

CASE STUDY

Cutting Production Time from 10 to 8 Hours for a Leading Food Processing and Packaging Company

Client Profile

A global provider of ready-to-eat food packaging solutions, and recipe formulation for renowned food brands and defense organizations.

CHALLENGES



The client faced challenges related to:

- Lack of real-time data validation, limited to end-of-shift or day checks
- Delayed access to historical data, only available at the end of the month
- Absence of standardized KPIs, leading to inconsistent performance tracking
- Reliance on manual processes, leading to inefficiencies and increased risk of errors
- Inability to resolve issues in real time or leverage predictive insights
- Manual data consolidation requiring several hours each week

SOLUTIONS



ITHENA implemented **iSERV**, Smart Service solution enabling the customer to be proactive in visualization and eventually tracking the performance of their assets:

1

Real-Time Data Validation

Implemented data validation in real-time to ensure accurate, timely information for quicker decision-making

2

Quick Access to Historic Data

Enabled access to historic data within an hour for quicker insights

3

Performance Monitoring

Standardized KPIs and made them available across all teams for consistent tracking and visibility

4

Proactive alerts

Deployed alarm-based exception management routines to detect and resolve anomalies in real time

5

Predictive Maintenance

Delivered AI-driven platform providing real-time and predictive insights for proactive decision-making

6

System Integration

Integrated seamlessly within iSERV to streamline processes and eliminate manual data consolidation

BENEFITS



25 Screens

plant-wide for real-time view

2 hrs Saved

per operator per shift

USD 370,000

Annual savings per plant



iSERV transformed operations by enabling **real-time visibility, predictive insights, and seamless data integration.**



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