

Industry: Manufacturing
Region: Global
Solution: Assai Viewport



CUSTOMER CASE STUDY

REAL-TIME INSIGHT FOR MAINTENANCE AND TURNAROUND PLANNING

In heavy industry, limited information flow can extend shutdowns and increase safety risks. A global manufacturer needed to modernize maintenance and turnaround planning across multiple sites and systems.

Assai Viewport brought maintenance data, engineering documents, and plant information together in one visual environment, giving planners and technicians instant access to accurate data for safer, more efficient, and on-schedule execution.

CHALLENGE

Managing turnarounds across disconnected systems created blind spots and costly coordination delays.

- Data spread across ERP, PI, and engineering source
- Limited visibility into maintenance dependencies and permits
- Slow document retrieval during shutdowns and inspections

The manufacturer required a single system to visualize work packages and technical data together, ensuring every task was planned with complete, reliable information.

RESULT

Area	Outcome
Turnaround planning time	↓ 40%
Document retrieval time	↓ 60%
Coordination effort	↓ 45%
Safety incident risk	Reduced
Return on investment	< 12 months

THE ASSAI SOLUTION

Assai Viewport centralized maintenance, safety, and engineering data in a governed workspace, connecting people and systems throughout the turnaround lifecycle. The platform replaced fragmented processes with a visual environment delivering accurate, real-time information for every task.

Key capabilities:

- Work orders and permits visualized directly on P&IDs.
- Real-time SAP and document repository integration.
- Centralized access for planners, supervisors, and technicians.
- Role-based dashboards for maintenance, safety, and operations teams.

Implementation delivered immediate gains in work preparation, coordination, and turnaround readiness. Through a simple browser interface, users now access all maintenance and engineering information quickly, improving decision-making, reducing risk, and strengthening shutdown control.

PROJECT INSIGHT

Assai Viewport delivered a single, trusted view of maintenance and engineering data accelerating shutdown planning, improving coordination, and strengthening plant safety.

STRATEGIC VALUE

By connecting maintenance and engineering systems, the manufacturer gained full control and visibility over planning and execution.

Assai Viewport now serves as the operational backbone for safe, efficient, and data-driven maintenance across global heavy-industry operations.

“Viewport made it easy to find the right data, even when we weren’t sure where to start.” — Lead Asset Manager, Manufacturing Operations