

CUSTOMER CASE STUDY

RELIABLE INFORMATION FOR SAFER OPERATIONS

A leading industrial operator experienced recurring delays during maintenance due to disconnected engineering information. In one turnaround, a single revision mismatch caused hours of downtime while teams verified the correct drawing.

Assai Viewport was selected to unify engineering documents, tag data, and legacy records into one governed platform supporting reliable daily operations.

CHALLENGE

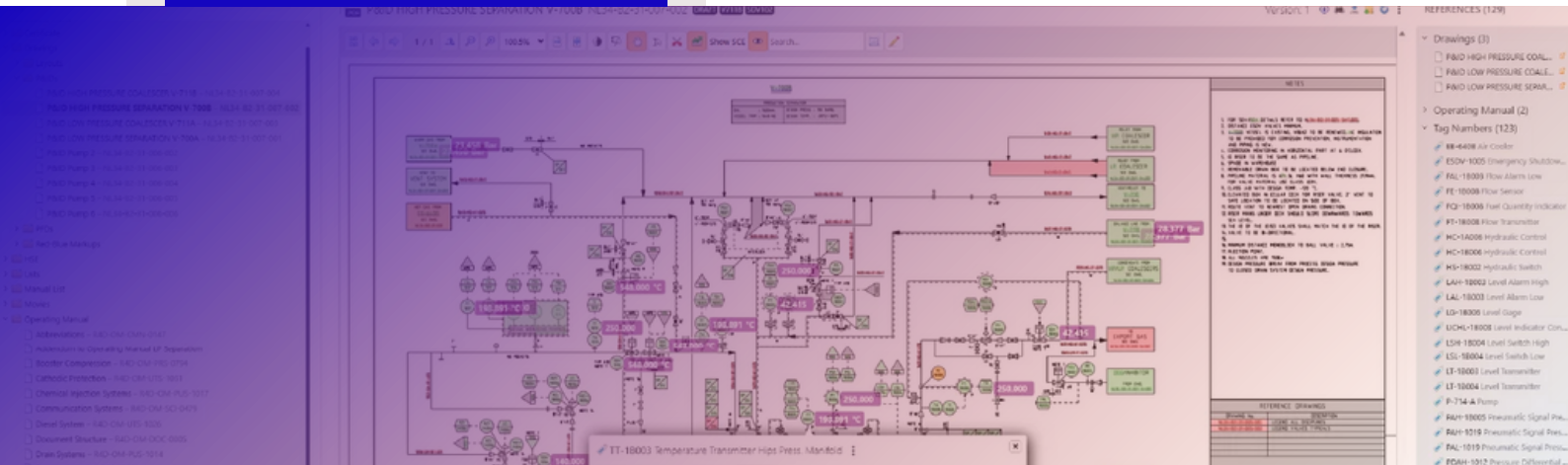
Fragmented and inconsistent engineering information created delays and operational risk during maintenance and project work.

- Outdated revisions appearing before the correct version
- Information scattered across SAP, CMMS, archives, and project folders
- P&IDs used as static files with no navigation
- Legacy scans that were not searchable
- Tag inconsistencies reducing trust
- Manual verification required during critical work

The operator needed one trusted environment where engineering information was consistent and easy to access.

RESULT

Area	Outcome
Document search time	↓ 55%
Revision mismatches	↓ 60%
Maintenance delays	Reduced
Tag inconsistencies	Reduced



THE ASSAI SOLUTION

Assai Viewport centralised engineering information across SAP, CMMS, project archives, and legacy repositories. P&ID-driven navigation enabled teams to access related drawings, datasheets, and history directly from the tag. OCR and metadata enrichment made older scans fully searchable, while automated tag logic improved consistency across systems.

Key Capabilities:

- Unified access to controlled engineering documents and metadata
- P&ID-driven navigation for equipment and related records
- Automated tag normalisation across systems
- Improved revision control and version alignment
- Structured handover from projects to operations

PROJECT INSIGHT

By connecting fragmented information sources and strengthening revision control, the operator reduced operational risk and improved maintenance efficiency.

STRATEGIC VALUE

Assai Viewport now serves as the operator's trusted engineering information layer, supporting faster decisions and more reliable operations across the asset lifecycle.