

Improving Asset Visibility for a North American Utility

Executive Summary

A major North American utility needed to improve visibility across its assets. Engineering documentation, maintenance information and operational data were distributed across multiple enterprise systems, making it difficult for engineers to quickly access the information needed to support day to day operations.

Using Assai Viewport, the utility connected SAP PM, AVEVA PI System and engineering documentation into a single governed environment, delivering measurable improvements in operational visibility, maintenance efficiency and decision-making.

Long-term Value

By connecting engineering information, maintenance records and operational data across existing enterprise systems, the utility improved operational visibility and gave engineers faster access to the information they needed to make informed decisions.

Rather than replacing existing investments, Assai Viewport connected people, information and systems into a scalable environment that supports day to day operations and ongoing maintenance activities.

The Challenge

The utility relied on several enterprise systems to manage engineering information, maintenance activities and operational data. Although the information already existed, it was spread across different applications, making it difficult to build a complete view of asset status and maintenance history.

As a result, engineers experienced:

- Limited visibility into asset health and maintenance activities
- Slow access to work orders and equipment history
- Difficulty correlating operational performance with engineering information
- Valuable time spent searching across multiple systems before informed decisions could be made

The organization wanted to connect existing information in a governed way, enabling engineers to access a trusted view of every asset without replacing the systems already in place.

Business Outcomes

Asset Visibility

50%
improvement

Maintenance Response Time

30%
faster

Decision Making

40%
faster

Return On Investment

<12
months

| The Solution

Using Assai Viewport, the utility connected maintenance information, operational data and engineering documentation into a single asset centric environment.

Engineers no longer needed to navigate multiple applications to understand the condition of an asset. Instead, they could access operational status, maintenance history and related engineering information from one interface.

Key capabilities included:

- Real time integration with SAP PM, AVEVA PI System and engineering documentation
- Asset centric visualization of operational status, work orders and equipment history
- Intelligent linking between related engineering and operational information
- Cross system search across tens of thousands of equipment tags

Implementation was completed in six months with rapid user adoption. The platform demonstrated its value during an unplanned incident, enabling engineers to quickly identify root causes and restore operations.

| Customer Perspective

By connecting engineering information, maintenance records and operational data across existing enterprise systems, the utility improved operational visibility and gave engineers faster access to the information they needed to make informed decisions. Rather than replacing existing investments, Assai Viewport connected people, information and systems into a scalable environment that supports day to day operations and ongoing maintenance activities.

"Knowing where to begin the search for information is often the first challenge for end users."

Team Manager, Power Generation

Key Takeaways

- ✓ Existing enterprise systems contained the information engineers needed, but it was distributed across multiple applications.
- ✓ Connecting engineering information, maintenance records and operational data improved visibility across assets.
- ✓ Faster access to information helped engineers respond more quickly and make better informed operational decisions.
- ✓ The project demonstrated how connecting information across existing enterprise systems can increase the value of existing technology investments.