

CASE STUDY

Optimizing Operations and Reliability for a Leading Craft Brewery

Client Profile

A prominent craft brewery specializing in advanced brewing processes and sustainable manufacturing practices. It employs advanced production techniques across multiple facilities to produce high-quality beers.



ITHENA helped a leading craft brewery **streamline operations, enhance equipment reliability, and improve decision-making efficiency.**

CHALLENGES

The client struggled with:

- Absence of remote monitoring hindered effective system performance tracking and continuous improvement
- Lack of a unified platform for real-time insights and alerts limited proactive maintenance and decision-making
- Disorganized case logging and task management slowed internal team response times

SOLUTIONS

ITHENA's Smart Service (iSERV) solution empowered the client by:

1

Performance Monitoring

Enabled seamless asset connectivity, real-time KPI tracking, and proactive alerts through persona-based dashboards for informed decision-making

2

Predictive Maintenance

Digitized logbooks, automated inspections, and streamlined work order management with scheduled maintenance to maximize uptime and reliability

3

Service Management

Integrated a unified ticketing system, optimizing technician allocation, and utilizing AR/VR for remote collaboration, accelerating issue resolution

4

Knowledge Portal

Provided a centralized hub with how-to videos, training manuals, and self-service resources to improve efficiency and empower teams



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BENEFITS

30%

Reduction in
unplanned downtime

20%

Faster decision-
making

25%

Improvement in
asset visibility