

Enhancing Operational Efficiency and Asset Visibility for a Leading Biotechnology Company

Client Profile

A prominent biotechnology company focused on mRNA technology. It develops vaccines and treatments for diseases using advanced manufacturing to improve global health.



ITHENA's Smart Service (iSERV) solution significantly **boosted operational efficiency, enhanced asset visibility, and reduced equipment downtime.**

CHALLENGES

The client struggled with:

- Limited KPI visibility, delaying decision-making and hindering operational control
- Absence of real-time equipment monitoring
- Manual data collection and reporting

SOLUTIONS

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

1

Performance Monitoring

Provided real-time KPI tracking, asset connectivity, and actionable insights through persona-based dashboards

2

Predictive Maintenance

Reduced downtime with digitized logbooks, automated inspections, and scheduled maintenance

3

Knowledge Portal

Offered a centralized content hub with training manuals, how-to videos, and compliance tools

BENEFITS

32%

Boost in
operational efficiency

29%

Improvement
in asset visibility

34%

Reduction in
equipment downtime



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