

Digitizing Field Services for Wastewater Equipment Manufacturer

Client Profile

A globally leading manufacturer of dewatering centrifuges and sludge thickeners. It also provides centrifuge, repair, and parts services.



iSERV enhanced the **longevity** of clients' **utility machines** and improved service management through a centralized ticketing portal.

CHALLENGES

The client needed to prevent machine breakdowns and reduce downtime due to:

- High maintenance costs from remote customer locations
- Frequent downtime and failures caused by limited asset visibility
- Delayed responses and reduced customer satisfaction due to the absence of a ticketing system

SOLUTIONS

ITHENA deployed a **Smart Service solution- iSERV** with functionality such as:

1

Predictive Maintenance

Monitored real-time KPIs to generate insights, alerts, and forecasts for proactive maintenance and reduced downtime

2

Knowledge Portal

Offered centralized access to on-the-go resources such as how-to videos, manuals, and machine schematics for self-service troubleshooting

3

AR/VR Integration

Implemented AR & VR for real-time guided repairs, reducing service costs through remote collaboration with customers

4

Centralized Ticket Management Portal

Digitized workflows, scheduled orders, resolved and tracked queries through a unified web and desktop platform with 24/7 access



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BENEFITS

40%

Increase in
customer
satisfaction

30%

Reduction in
on-field
services costs

3x

Faster time-
to-query
resolution

15%

Decrease in
equipment
downtime