



# EAM Unleashed: AI, Insight and User Experience

## Streamline 2026

Joe Nichols

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# Roadmap Disclaimer

**NOTE:** This document is designed to communicate a perspective of likely R&D prioritization based on the current indicators of client demand. It will change both in scope and timing in response to industry demand, which is quite dynamic. Hexagon ALI retains all decision rights as to what will be included in a particular release and does not make binding commitments outside of a written commercial contract.

# Today's Presentation – EAM Unleashed

1. Hexagon to Octave
2. 2025 EAM Strategic Initiatives Review
3. EAM – Looking Forward



# About Joe

## Company History



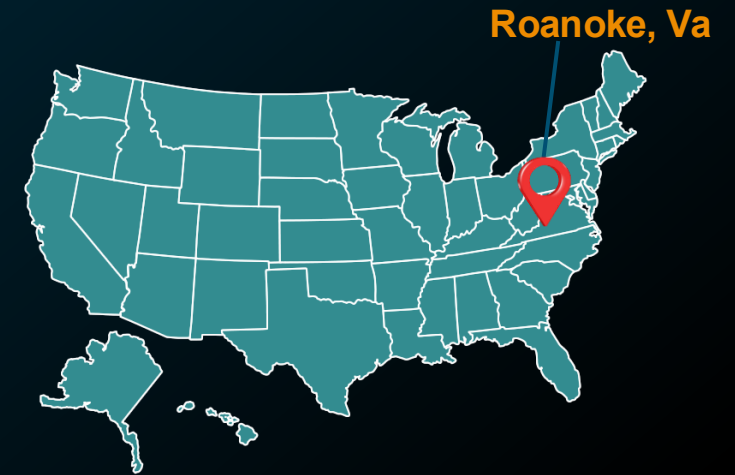
**ITUS**

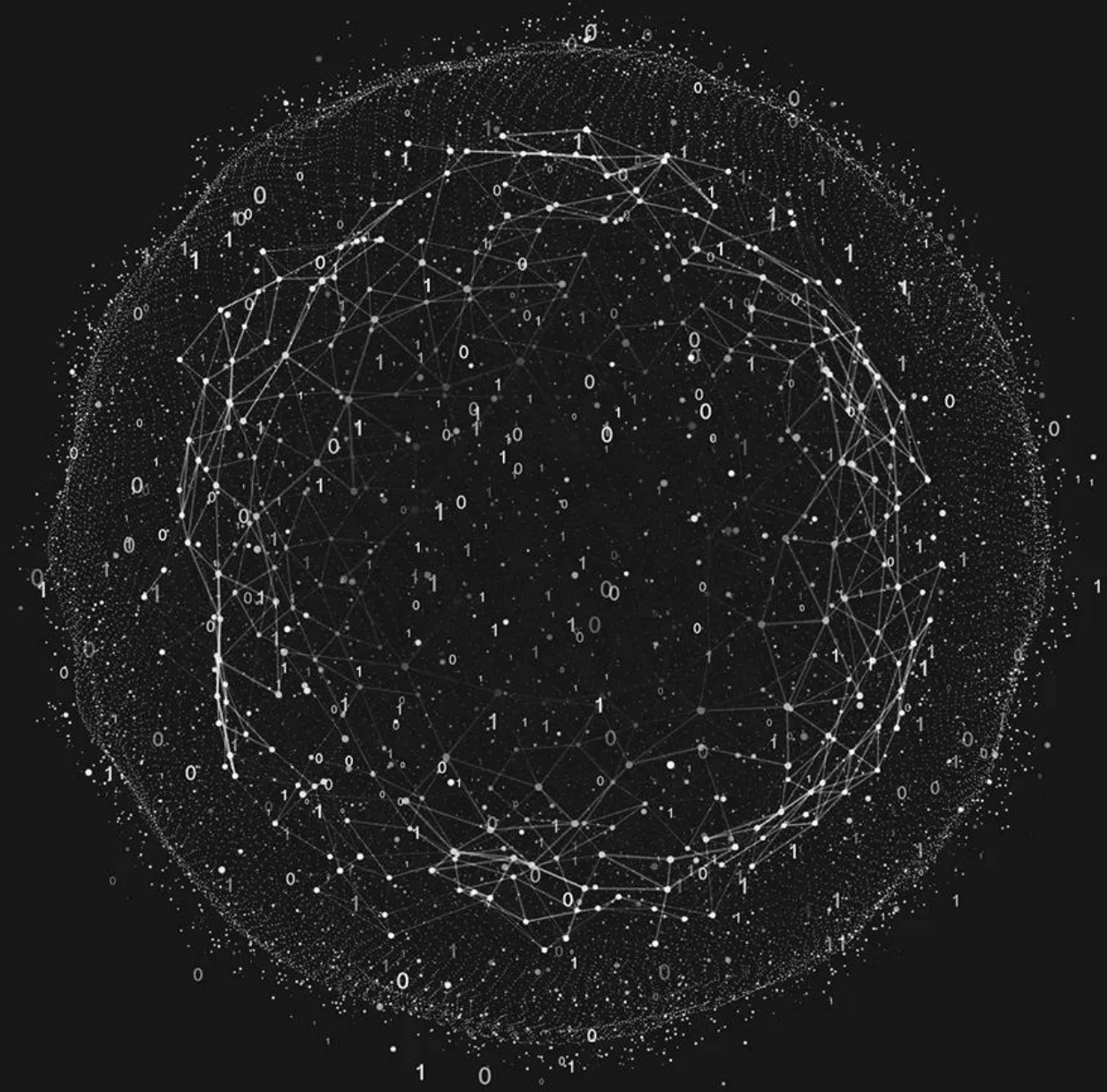


## Position

Product Management  
in its purest form:  
  
Innovations to solve  
complex customer  
industrial asset  
management problems

## Personal History





We serve enterprises by integrating disparate operational and engineering data into a unified system of record for **designing, building, operating, and protecting** critical industrial and infrastructure assets

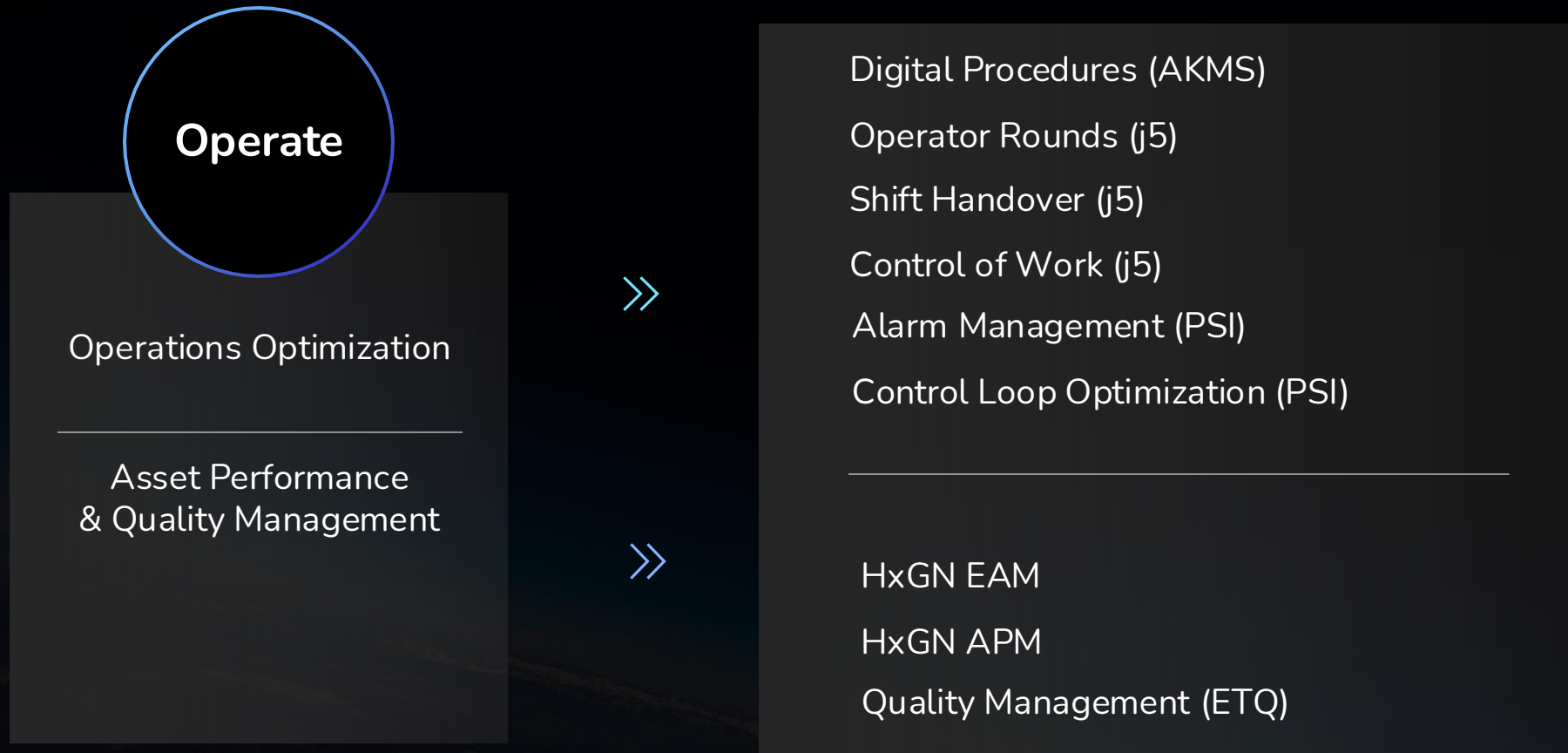
# OCTAVE

Unleashing Intelligence at Scale

# We Have Built a Digital Backbone for Critical Industry Assets and Systems



# We offer comprehensive solutions for the O&M asset lifecycle phase



# Best of breed apps with integrated processes and value streams

## Operate

Operations Management &  
Quality Assurance

Asset & Performance  
Management

Operations monitoring (j5) → degradation detected (APM) → work order triggered (EAM)

Maintenance performed (EAM) → Procedure leverage and completed (AKMS)

Repair completed (EAM) → operational monitoring validates fix (APM)

Control system status (PSI) → shift handover review (j5)

Maintenance compliance deviation (APM) → Maintenance advised to address (EAM)

OEM manuals Contextualize (APM) → PM plans established (EAM)

# Unleashing Intelligence at Scale

The screenshot displays the 'Agent Overview' interface. At the top, it shows 'Agents (7)' and a 'Start Chat' button. A central message states: 'I've analyzed 10,000 data signals from the last shift. Based on your focus on overall objectives, here are 3 actions requiring your attention ...'. Below this, there are filters for 'Operational Risks (6)', 'Shift Handover (5)', 'Pending Approvals (5)', and 'Show All (16)'. Three risk cards are visible:

- Hot Work and Safety Systems Conflict - Elevated Risk** (30m): Hot work scheduled in area with potential reduced fire/gas detection and suppression. Recommended action: prioritize safety critical systems inspections; delay hot work permit. Location: LNG Train 1. Status: Active. Conflict Horizon: Current Shift.
- Hot Work & Breaking Containment Conflict - Policy Violation** (1h): Hot work and first line break maintenance are scheduled concurrently on neighboring units and within 25 meters. Recommended action: revoke HW permit approval and reschedule to next available shift. Location: LNG Train 2. Status: Active. Conflict Horizon: Current Shift.
- Feed pumps: elevated bearing temperature and vibration pattern** (1h): Bearing temperature & vibration pattern indicate problem with production-critical feed pumps. Recommended action: area operator to monitor status & prioritize inspection, engineering evaluation. Location: Gas Treating. Status: Active. Conflict Horizon: Current Shift.

Each card includes a 'See Details' button and a specific action button: 'Suspend Work Permit', 'Unapproved Permit', and 'Approve' respectively.

What are you wor

+ Tell me how great HxGN EAM is!

ChatGPT

Welcome, how can I help?

CoPilot

# Octave Platform

A unified AI foundation connecting Octave products, workflows, and customer intelligence across the asset lifecycle

## Octave Experience



- ..... A unified AI-driven experience that connects Octave products and workflows, while enabling new, intelligence-led ways of working.

## Agent-Based Workflows



- ..... Enables building and deploying AI models directly into workflows, accelerating everything from data onboarding to new applications.

## The Intelligent Lifecycle



- ..... Design | Build | Operate | Protect  
Connected by shared data, intelligence, and workflows.

## Context Engine



- ..... A scalable knowledge graph that ingests and discerns all information types – from precision engineering docs to real-time event data.

## Data Integration & Governance



- ..... Standardizes and governs access to IT/OT data using common integration tools.

# The Octave Platform – What does it mean for EAM?

A Modern Integrated User Experience

Evolution to a system of intelligence with  
Agentic Workflows

Expanded value streams with Engineering,  
Operations and Maintenance



# NetWorks

Network intelligence system with focus on design and documentation of critical network infrastructure worldwide

450+ customers globally – utilities:  
Electric, communication, gas, water

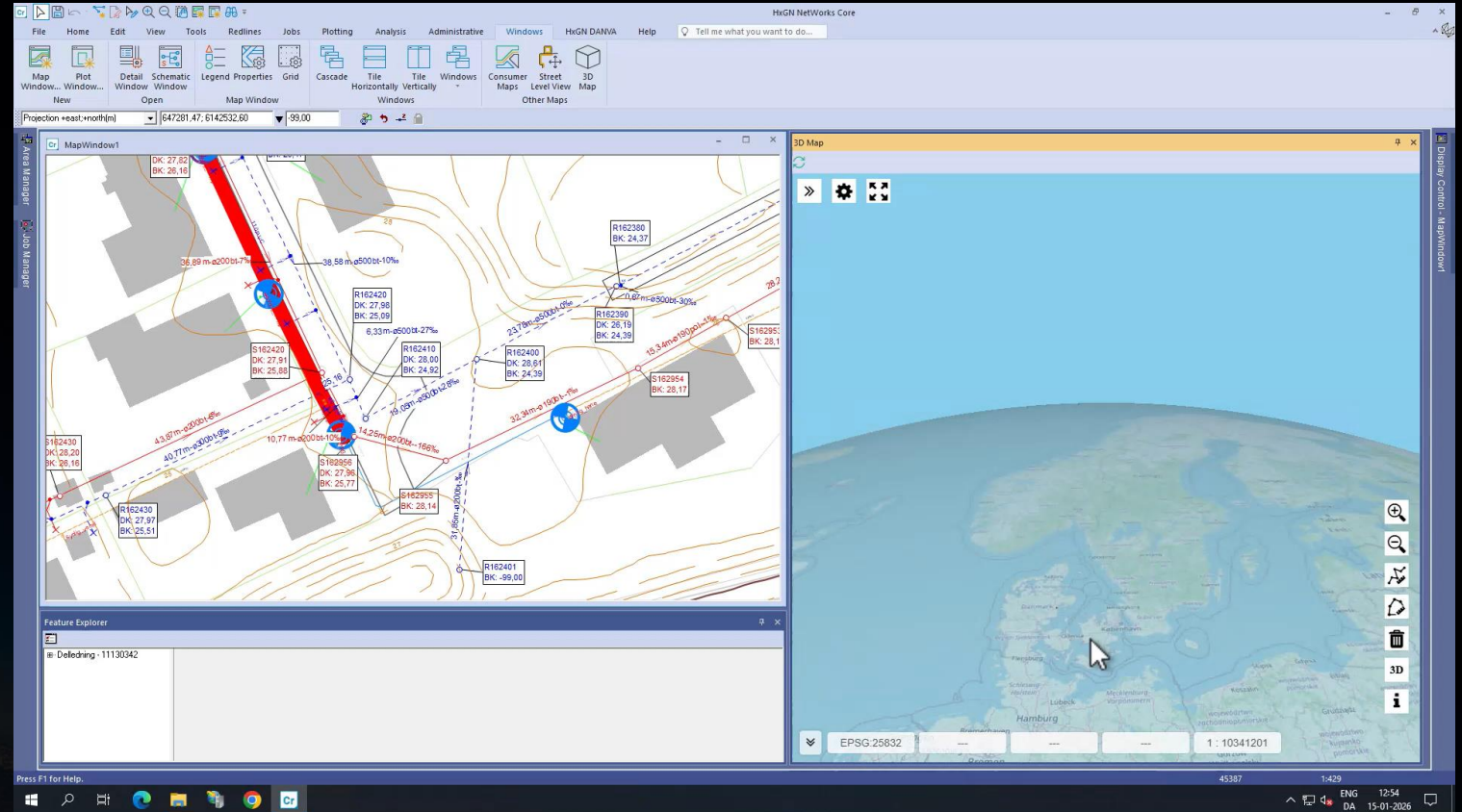
Core capabilities:

- Design and documentation of critical network infrastructure

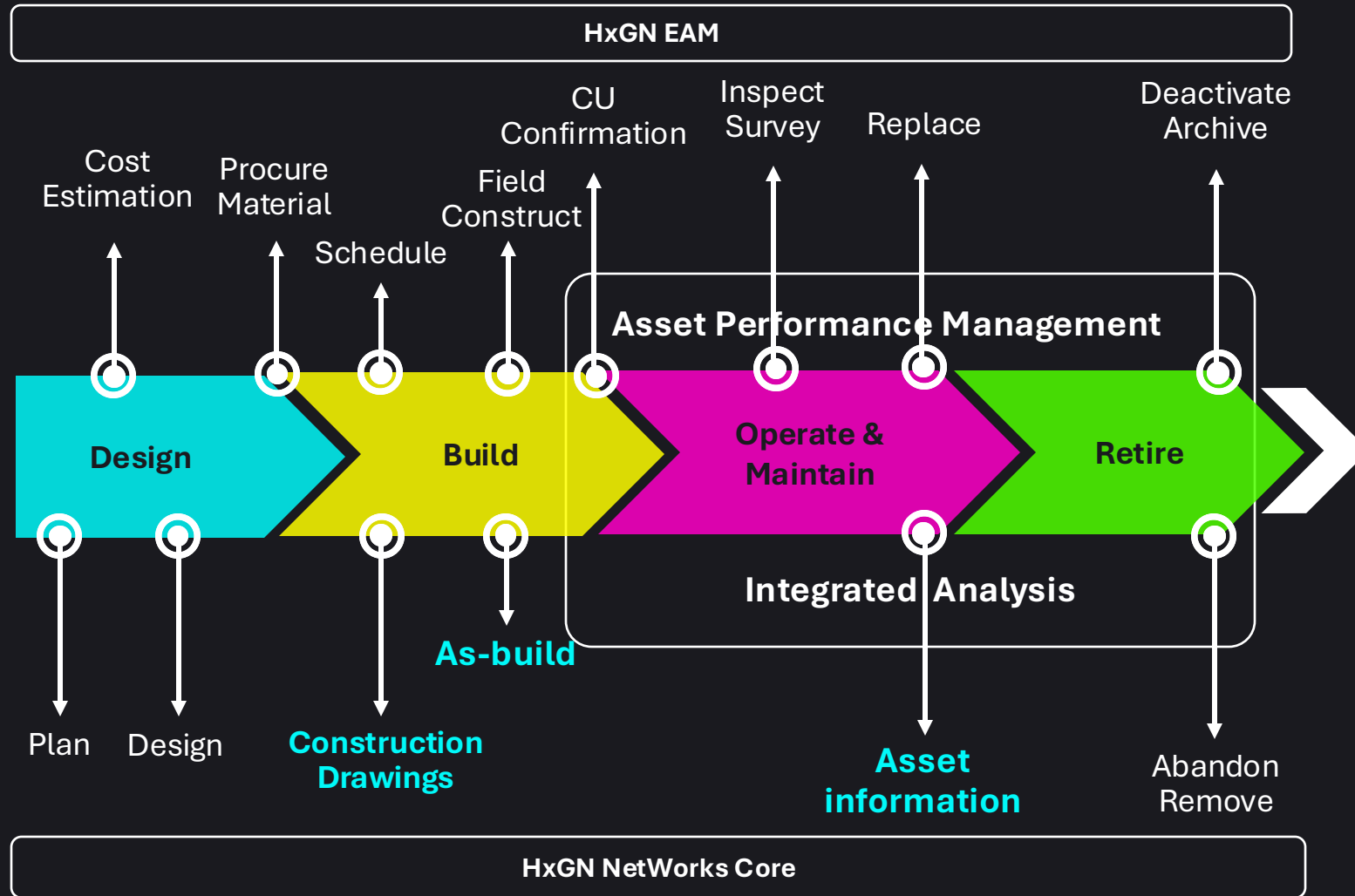
- Network what-if analysis and simulation

- Flexible data models and open standards

- Enterprise integration



# Integrated Network Design, Planning, Maintenance and Performance Management



# ETQ | Quality Management

Streamline quality, compliance, risk, and safety processes across organizations. Ensures document control, audit readiness & manages supplier quality, and risk assessments

800+ customers globally – Life Sciences, Manufacturing, Automotive, F&B, Consumer Goods, Electronics

## Core capabilities:

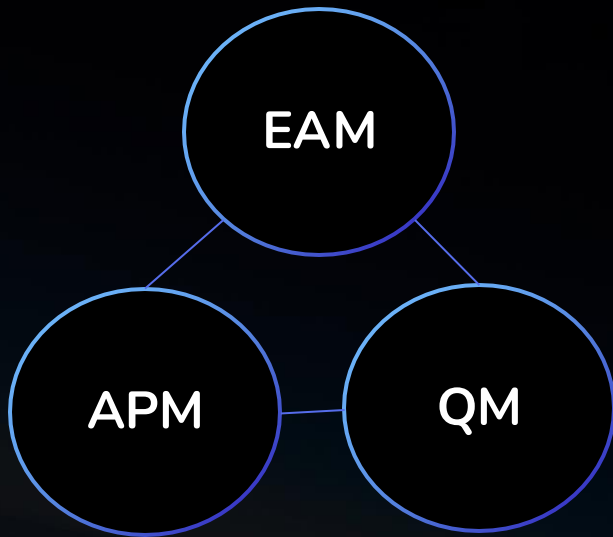
- Document Control, CAPA, Audit Management, Training Management
- Compliance, Risk Management
- Supplier Quality Management
- Nonconformance Management
- New Product Introduction

The screenshot displays the ETQ Quality Management software interface. At the top, the 'etq' logo is on the left, and a user profile for 'Jane Smith' is on the right. Below the header, the page is titled 'Homepage'. The main content area is divided into several sections:

- Calendar:** A calendar for 'Mar 13 Monday' with dates from 5 to 31. The 13th is highlighted in blue, and the 6th, 8th, 15th, and 28th are circled in red.
- Select Date Range:** A dropdown menu set to 'Mar 13, 2023 - Mar 24, 2023'.
- Delegations:** A list of delegations with columns for 'Delegated to me (2)' and 'Requested by me (1)'. Three entries are shown, each with a start date, end date, and the name 'wvasquez'.
- Assignments:** A list of assignments with columns for 'Overdue (2)' and 'Open (24)'. Four entries are shown, each with a title, document control information, due date, and phase.
- Trainings:** A list of trainings with columns for 'Overdue (1)' and 'Open (1)'. Two entries are shown, each with a title and due date.

At the bottom right, there is a pagination control showing 'Rows per page: 10' and '1-10 of 26'.

# Integrated EAM, APM and QM creates a closed loop system to boost OEE & improve FTY



Drives a closed loop system to boost OEE and improve FTY

Integrate management systems to link governance/quality, equipment health, operational performance, and maintenance execution

Build a continuous closed-loop asset compliance framework and move from reactive to predictive quality

Measure & Improve OEE through visibility, aligned organizational flows with Operations, Quality and Maintenance

Detect equipment drift early to prevent non-conformances

Reduce scrap and rework rates

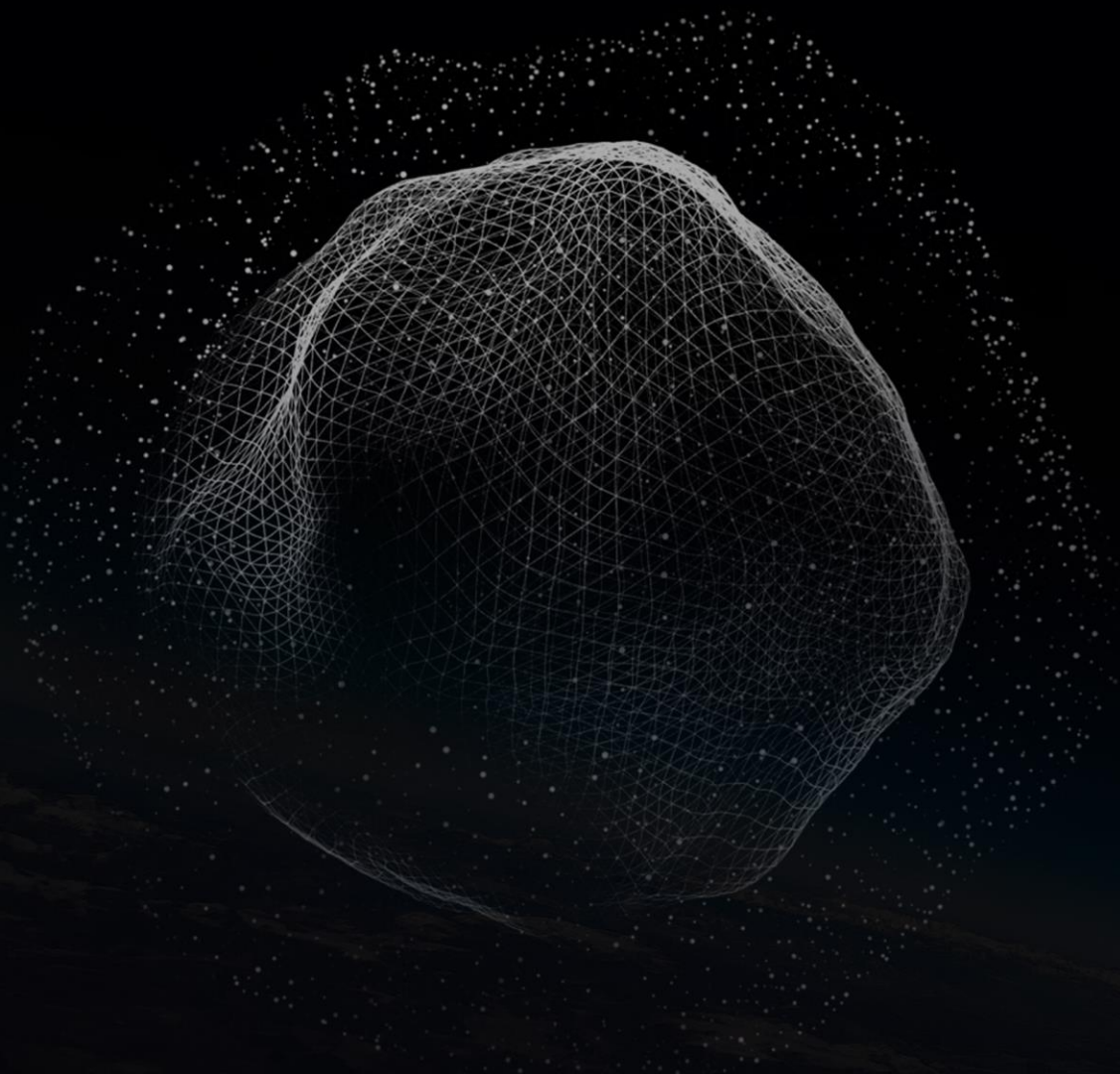
Contain quality events and equipment related corrective work more efficiently and effectively

# New Innovation in process: Operations Intelligence

Integration of OT & O+M data, analytics, and advanced visualizations to drive advanced situational awareness of daily operations

Core capabilities:

- Integration of key operational conditions, alerts, maintenance history and ops/maint activities with agentic query and intelligence
- 2d, 3d, Geo visualizations to drive situational awareness
- Policy engine to align maintenance & operations activities, assess activity risks, ensure permitting & mitigate worker safety risks



# OCTAVE

2025 EAM Strategic Initiatives  
Review

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# ABOUT PETE

## Company History

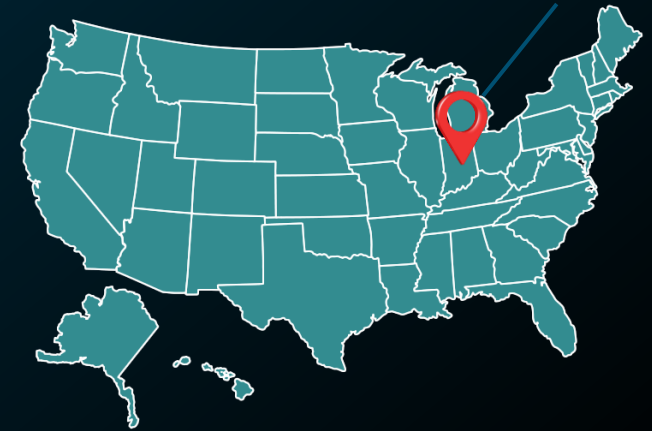


## Position



## Personal History

Indianapolis, IN



# 2025 Strategic Initiatives



**Useability**



**Reporting &  
Analytics**



**Operations &  
Maintenance**

# 2025 Strategic Initiatives



**Mobile Work  
Calendars**

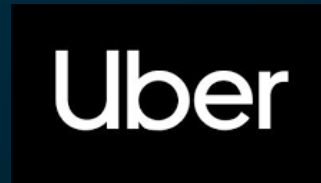


**Native Business  
Intelligence**



**Procedure  
Management**

# The Workforce Expectation Gap



**"75% of the workforce will be digitally native by 2030"**

The workforce is transitioning from Digital Immigrants to Digital Natives; mission critical applications must be prepared to for this adjustment. Paper is not the enemy anymore!



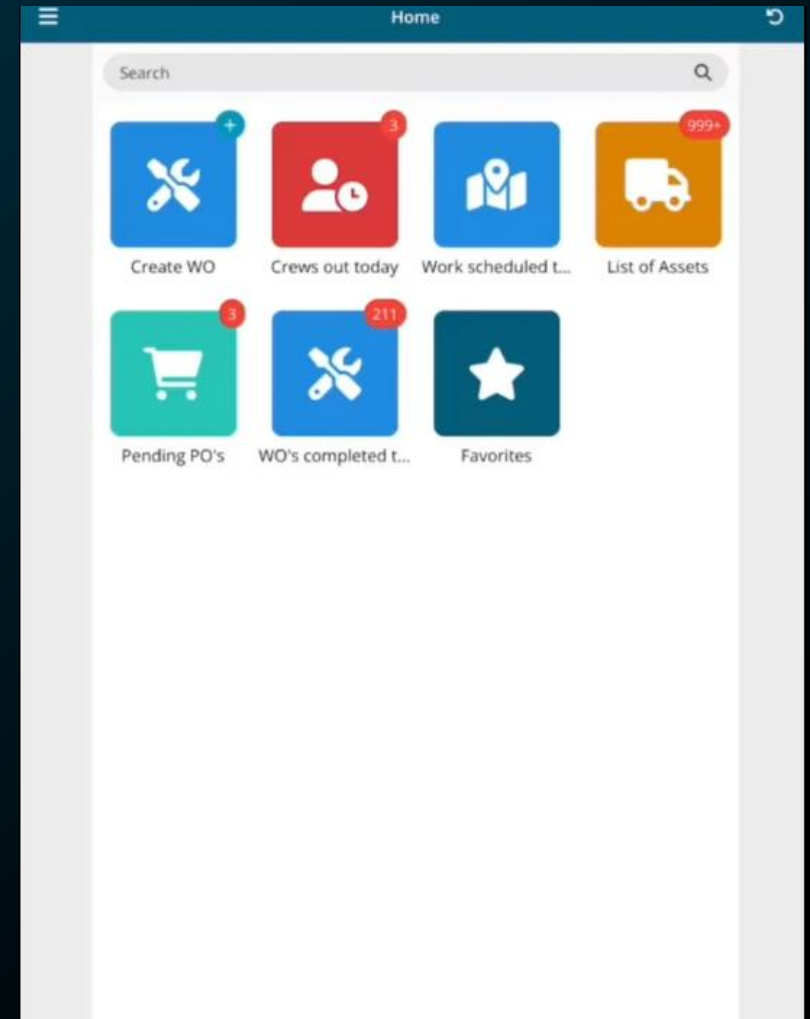
# WO Schedule Map View

## What's New?

- A new map view on the Work Order Schedule screen
- Display pins as per geocoded values from the server based on a set hierarchy

## What's the Value?

- Prioritize work according to proximity of location
- Provides flexibility in how a user can display their Work Order Activities between the standard view, calendar view, and new map view



**Refresh**

1 of the loaded queries contained errors. [View errors](#)

✓ MASTER\_MGM\_REPORT  
695,408 rows loaded. 212,767 errors.

[Close](#)

**An unexpected error occurred**

An unexpected error occurred. Please try again later.  
Please try again later or contact support. If you contact support, please provide these details.

We couldn't connect to the Analysis Services server. Make sure you've entered the connection string correctly.

Request ID: a99a4c11-637c-c8c3-edec-9fd4e09c0bed  
Time: Tue Nov 23 2021 08:56:20 GMT+1100 (Australian Eastern Daylight Time)  
Service version: .powersbi/lib

[Copy](#) [Close](#)

**Unable to connect**

We encountered an error while trying to connect.

Details: "Microsoft SQL: A connection was successfully established with the server, but then an error occurred during the login process. (provider: SSL Provider, error: 0 - The certificate chain was issued by an authority that is not trusted.)"

[Help](#) [OK](#) [Cancel](#)

**Error**

Microsoft Power BI Desktop couldn't start properly due to errors with named pipe connections. Please click the link below for details.

<https://go.microsoft.com/fwlink/?LinkID=722342>

[Send a Frown](#) [Close](#)

**Something went wrong**

WebView2 Process Failed: MinervaDialog, Source:https://ms-pbi.pbi.microsoft.com/pbi/Web/Views/MinervaDialog.htm ExitCode:1 Reason:Unexpected ProcessFailedKind:BrowserProcessExited ProcessDescription:

[Copy details to clipboard](#)

[Report this issue](#) [Cancel](#)

# HxGN EAM Business Intelligence

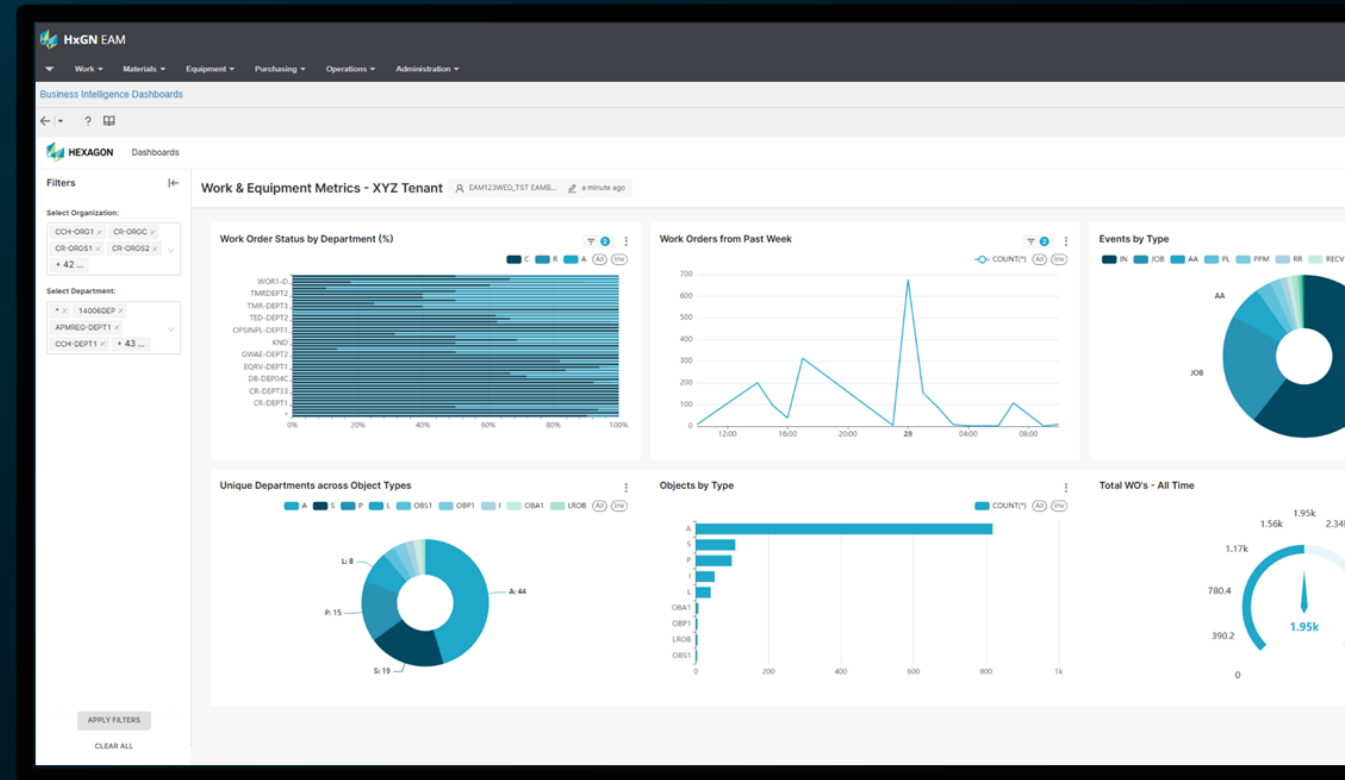
## HxGN EAM 12.3

### What's New?

- Brand new Business Intelligence and analytics option available via new menu options
- View dashboards directly in EAM via new Business Intelligence Dashboards screen

### What's the Value?

- A modern, more intuitive tool for creating and viewing dashboards and charts
- Direct access to EAM data to eliminate integration or data flow setup and maintenance



# Hexagon Asset Lifecycle Intelligence



## Asset Performance Management

Operationalize asset strategies for risk, cost and performance.



## Procedure Management

Expedites the digital transformation of paper-based, operational procedures and processes.



## Operations & Maintenance

## Enterprise Asset Management

Optimize maintenance management, reduce downtime, and improve operational efficiency



## Operations Management

Advanced operations management solution for managing logbooks, shift handover, operator rounds and control of work



## Alarm Management

Analyze data from disparate sources to provide critical safety and production information that improves operator situation awareness



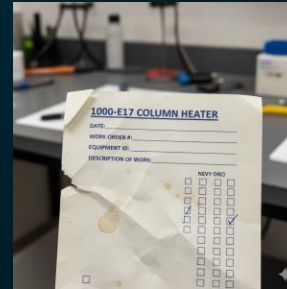
# Primitive Analog Operations & Maintenance

1000-E17 Heater Column



## HxGN EAM

- Routine Inspections
- Preventative Maintenance
- Breakdown Workorders
- Repair/Replacement



## Paper-based or 3<sup>rd</sup> Party System

- Standard Operations
- Start-up or Shutdown
- Emergency Procedures
- Turnaround Activities

**Data Silos Between:**  
Operational Procedures and Maintenance Activities

# Smart Digital Operations & Maintenance



## HxGN EAM

- Asset Library/History
- Work Order Management
- Scheduling Management

*1000-E17  
Heater Column*

## AKMS

- Field Procedure Execution
- Document Revision History
- Process Standardization

- ✓ Full Asset Lifecycle Visibility
- ✓ Optimized Data Management
- ✓ Enhanced Asset History
- ✓ Continuous improvement

# Success Story

## Business Challenges w/o AKMS



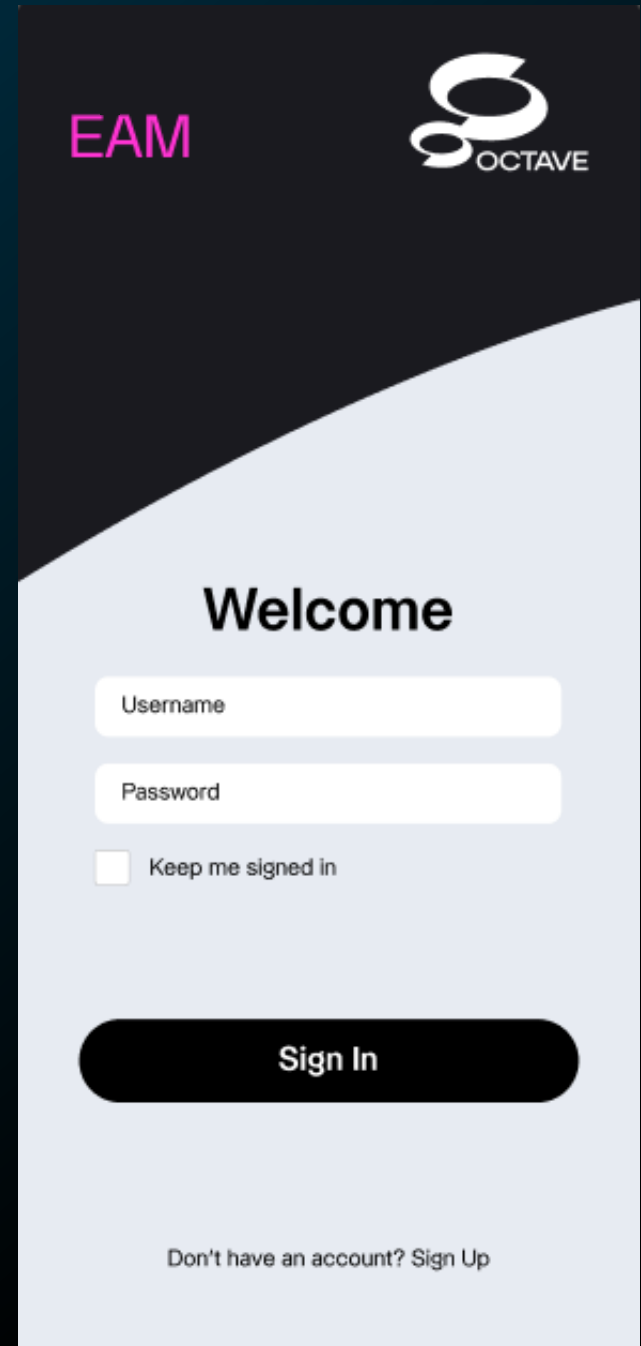
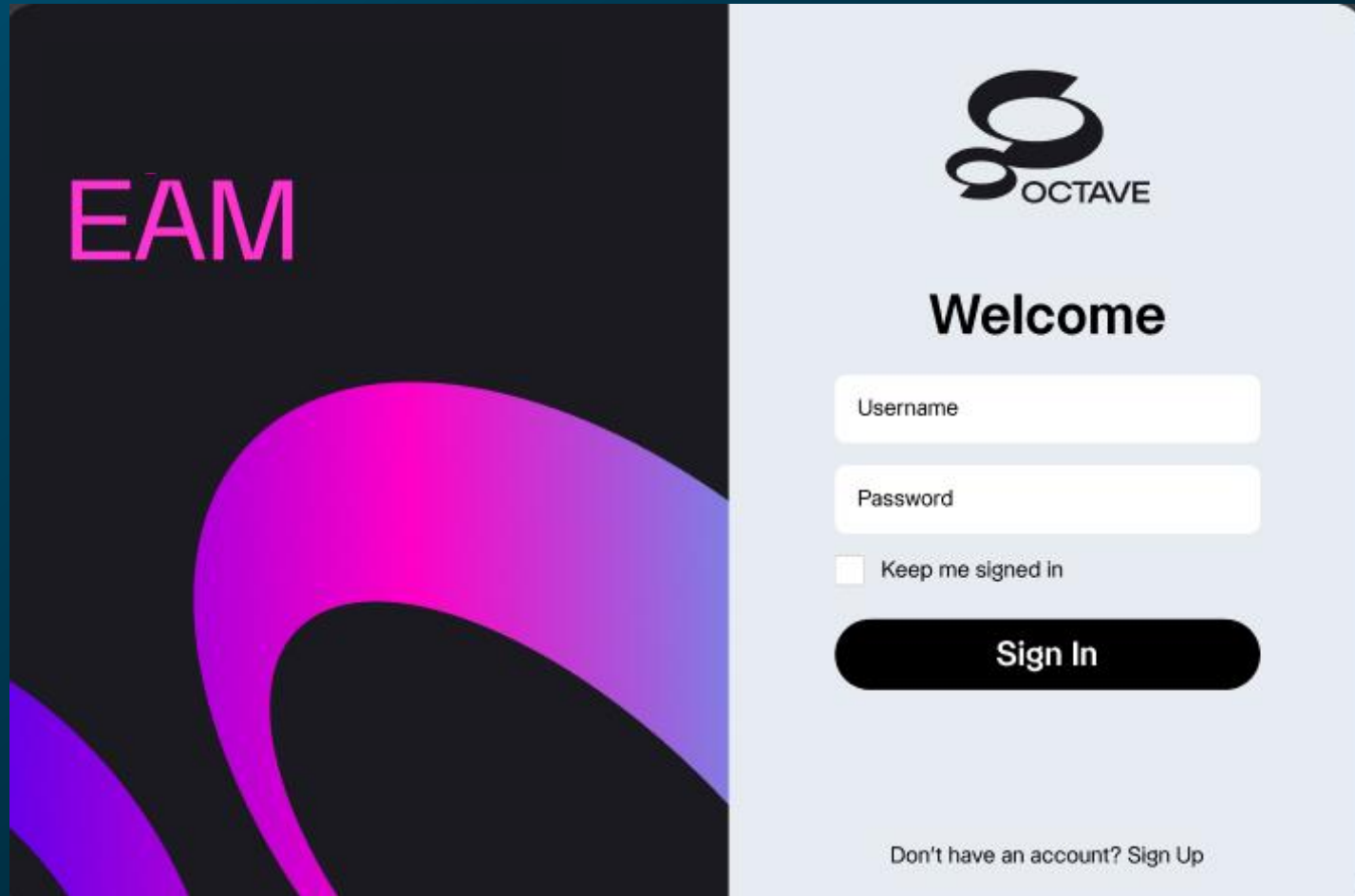
- **Operational Fluctuations:** Once work orders were created in HxGN EAM, they did not update when procedures changed, leaving technicians and supervisors with inaccurate guidance.
- **Regional Specificity:** Adapting global information to local facility needs required duplication and manual edits, creating inconsistencies with expected processes.
- **Complex Tasks:** Technicians relied on rigid checklists which lacked visual guidance

## Value Realization w/ EAM+AKMS



- Technicians now access the most current AKMS procedures directly within HxGN EAM work orders, reducing risks tied to outdated instructions and strengthening compliance and standardization of task execution.
- Global changes are now possible, streamlining updates across facilities and ensuring workers are using the most up-to-date information.
- Interactive interface and embedded content delivery, improving auditability, efficiency and accuracy of job performance.

# Looking Ahead



<p><b>Octave Black</b></p> <p>RGB: 26 / 26 / 31 HEX: #1A1A1F</p>
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<p><b>Gray 5</b></p> <p>RGB: 62 / 64 / 71 HEX: #3E4047</p>
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<p><b>Gray 4</b></p> <p>RGB: 111 / 116 / 128 HEX: #6F7480</p>
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<p><b>Gray 3</b></p> <p>RGB: 178 / 184 / 196 HEX: #B2B8C4</p>
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<p><b>Blue</b></p> <p>RGB: 0 / 0 / 255 HEX: #0000FF</p>
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<p><b>Green</b></p> <p>RGB: 79 / 255 / 0 HEX: #4FFF00</p>
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<p><b>Pink</b></p> <p>RGB: 255 / 0 / 199 HEX: #FF00C7</p>
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<p><b>Gray 2</b></p> <p>RGB: 203 / 208 / 216 HEX: #CBD0D8</p>
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<p><b>Gray 1</b></p> <p>RGB: 231 / 235 / 242 HEX: #E7EBF2</p>
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<p><b>White</b></p> <p>RGB: 255 / 255 / 255 HEX: #FFFFFF</p>
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<p><b>Aqua</b></p> <p>RGB: 0 / 255 / 255 HEX: #00FFFF</p>
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<p><b>Yellow</b></p> <p>RGB: 255 / 245 / 0 HEX: #FFF500</p>
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<p><b>Orange</b></p> <p>RGB: 244 / 102 / 0 HEX: #F46600</p>
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# Octave Platform

A unified AI foundation connecting Octave products, workflows, and customer intelligence across the asset lifecycle

**Octave Experience**

**Agent-Based Workflows**

**The Intelligent Lifecycle**

**Context Engine**

**Data Integration & Governance**



# Octave Intelligence Layers

AI-native capabilities that connect experience, agents, and context



## Octave Experience

AI native applications

- AI native applications embedded in Octave
- Role and persona-based experiences
- Ready to use, quickly extensible
- Insights, actions, and recommendations delivered in context



## Agent Based Workflows

Persona driven intelligence

- Persona based industrial agents
- Built in or customer created agents
- Fine tunable, fit for purpose models
- Agents reason across systems, not single data sources



## Intelligent Lifecycle + Context Engine

Industrial understanding

- Living context across DBOP
- Connected assets, systems, documents, and events
- AI grounded in customer data and context
- Context persists and evolves across lifecycle phases

# NextGen EAM UI/UX: Ongoing transformation

Seamless experience providing AI assistance and intelligence in the flow of work, augmenting the familiar and functionally strong environment that EAM users know and love



Increased productivity



Improved asset performance



Better decision-making



Optimal user experience and adoption

Intelligence layer augmenting maintenance workflows

*Overlay & bridge*

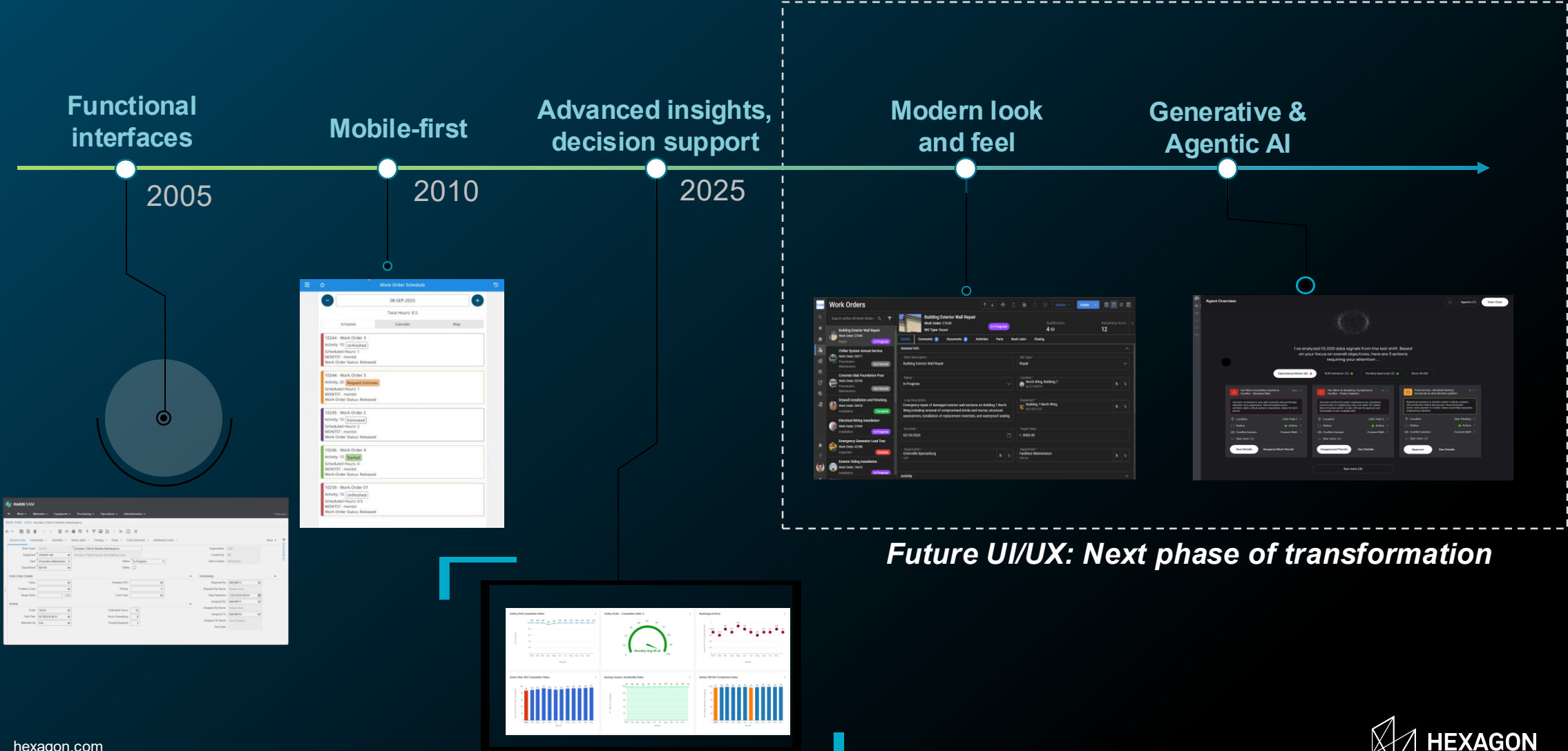


EAM purpose-built UI



- Natural language interface (AI-as-UI)
- Agents
- Context-aware
- Human-in-the loop & safety gates
- Transparency by design
- Modern look and feel
- Clearer layout, navigation
- Alignment with modern design standards

# Evolution of UI/UX and user needs in EAM





COMING SOON

HxGN EAM 12.3.1

MAY 2026



# Planning & Scheduling

New Scheduling screens focused on Resource and Labor assignment

- Dedicated experience for work scheduling
- Gantt charts and load balancing
- Auto-Scheduling

The screenshot displays the HxGN EAM 'WO Resource Scheduling' interface. At the top, there is a navigation menu with options like Work, Materials, Equipment, Purchasing, Operations, and Administration. Below this, the 'WO Resource Scheduling' title is followed by a toolbar with various icons. The main area is divided into 'Parameters' (Resource Scheduling, Labor Scheduling) and 'Work Order Activities'. A search bar for 'Force Department' and 'Force Selected Date' is present. A table header lists columns: Work Order, Activity, Description, Resource Type, Resources Required, Hours Remaining to be Scheduled, Dependencies Exist, Schedule Labor Exists, and Errors. Below the header, a message states 'There are no records to display.' A 'Records: 0 of 0' indicator is shown. A 'Quick Search' bar is available. The bottom section features a Gantt chart with a resource list on the left and a time grid on the right. The resource list includes BCS (Building Crew, Day Shift), EH (Ernest Hemingway), HF (Harold Ford), JS (Jimmy Stewart), RCS (Road Crew, Day Shift), UCS (Utility Crew, Day Shift), BCF (Building Crew, Night Shift), BS (Bart Scott), and DS (Dale Stevens). The Gantt chart shows resource assignments for two dates: 02/09/2026 and 02/10/2026, with bars indicating the duration of each activity.



## HxGN Alix (Aria) Plus

Unleash Alix's powerful LLM to analyze and interact directly with your EAM database

- Natural Language Database Queries using HxGN Alix interface
- Document parsing of attachments within the system
- Full screen experience for deep prompting, iterative problem-solving, and exploratory analysis





## Welcome to HxGN Alix

Your enterprise AI assistant. How can I help you today?

⚡ Analyze data trends

⚡ Generate business report

⚡ Review my code

⚡ Strategic planning

Type your message...



### **Natural Language Queries**

Ask questions in plain English instead of writing SQL or building complex reports. "Which pumps have failed most often in the last 6 months?" gets instant answers.

### **Instant Root Cause Analysis**

Trace failure patterns across equipment relationships, maintenance history, and operational context without manually pulling multiple reports.

### **Hidden Pattern Discovery**

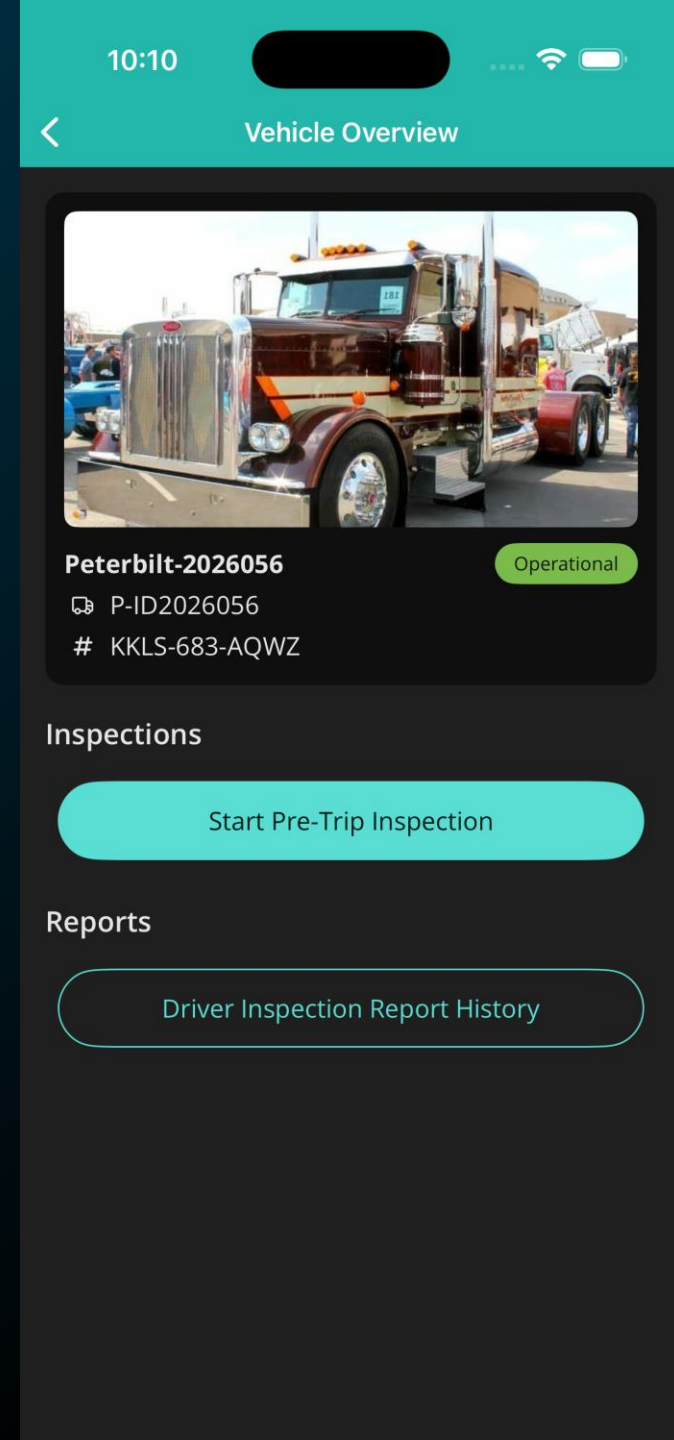
The knowledge graph surfaces connections humans miss—like equipment failures correlating with specific vendors, seasons, or maintenance crews.

### **Democratized Data Access**

Technicians and operators get answers without waiting for IT, BI teams, or report developers. No specialized training required.

# Vehicle Inspection

A persona-base mobile experience for Drivers and Operators to inspect vehicles pre and post trip



**Eliminate Disparate Systems**

**Single Source of Truth**

**Tie Operational Status to**

# Expanding Digital Reality for EAM

From Point Cloud to Immersive 360° Views

## Point Cloud

- Generated through technologies like LiDAR
- Capture precise 3D geometry,
- Enable detailed analysis and accurate digital twins



## Precision and Perspective

## 360-degree images

When combined with 2D plans, they provide:

- immersive, visual context
- enhancing spatial awareness
- simplifying navigation

Together, these tools bridge the gap between technical precision and human perspective, transforming how we design, plan, and interact with spaces.

# 360 Viewer – Localization in OpenCAD



HxGN EAM 12 - DEV Environment

Positions

Tenant: CADSERVICE User: RS - Group: RS - Org: 01 - Org Default: 01

1753-L01-50 Cafeteria

Costs x PM Schedules x Structure x **OpenCAD SVG** x Test widget x OC REALITY VIEWER x Dashboard x OC TRUSVG x OC TRUBIM x getallparametersnew x test\_trul x More

Objects List

Object	Description	Type	Class	Department	Criticality	OEE	Organization
1753-L01-50	Cafeteria	Position	Room	DEFAULT / ALL DEPARTME...			01

Page 1 of 1

Show Filter Row:

Displaying topics: 1 - 1 of 1

Drawings List

Start Center Documents Install Parameters **Positions** Queries Screens Status Authorizations System Codes Systems User Defined Screens User Groups Work Orders

HEXAGON

# PM Optimizer

## PM Schedule / Task Plan Integration

- Align PMs to Failure Modes
  - Optimize Failure Mode coverage
- Start with existing PMs as basis for strategy
- Automatically track PM execution / Risk mitigation

The screenshot displays the '3 Month Pump Inspection' configuration page in the PM Optimizer software. The interface is organized into several sections:

- Header:** A green bar at the top contains the title '3 Month Pump Inspection' and a 'CREATE' button.
- Name:** The main title '3 Month Pump Inspection' is displayed, with a 'Start date' field and an 'Active' toggle switch.
- Description:** A text field containing 'Perform 3M inspection including: Foundation, Seal, lubrication sight glass, and Thermography'.
- Activity Section:** A white box with a header 'Activity' containing:
  - Name:** '3 Month Pump Inspection'
  - Description:** 'Foundation, Seal, lubrication sight glass, and Thermography'
  - EAM reference:** 'Quarterly Pump Check' with a dropdown menu.
  - Group by:** A dropdown menu with options 'PM SCHEDULE' (selected) and 'TASK PLAN'.
  - Task List:** A list of tasks with expandable icons:
    - PM Pump Annual
      - TP Annual Pump Check
    - PM Pump Quarterly
      - TP Quarterly Pump Check (highlighted)
  - Expected interval:** A field with '90' and a 'days' dropdown.
  - Trigger options:** Radio buttons for 'Trigger set' (selected) and 'Trigger reset'.

**THANK YOU!**