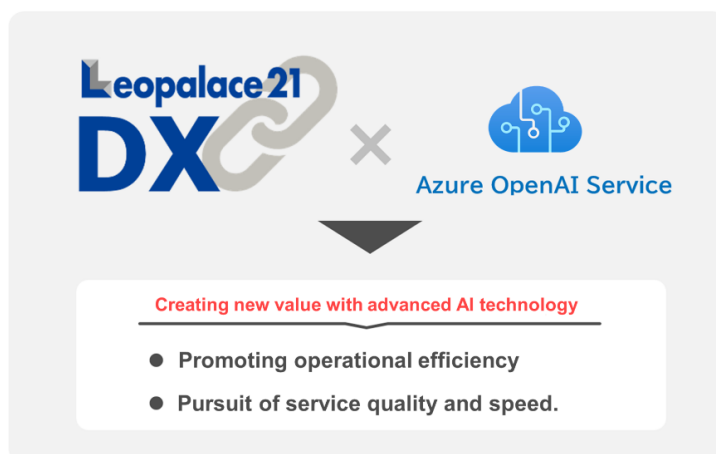


Upgraded *LeoAI Chat*, an In-house Generative AI Chat System: Responses Possible Related to Internal Manuals from April 2024



Leopalace21 Corporation (headquarters: Nakano-ku, Tokyo, Japan; President and CEO: Bunya Miyao; “the Company”) announced that *LeoAI Chat*, an in-house generative AI chat system, which had been adopted in November 2023, was upgraded in April 2024 to be able to give responses related to internal rules and operation manuals.



Outline of *LeoAI Chat*

It is a generative AI chat system using Azure OpenAI Service provided by Microsoft Japan Co., Ltd. Since Azure OpenAI Service does not use customer data for retraining, the same level of information security is guaranteed while *LeoAI Chat* keeps the benefit of OpenAI enabling the use of large language models. The service was internally developed so that all of the employees can use AI technology through the intranet. It was implemented in November 2023. The Company has been working to improve the internal environment such as training employees on digital literacy and creating guidelines for the use of generative AI since its adoption. The Company aims to promote operational efficiency and improve service quality and speed by letting employees to use AI technology in a secure environment.

The adoption of this system has resulted in a reduction of approximately eight hours/month per user on average.

Benefit of Upgraded Version

In the past, employees were required to search for the necessary file in the internal rules and manuals posted on the intranet, and then find the necessary information in the file in question.

By having *LeoAI Chat* learn internal rules, business manuals, past cases, FAQs, and others, it is now possible to get answers necessary for business directly from *LeoAI Chat*. This upgrade will improve the operational efficiency, which took a lot of time to refer to the documents including business manuals.

Question Tell me our approach to DX.



Future Prospects

The Company will have *LeoAI Chat* learn internal business data in addition to rules and manuals by the end of 2024 and will improve the correctness of the responses by the generative AI to a level that it can give responses in accordance with the business data and by processing the business data. The Company will continue to accelerate the promotion of DX by realizing data-driven management through the use of AI technology.

■ Related Press Release and Website

Notice Concerning the Introduction of *LeoAI Chat* on November 7, 2023

<https://www.leopalace21.co.jp/english/news/2023/1107.html>

DX Promotion

<https://www.leopalace21.co.jp/english/sustainability/esg/dx/index.html>

■ Company Profile

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