

CUSTOMER CASE STUDY

IMPROVING ASSET VISIBILITY FOR A NORTH AMERICAN UTILITY

Fragmented data made it difficult for a major North American utility to see which assets were healthy, at risk, or under maintenance.

Assai Viewport unified key operational systems including SAP, OSIsoft PI, and engineering documentation into a single visualization platform, giving teams live operational awareness and control across power generation and distribution.

CHALLENGE

Disconnected IT and OT systems created blind spots in asset health and maintenance visibility.

- Data spread across SAP, PI, and engineering sources
- Slow access to work orders and equipment history
- Limited ability to correlate performance and operational data

The utility needed a governed, real-time platform to consolidate asset information and support faster, data-driven decisions.

RESULT

Area	Outcome
Asset visibility	↑ 50%
Maintenance response time	↓ 30%
Decision-making speed	↑ 40%
Return on investment	< 12 months

THE ASSAI SOLUTION

Assai Viewport centralized maintenance, performance, and engineering information in a governed workspace, giving teams a live operational view of every asset.

Key capabilities:

- Real-time integration with SAP PM, OSIsoft PI, and engineering documentation
- Asset-centric visualization of status, work orders, and equipment history
- Intelligent linking that identifies relationships across systems
- Cross-system search for tens of thousands of equipment tags

Implementation was completed in six months with rapid adoption. The platform proved its value during an unplanned incident when engineers quickly identified root causes and restored operations.

PROJECT INSIGHT

Assai Viewport delivered real-time visibility across all assets, enabling faster responses, stronger reliability, and safer daily operations.

STRATEGIC VALUE

Assai Viewport now serves as the single source of truth for asset information, connecting people, data, and systems across the organization. It supports data-driven maintenance and reliability improvements and provides a scalable model for digital utility operations.

Knowing where to begin the search for information is often the first challenge for end users.” — Team Manager, Power Generation