

MAINTelligence™

Enterprise Asset Performance Management System

From Inspection to Action:

How Domtar Strengthened Reliability by
Connecting Maintelligence™ with SAP



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Contextual Overview

This paper looks at how Domtar closed the gap between finding a problem on the plant floor and getting it fixed by connecting its inspection process directly to work execution in SAP.

For Domtar, a leading producer in the pulp, paper, and tissue industry, that gap traced back to one handoff point between finding an issue and acting on it, a point MAINTelligence™ was brought in to close.

The Hidden Cost of Manual Handoffs

A Paper-Based Starting Point

For years, Domtar relied on traditional paper-based inspection routes to support operator-driven maintenance and routine equipment checks. Operators completed their inspections, documented equipment conditions, and reported anything that needed attention.

“Before the deployment of Maintelligence™, routes were managed using the traditional paper approach,” said Andre Boisvert, Director, Asset Performance & Reliability, Domtar.

Where the Process Slowed Down

Operators were completing inspections consistently, but every report still had to be reviewed by someone on the maintenance team before it was acted on. That person had to read the inspection, decide which findings needed a work notification, and create it manually in SAP. In a busy operation, that extra step made it hard to guarantee every issue got the attention it deserved.

Findings That Slipped Through

The biggest challenge was never spotting problems. It was following through on them. Many findings, in Andre’s words, *“slipped through the cracks and were not well managed or addressed.”* Minor defects reappeared during future inspections before corrective work could be planned, creating repeat issues and limiting how effective the program could be.

Closing the Loop: Connecting Inspection to Execution

Rather than asking people to work harder or double-check reports more carefully, Domtar looked for a way to remove the manual handoff altogether. The answer was to connect MAINTelligence™ directly with SAP.

Today, whenever an inspection uncovers an issue, MAINTelligence™ automatically generates a work notification in SAP, no manual entry required.

“The simple fact that Maintelligence™ can push a work notification to SAP without the intervention of any person,” one of the system’s greatest strengths, according to the Domtar team.

SAP remains Domtar’s central maintenance management system for work notifications, work orders, planning, scheduling, and maintenance history. MAINTelligence™ complements that process by managing inspections and equipment condition monitoring, creating a steady flow of information between the field and the maintenance team without a manual step.

The principle worth carrying forward is this. The inspection system and the execution system don’t need to be the same platform. They need to be integrated to work automatically, without a manual touch point that stalls the process the moment that person isn’t available.

What Changed for Domtar

The impact has reached well beyond the maintenance planners' desks. Supervisors used to spend a significant amount of time reviewing inspection reports to confirm that work notifications had been created correctly. Today, that responsibility has largely lifted.

"No longer have to worry about people doing the right thing" by reviewing route reports and manually creating work notifications.

Supervisors now focus on overseeing their teams, coordinating work, and improving equipment performance rather than handling administrative tasks. As Andre puts it, this is the clearest measure of value:

"The biggest value so far is allowing supervisors to supervise instead of spending time reviewing route reports and feeding SAP with work notifications."

The rollout continues across additional facilities. Domtar expects the connected workflow to reduce repeat failures, minimize unplanned downtime, and address issues before they turn to unexpected breakdowns.

The Broader Takeaway

Looking back, Domtar saw this integration as the direction its reliability strategy needed to go. Connecting inspections directly to maintenance execution has improved visibility, strengthened accountability, and created confidence that important findings will consistently be turned into actionable work.

For organizations looking to improve the effectiveness of their inspection programs, Domtar believes the value is clear. In their words, integrating the two systems is "a no-brainer" because it improves both the effectiveness of inspection activities and the organization's ability to address the findings that matter most.

Book a demo

Book a demo, and we'll walk you through what MAINTelligence™ could do for your inspection program and what this could look like for your plant.

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