

CASE STUDY

Optimizing Operational Efficiency and Reducing Costs for a Global Snack Food Leader

Client Profile

A leading global snack food company, focused on producing a wide variety of savory products. It uses advanced manufacturing processes to ensure high-quality, consistent output.



ITHENA helped a global snack food leader **improve operational efficiency, enhance uptime, and reduce service costs.**

CHALLENGES

The client struggled with:

- Lack of real-time asset performance tracking
- Limited remote access and visibility into assets and products
- Absence of a centralized service portal for ticketing, fast issue resolution, and tracking

SOLUTIONS

ITHENA's Smart Service (iSERV) solution enabled the client with:

1

Performance Monitoring

Enabled real-time asset performance monitoring using persona-based dashboards and visual reports to identify trends and prevent downtime

2

Predictive Maintenance

Leveraged AI-driven tools for remote monitoring, customizable scheduling, and automated alerts to improve uptime and profitability

3

Service Management

Streamlined the logging and resolution of issues while integrating performance monitoring modules to automate ticket creation

4

Knowledge Portal

Enabled self-service through how-to videos, manuals, and AR/VR guides for instant repairs, reducing service costs

5

Performance Analytics:

Facilitated the analysis of operational trends and parameters to drive continuous process improvement



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BENEFITS

27%

Rise in service
response times

20%

Boost in sales
revenue

30%

Increase in operational
performance