

Enhancing Service Efficiency and Customer Satisfaction for a Global Leader in Factory Automation

Client Profile

The client is a global leader in custom turnkey factory automation systems, crafting solutions for manufacturers worldwide.



The iSERV solution **improved remote equipment monitoring, reduced service costs, and enhanced issue resolution** with a centralized ticketing system and predictive maintenance.

CHALLENGES

The client struggled with:

- Difficulty in remotely monitoring equipment and performing preventive maintenance
- High service costs from machines located at remote customer sites
- Prolonged issue resolution time
- Absence of a unified platform for end-customers to raise service tickets
- Reduced end-customer satisfaction

SOLUTIONS

The client partnered with **ITHENA** and implemented **iSERV** on their machines:

1

Predictive Maintenance

Empowered service teams to carry out predictive maintenance by monitoring critical equipment parameters

2

Centralized Ticket Management

Implemented a centralized ticket management portal for raising service tickets and queries

3

Knowledge Portal with AR/VR Integration

Provided access to knowledge artifacts: self-help videos, maintenance manuals, and AR/VR integration

4

Remote collaboration

Facilitated real-time remote collaboration between the OEM and end customers

BENEFITS

20%

Reduction in service costs

29%

Increase in end-customer satisfaction

17%

Improvement in issue resolution time

24%

Decrease in unplanned equipment downtime



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