

Industry: Chemical
Region: Global
Solution: Assai Viewport



CUSTOMER CASE STUDY

REAL-TIME MAINTENANCE VISIBILITY IN A GLOBAL CHEMICAL PLANT

Large-scale chemical operations rely on real-time insight to safeguard safety, quality, and output. A global producer needed one unified view of maintenance and production data scattered across systems and sites.

Assai Viewport brought SAP PM, OSIsoft PI, and engineering documentation together in a single governed platform, giving teams instant visibility into asset conditions, work orders, and plant status. The unified interface reduced downtime, improved communication, and strengthened compliance across facilities worldwide.

CHALLENGE

Managing multiple plants meant juggling data from disconnected systems and workflows.

- Scattered data and limited integration between SAP, PI, and engineering systems
- Manual switching between tools slowed analysis and increased risk
- Limited visibility into work order progress and operational risks

An outdated visualization tool required manual asset to drawing links, knowledge held by only a few specialists. The company needed one platform to centralize data, simplify access, and support proactive maintenance.

RESULT

Area	Outcome
Systems integrated	3+
Search time	↓ 60%
Coordination efficiency	↑ 40%
Plant downtime	Reduced
Return on investment	< 12 months



THE ASSAI SOLUTION

Assai Viewport unified SAP PM, OSIsoft PI, and engineering documentation into one governed platform offering real-time operational visibility. It replaced legacy tools and manual linking with an intuitive, integrated interface.

Key capabilities:

- P&ID-based visualization of maintenance activities for instant context
- Automated linking of tags, assets, and documents
- AI-driven indexing and cross-system search
- Role-based dashboards with actionable insight

After targeted discovery and structured data preparation, a phased rollout brought the solution live across multiple sites in nine months, creating a unified operational view and improving collaboration between maintenance and production.

PROJECT INSIGHT

The platform enabled real-time visibility, stronger collaboration, and more proactive maintenance decisions, supporting safer and more efficient production.

STRATEGIC VALUE

By consolidating maintenance and production data in one governed environment, the manufacturer gained efficiency, consistency, and compliance. Assai Viewport now underpins connected, data-driven operations across its global network.