rSTAR TECHNOLOGIES

Self-Service Portal Transforms Asset Management for 35 Million Devices

CASE STUDY

Overview

A Fortune 500 global leader in industrial automation, climate technologies, and precision measurement instruments faced significant challenges managing the lifecycle of over 35 million devices due to fragmented data and limited access to documentation. rSTAR was part of the application development of an advanced Asset Lifecycle Management portal that unified data, enabled real-time updates, and empowered customers with centralized, self-service access to critical information—setting a new industry standard for asset visibility and management and giving the manufacturer a competitive advantage.

CHALLENGE & SOLUTION

The Challenge

Operational Complexity

- Managing historical data for over 35 million devices created operational complexity.

Data Scattered Across Systems

- Data was scattered across systems, making full asset visibility difficult.

Need for Real-Time Records

- Customers struggled to access real-time documentation and maintenance records.

Customers Lacked Access Historical Data

- Backfilling and maintaining historical records were critical for long-term asset tracking.

The Solution

Comprehensive Asset Lifecycle Management Portal

- rSTAR and the client built a unified portal to efficiently manage data for millions of devices.

Centralized System Unifies Data

- The system unifies fragmented data from various sources, making device information centralized and accessible.

Empowering Customers Through Self-Service Solutions

- Customers gain instant, self-service access to documentation and maintenance records.

Advanced Tools for Comprehensive Tracking and Reporting

- The solution includes robust reporting tools for clear, reliable tracking of 10 years' worth of asset usage and maintenance.

Technologies

ReactJS

Python

Azure Logic Apps

MuleSoft

Azure Functions

Microsoft Azure

ORACLE Cloud ERP

SAP

JD EDWARDS

RESULTS

100% Centralized Asset Intelligence

Customers now have a single source of truth for all their devices entered into the system.

100% Visibility Into Asset History

With instant access to manuals, parts, and training documentation, customers can manage their assets more efficiently and independently.

100% Consistent Maintenance Tracking

The portal provides a consistent, searchable log of maintenance records, solving a common problem for companies managing hundreds of devices.

Competitive Differentiation

Few companies offer this level of transparency and access. The client now stands out by delivering a digital experience that adds real, measurable value.

Partners with Deep IT Knowledge:

ORACLE Microsoft Google salesforce

+1 320.305.8631
rStarTEC.com

REV : 07-23-2025 Proprietary. © Copyright 2025 rSTAR Technologies Inc.