

CASE STUDY

Driving Operational Excellence For A Leading Packaging Manufacturer

Client Profile

A leading manufacturer of pouching, cartooning, shrink wrapping, and packing materials for food, beverage, personal care, pharmaceutical, chemical, and tobacco industries.

CHALLENGES

The client faced challenges related to:

- Lack of real-time performance monitoring of assets
- Unavailability of remote access and limited visibility into assets and products hindered improved implementation plans
- Absence of a unified servicing portal for ticketing, prompt query resolution, and tracking

SOLUTIONS

ITHENA implemented **iSERV**- a smart manufacturing business solution with features like:

Performance Monitoring Dashboards

1

Measure asset performance with real-time dashboards and infographics for actionable insights and trends to prevent failures and downtime

Predictive Maintenance

2

Leverage AI-powered tools for remote monitoring and self-servicing, such as custom scheduling forms, alerts, and alarms, to enhance uptime and revenue

Service Management

3

Streamlined process for logging and resolving issues while integrating performance monitoring modules to automate ticket creation

Knowledge Portal

4

Enabled prompt self-servicing with on-the-go knowledge assets like how-to-videos, manuals, and AR/VR guided instant repairs to save service costs

Performance Analytics

5

Trend analysis and comparison of various operational parameters for continuous process improvement

BENEFITS

20%

Growth in sales revenue

27%

Increase in service response times

30%

Increase in operational performance



iSERV optimized operations through **predictive maintenance, performance monitoring, and service management.**



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