

Enhanced Data Accessibility and Decision-Making for a Leading Marine Transport Corporation

Client Profile

A US-based marine transport corporation specializing in bulk goods transportation on inland waterways, offering ship anchorage, fuel deliveries, and supplies to the towing sector.



With iSERV, the client achieved substantial improvements in **operational efficiency** and **enhanced issue resolution** capabilities.

CHALLENGES

The client struggled with:

- Lack of access to detailed data for specific barges and equipment
- Insufficient granular data hindered the identification of the root causes of issues
- Shore-side engineers lacked real-time information on location, speed, and engine parameters

SOLUTIONS

ITHENA's Smart Service solution, iSERV was deployed with features including:

1

Multi-Data Source Integration

Integrated live weather, NOAA river stages, and Kepware data into a single source

2

Unified Application Insights

A single POS integrated application providing insights into all boats

3

Performance Monitoring

Enabled real-time equipment monitoring to analyze specific barges and equipment for faster issue identification

4

Geo-Fence Configuration and Automated Alerts

Configured geo-fences for each user and automated alerts to notify users when barges enter or exit designated areas

5

Holistic Data Visualization

Displayed boat alerts holistically in BI dashboards for data-driven decisions



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BENEFITS

37%

Increase in overall operational efficiency

25%

Reduction in issue resolution time

30%

Faster decision-making

24/7

Remote access and real-time alerts