

Enhancing Service Compliance and Traceability for a Food Manufacturer

Client Profile

One of the world's largest companies in confectionery, food, beverages, and snacks.



ITHENA's iSERV platform **boosted efficiency, reduced downtime, minimized human error, and improved compliance and product quality**

CHALLENGES

The client struggled with:

- Frequent machine breakdowns leading to high downtime
- Compliance and traceability issues impacting operational standards
- High rate of human error due to manual checklist management

SOLUTIONS

ITHENA deployed a **Smart Service solution- iSERV**, that efficiently delivered end-to-end service platform for customers through:

1

Predictive Maintenance

Enabled real-time monitoring of equipment through digital checklists for inspection and maintenance

2

Knowledge Portal

Provided access to a knowledge portal for self-service troubleshooting of common errors

3

Service Portal

Introduced a service ticketing portal to define, schedule, complete, and report on services, reducing response time

4

Service Management

Deployed a back office service portal for technician, routing, and scheduling management



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BENEFITS

31%

Increase in service compliance & traceability

32%

Reduction in equipment downtime

25%

Increase in service efficiencies

100%

Digitization of checklists