

Transforming Service Operations for a Leading Packaging Manufacturer with iSERV

Client Profile

The client is a pioneer in manufacturing shrink sleeve labels, self-adhesive labels, spouted pouches, and packaging machinery.



iSERV streamlined **ticket management**, enabled **remote equipment monitoring**, and **enhanced overall service efficiency**.

CHALLENGES

The client struggled with:

- Lack of a unified platform for end-customers to efficiently raise service tickets
- Inability to provide timely service, resulting in dissatisfied customers
- Difficulty to remotely monitor critical equipment parameters
- Decline in overall service efficiency, leading to reduced customer satisfaction

SOLUTIONS

iSERV, **Smart Service** solution was deployed to meet the client's needs featuring:

- IoT-Based Service Management**
Implemented a platform enabling end-customers to raise service tickets, automatically assigning them to the appropriate service executive
- Performance Monitoring**
Enabled continuous monitoring of equipment performance with an alert management system for proactive issue detection
- Knowledge Portal**
Provided access to maintenance manuals and self-help videos, enhanced with AR/VR technology for better support
- Remote Collaboration**
Facilitated remote collaboration between OEM service teams and end-users, ensuring faster issue resolution and improved efficiency



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BENEFITS

27%

Increase in OEM
service efficiency

20%

Reduction in
service costs

35%

Increase in
customer
satisfaction