Information reimagined with AI in energy and resources

A vision to create limitless outcomes by securely scaling AI to improve safety, efficiency, and decision-making across the enterprise

"AI is not just a tool—it's a catalyst for reimagining how industrial organizations operate. By securely embedding AI into the fabric of field operations, supply chains, and cybersecurity, we're helping energy and resource companies unlock trusted insights, accelerate decisions, and build resilience for the future."

— Phil Schwarz, OpenText Industry Strategist, Energy and Resources

Business backdrop

The energy and resources sector is undergoing a profound transformation. As companies face rising operational costs and complexity, aging infrastructure, and increasing regulatory pressure, they are turning to artificial intelligence (AI)—especially generative AI (GenAI)—to drive innovation, improve safety, and enhance decision strength. According to Gartner, 94% of power and utility CIOs plan to increase AI investments in 2025, with an average spending increase of 38.3%[1]. Moreover, Accenture research reveals that 25% of energy executives expect a significant rise in AI agent adoption within the next three years, and 85% believe these agents will fundamentally reshape how digital systems are built[2]—signaling that AI is rapidly becoming a foundational force for safe and secure operations across the entire sector.

From intelligent assistants and predictive maintenance to supply chain optimization and regulatory compliance, AI is becoming a strategic imperative for utilities, oil and gas, chemicals, metals and mining, and EPC companies. Yet, many organizations still struggle to scale AI securely and effectively across asset-intensive environments. OpenText helps companies across this sector overcome these challenges by unifying information, weaving a more resilient digital fabric across departments, modernizing user interfaces, digitizing workers and process automation, and making it all secure.

1 Gartner, *94% of Power and Utility CIOs Plan to Increase Their AI Investments in 2025, With an Average Spending Increase of 38.3%*

2 Accenture, *Technology Vision 2025: Harnessing AI's transformative power in the energy sector*

> **"As a former field engineer, I didn't always need an entire document(s)—just a specific piece of information buried inside them. Instead of spending valuable time searching, opening, and scanning through files, AI now empowers field and plant personnel to simply and securely ask a question and receive a trusted answer, along with a link to the source document. The same holds true for the status of critical spare parts, replacement equipment, or field service. Just ask a GenAI-powered advisor the status."**
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> — Phil Schwarz, OpenText Industry Strategist, Energy and Resources

AI adoption is accelerating—but scaling it securely remains a challenge.

While many companies across this sector have piloted AI use cases, few have successfully operationalized them at scale. Common barriers include siloed data, inadequate information governance, cybersecurity risks, slow deployment cycles, and limited support for AI-driven workflows.

OpenText vision

OpenText envisions a future where AI is embedded across every layer of industrial operations—from intelligent assistants for safe operations, self-service advisors for supply chain , AI-powered cyberthreat hunting, and more. Our information management platform unifies information to help energy and resource companies scale AI securely and strategically.

With OpenText, energy and resources organizations can:

- **Empower field and plant personnel** to securely ask questions and receive trusted, context-aware answers with links to the source asset documentation.

- **Gain real-time visibility** into the arrival status of critical spare parts, equipment, and field service enabling faster response across operations.

- **Unlock predictive insights** to anticipate equipment failures and improve asset reliability.

- **Enhance cybersecurity** with AI-powered threat detection that accelerates threat responses and protect critical infrastructure.

- **Accelerate AI deployment** using OpenText DevOps Cloud, enabling continuous integration and agile development of AI-powered applications.

OpenText solutions

OpenText solution	Value proposition
OpenText™ Aviator™	Improve productivity across various business functions with an enterprise AI platform.
OpenText Content Aviator	Boost productivity and safety with a secure AI assistant built for finding business content faster and informed decision-making.
OpenText Business Network Aviator	Keep critical equipment running by gaining better supply chain insights with generative AI for timely delivery of critical materials, equipment, and service
OpenText Aviator Search	Find trusted answers fast with AI-powered search across 160+ repositories and 2,000+ file types—purpose-built for complex industrial content.
OpenText Service Management Aviator	Empower users, service agents, SMEs, IT, and non-IT staff to find the answers they need with private generative AI used to expedite ticket handling.
OpenText Experience Aviator	Use AI to generate personalized, scalable customer communications—enhancing service experiences and engagement across billing, outages, and support.
OpenText Cybersecurity Aviator	Employ AI-powered threat detection to safeguard critical infrastructure, while protecting new models deployed within hours from new and evolving threats.
OpenText DevOps Aviator	Accelerate app delivery and testing with AI-powered DevOps—cutting delays, reducing defects, and keeping critical assets running safely.
OpenText eDiscovery Aviator	Streamline investigations with AI-summarize cases, surface key evidence, and automate reviews while keeping sensitive industrial data secure and compliant.

Business outcome

By implementing OpenText Aviator AI, energy and resources companies can expect measurable improvements in safety, efficiency, and resilience:

- **Improved safety and productivity** with intelligent content assistants that deliver trusted answers from complex technical documentation.

- **Optimized supply chain performance** with virtual AI advisors that provide the optimum cost/time options then track parts, equipment, and service status in real time.

- **Reduced downtime and maintenance costs** through predictive analytics and real-time monitoring.

- **Enhanced cybersecurity posture** with AI-driven threat detection.

These outcomes help organizations meet regulatory requirements, reduce operational risk, and build a foundation for long-term growth in a rapidly evolving industrial landscape.

Next steps

We invite you to explore how OpenText can support your AI transformation. Recommended next steps include:

- **Introductory meeting** with your CIO, CTO, and operations leadership.
- **Joint roadmap exchange** to align on AI goals, explore and prioritize use cases, and identify him-impact opportunities for partnership.
- **Business Value Consulting workshop** to assess current capabilities and define a vision for scaling AI across your enterprise.

Why OpenText?

OpenText is the global leader in information management and top 25 software company serving thousands of energy, utility, chemical, and metals and mining companies worldwide. Our secure, scalable platform is designed to manage the world's most complex data environments—empowering organizations to safely deliver energy and essential commodities to the world.

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