

# Asset operations reimaged in energy and resources

A vision for AI-driven operations: Unlocking limitless outcomes that turn every operational moment into value



## Benefits

- 24/7 unified, trusted, and secure access to asset information
- 100% visibility into spare parts and service status
- Predict equipment failures before they occur
- Reduce safety incidents with instant information

Many operational challenges—missed production targets, safety incidents, and inefficiencies—stem from fragmented, outdated, or inaccessible information. When data is siloed, decisions slow and risks rise. This overview helps you build a unified, reimaged vision for AI-driven asset operations, one that elevates your operations and maintenance staff and delivers limitless operational outcomes.

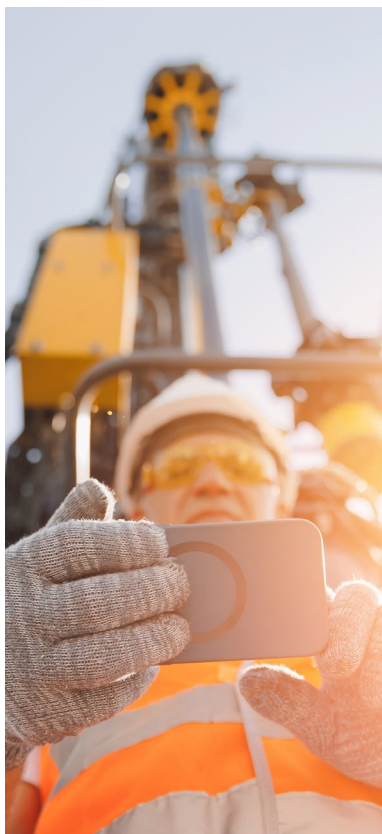
## Unified asset operations information

Critical asset content—like drawings, safety forms, and procedures—shouldn't be scattered across systems. The operational information needed to keep equipment running and meet production targets should be just a few clicks—or better yet, one question—away using a GenAI-powered intelligent assistant.

OpenText unifies documents with other operational information and provides 24/7 unified, trusted, and secure access through Microsoft 365, GIS, and EAM platforms like SAP or Maximo. Teams can redline drawings, initiate change requests, complete safety forms, and collaborate on documents, seamlessly integrating content with operational workflows to work smarter and safer.

As new content arrives from vendors—manuals, field tickets, material certificates, and more—OpenText uses AI and machine learning to automatically classify, route, and store that information for immediate use.

Your digital twin of the facility and equipment is always backed by trusted documentation that accurately reflects the physical asset, ensuring decisions are based on current, complete, and contextualized information.



## Unified supplier connections

Delays in parts or services can lead to costly inefficiencies across operations and maintenance workflows. Your vendors are an extension of your operational success, and OpenText ensures 100-percent visibility into spare parts and service status by securely connecting your enterprise systems with vendor networks for seamless document and data exchange. Teams can track orders, monitor service progress, and share equipment sensor data, empowering vendors to support predictive maintenance strategies.

With a GenAI-powered advisor, operations teams no longer need to rely on emails, phone calls, or manually tracking shipments. Simply ask a question and receive real-time updates—just like tracking a package to your home. In urgent situations, you can even locate available service technicians or spare parts nearby to help avoid unplanned downtime.

## Unified operational analytics

Operational insights shouldn't be locked away in siloed systems or require hours of manual effort to uncover. With OpenText, you no longer need to jump between applications to access the insights necessary to run your operations safely and efficiently.

By bringing together data from structured systems—like EAM, PI/sensor data, GIS, asset performance data, and ERP—and unstructured sources such as content management systems, drone footage, and satellite imagery, OpenText delivers fast, actionable analytics that drive smarter, quicker decisions.

Predictive maintenance capabilities help you stay ahead of equipment issues by identifying early warning signs and forecasting potential failures. Whether it's at the equipment level—supported by your OEMs and service providers—or at the facility level, where you lead the charge based on the unique characteristics of each site, this proactive approach reduces unplanned downtime, extends asset life, and keeps operations running smoothly.

## Unified service management

Every operational activity has a *moment of truth*: Will you resolve the issue or not? Often, the answer is buried in documentation or scattered across systems. But sometimes, the solution isn't captured anywhere. That's where IT Service Management (ITSM) for non-IT use cases steps in. By enabling operations teams to open service tickets, frontline staff can connect with internal subject matter experts. These tickets become living knowledge bases, helping teams self-resolve future issues faster.

Users are also empowered to self-resolve issues with a GenAI chatbot that delivers human-like responses, providing instant access to critical information and helping reduce safety incidents through faster, more informed decisions.

## Unified and secure digital fabrics

Your operations rely on digital systems. OpenText helps IT deliver and protect the software and data your teams use every day—faster, safer, and tailored to how you work.

# Asset operations reimaged: example use cases

## OpenText™ Content Cloud

- **Find answers with a GenAI operations assistant**  
Quickly find answers in complex asset documentation using OpenText™ Content Aviator™.
- **Access trusted asset documentation on mobile**  
Quickly access accurate asset documentation anytime, anywhere, on any device with OpenText™ Content Management.
- **Automate engineering change requests**  
Eliminate manual work the change orders, redlining, and markup to ensure documentation reflects the physical asset. Simplify workflows with OpenText™ Content Management for Engineering.
- **Centralize and manage SOPs**  
Streamline SOP creation, review, obsolescence, and training to support safe-workplace playbooks with OpenText™ Content Management with Document Control.
- **Retrieve critical operational data instantly**  
Enable faster decision-making with rapid access to operational data using OpenText™ Information Archive
- **Detect hazards at scale with image analytics**  
Leverage image analytics to identify hazards across vast datasets using unified access to EAM, GIS, and more with OpenText™ Aviator™ Search.

## OpenText™ Business Network Cloud

- **Ask GenAI about spare parts, equipment, and service status**  
Your strategic vendors are an extension of your operations. The status of critical parts and service is just one question away using a GenAI-powered advisor in OpenText™ Business Network Aviator™.
- **Track critical parts and equipment from quote to install**  
Gain end-to-end visibility of spare parts, equipment, and service shipments with OpenText™ B2B Integration.
- **Enable predictive maintenance with secure IoT**  
Securely share equipment sensor data securely with vendors to support predictive maintenance using OpenText™ Aviator™ IoT.

## OpenText™ DevOps Cloud

- **Partner with IT to tailor the digital fabric of your operations**  
Your operations are unique. The OpenText DevOps platform helps IT deliver faster, safer software that supports the systems your teams rely on every day.

## OpenText™ Analytics Cloud

- **Migrate operational content with AI**  
Use AI to identify, classify, enrich, and migrate critical operations information from scattered sources to a secure, governed platform with OpenText smart migration solutions.
- **Predict equipment failures**  
Analyze massive facility or asset datasets to detect issues early with OpenText™ Analytics Database.

## OpenText™ Observability and Service Management Cloud

- **Self-resolve equipment Issues with GenAI**  
Empower operations teams to fix equipment issues documented in service tickets using GenAI-powered self-service tools in OpenText™ Service Management Aviator™.
- **Close service tickets faster**  
Connect subject matter experts with facility personnel to quickly resolve issues and prevent repeat problems using OpenText™ Service Management.
- **Keep operations running with real-time network visibility**  
Gain real-time network insight with OpenText™ Network Operations Management to support IT-OT convergence, uptime, and compliance.

## OpenText™ Experience Cloud

- **Manage drone and surveillance videos**  
Streamline creation, distribution, and lifecycle management of asset surveillance footage with OpenText™ Digital Asset Management.
- **Deliver personalized, timely alerts at scale**  
Keep teams and customers informed with personalized, secure messages across channels using OpenText™ Core Messaging—built for operational agility.

## OpenText™ Cybersecurity Cloud

- **Secure the digital fabric that powers your operations**  
OpenText Cybersecurity Cloud helps IT protect the digital systems your operations team relies on with faster, smarter, AI-driven security.

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## Conclusion

AI-driven asset operations are transforming how field and facility teams work—making every task smarter, faster, and safer. From sourcing spare parts to decommissioning, OpenText helps operations leaders partner with IT to tailor a unified digital fabric. This empowers teams to meet production targets, improve safety, boost efficiency, and avoid unplanned downtime—unlocking limitless operational outcomes at every stage.

As a Top 25 global software company and the leader in information management, OpenText serves thousands of organizations across utilities, oil and gas, chemicals, metals, mining, and other asset-intensive industries, helping them unify information and turn every operational moment into measurable value.

