**assai**

# CUSTOMER CASE STUDY

## UNIFYING ENGINEERING KNOWLEDGE FOR FASTER, SAFER OPERATIONS

In global manufacturing, documentation delays can quickly lead to downtime. A leading producer needed a faster, reliable way to manage complex technical records across its sites.

Assai Viewport unified millions of engineering and production documents into one searchable platform, giving teams instant access to accurate information and reducing maintenance and audit delays. Intelligent pattern recognition automatically linked tags, assets, and documents, ensuring users always worked with up-to-date, approved data.

## CHALLENGE

With a growing global footprint, managing technical knowledge became increasingly difficult.

- Millions of documents scattered across systems and formats
- Long search times causing delays and rework
- Inconsistent naming and version control complicating audits

The company required a governed solution to simplify access, reduce risk, and support compliance across all sites.

## RESULT

| Area | Outcome |
|------|---------|
| Document retrieval time | ↓70% |
| Duplicate documents | ↓80% |
| Audit preparation time | ↓60% |
| User Adoption | 95% |
| Return on investment | < 12 months |

## THE ASSAI SOLUTION

Assai Viewport became the centralized hub for engineering and production data, giving users fast access to accurate information across systems and locations.

Key capabilities:

- Automated indexing and tag-based search
- Smart linking between drawings, manuals, and maintenance records
- Full version and approval traceability
- Role-based access for integrity and compliance

A phased global rollout with hands-on training ensured rapid adoption. Within weeks, engineers benefited from shorter searches and unified visibility.

Teams now work from one governed source of truth, accelerating maintenance, simplifying audits, and lowering operational risk.

## PROJECT INSIGHT

Assai Viewport enabled seamless access to verified engineering data, improving collaboration, speeding audits, and reducing operational risk across global operations.

## STRATEGIC VALUE

By connecting documents, drawings, and asset tags in one platform, Assai Viewport turned information from a bottleneck into a productivity driver. It now supports global engineering collaboration, compliance assurance, and continuous improvement across all sites.

"Viewport gave us a complete view of how our information connects and confidence that what we find is always current." — Design Services Lead, Global Manufacturing