

CASE STUDY

Improving Asset Monitoring and Uptime for a Leading Telecommunications Provider

Client Profile

A leading telecommunications provider in the UAE, offering mobile, broadband, fixed-line, and digital TV services.



ITHENA's Smart Service (iSERV) solution improved real-time asset monitoring, automated maintenance, and enhanced asset visibility, resulting in **lower maintenance costs and increased equipment uptime.**

CHALLENGES

The client struggled with:

- Lack of real-time equipment monitoring
- Time-consuming manual processes for data collection and analysis
- Limited visibility into production performance

SOLUTIONS

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

1

Performance Monitoring

Providing real-time asset connectivity and KPI tracking through persona-based dashboards

2

Predictive Maintenance

Deployed logbook digitization automated inspections, and streamlined work order management

3

Knowledge Portal

Delivered a centralized hub with how-to videos, training manuals, and self-service resources

BENEFITS

27%

Lower maintenance costs

30%

More equipment uptime

25%

Improvement in asset visibility



marketing@ithena.ai



www.ithena.ai



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