

Real-Time Maintenance Visibility for a Global Chemical Manufacturer

Executive Summary

Large-scale chemical operations depend on timely access to trusted maintenance and engineering information to operate safely, efficiently and reliably. A global chemical manufacturer needed a single operational view of maintenance, production and engineering data spread across multiple systems and sites.

Assai Viewport connected SAP PM, AVEVA PI System and engineering documentation into a single operational view, giving maintenance and operations teams immediate access to asset status, work orders and engineering context. By reducing the need to switch between disconnected systems, teams could collaborate more effectively and make faster, better-informed maintenance decisions while improving operational consistency.

Results

The Challenge

Managing multiple production sites required engineers and maintenance teams to work across disconnected systems, making it difficult to obtain a complete operational picture.

- Scattered data and limited integration between SAP PM, AVEVA PI System and engineering systems
- Manual switching between applications slowed analysis and increased operational risk
- Limited visibility into work order progress and asset status
- A legacy visualisation tool relied on manual asset-to-drawing links maintained by only a few specialists

The organisation needed a single operational view that connected maintenance, engineering documentation and live operational data, enabling faster and more informed maintenance decisions.

Area	Outcome
Systems integrated	3
Engineering documents connected	250,000+
Assets indexed	180,000+
Production sites	Multiple
Work orders visualised	3,500
Users supported	Maintenance, engineering, and operations

| The Assai Solution

Assai Viewport connected SAP PM, AVEVA PI System and engineering documentation into a single operational work space. It replaced legacy visualisation tools and manual linking with an integrated interface that gives maintenance teams direct access to operational and engineering information.

Key capabilities included:

- P&ID-based visualisation of maintenance activities for immediate operational context
- Automated linking of tags, assets and engineering documents
- AI-assisted indexing and cross-system search
- Role-based dashboards with actionable operational insight

Following discovery and structured data preparation, Assai deployed the solution in phases across multiple sites over nine months. The phased rollout minimised operational disruption while establishing a consistent operational view across the organisation.

| Project Insight

Maintenance planners, engineers and operations personnel now work from the same trusted information, reducing the need to switch between disconnected systems and improving collaboration during day-to-day maintenance activities. The result is faster access to critical information, better coordination and more informed operational decision-making.

| Strategic Value

By providing a single trusted operational view, the organisation established a scalable foundation for maintenance planning, operational decision-making and future digital initiatives across its global production network. Assai Viewport continues to support safer, more efficient and better-connected operations across multiple sites.