

CASE STUDY

Enhancing Customer Satisfaction for a Leading Flavor and Fragrance Company

Client Profile

A leading company in the creation and production of high-quality flavors and fragrances. It offers innovative, customizable solutions using natural and synthetic ingredients to create unique sensory experiences.



iSERV enhanced system uptime, accelerated issue resolution, and improved customer satisfaction, driving greater efficiency and reliability across the organization.



marketing@ithena.ai



www.ithena.ai



4470 Cox Rd, #275
Glen Allen, VA 23060, USA

CHALLENGES



The client struggled with:

- Absence of remote tracking limited the ability to monitor system performance
- Lack of KPI prediction for critical equipment led to higher levels of unplanned downtime
- Disorganized case tracking and task management processes
- Absence of a centralized digital knowledge base for troubleshooting

SOLUTIONS



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

1

Performance Monitoring

Connected assets, tracked real-time KPIs, and provided remote tracking through persona-based dashboards

2

Predictive Maintenance

Streamlined logbook digitization, automated inspections, and introduced scheduled maintenance to ensure system reliability and uptime

3

Service Management

Integrated ticketing, optimized technician allocation, and leveraged AR/VR tools for remote collaboration to resolve issues faster

4

Knowledge Portal

Created a centralized hub with training materials, how-to guides, and self-service resources

BENEFITS



34%

Increase in
uptime

30%

Quicker
resolutions

25%

Boost in customer
satisfaction