

CASE STUDY

Enhancing Spare Parts Management and Order Fulfillment for a Global Packaging Solutions Provider

Client Profile

A global provider of packaging solutions for diverse applications, recognized as an industry leader offering a broad product portfolio, innovative designs, and a strong focus on customer satisfaction.



ITHENA's iSERV solution has transformed the way we manage spare parts and orders. With real-time inventory visibility and smarter BOM management, we're fulfilling orders faster, reducing errors, and improving customer satisfaction.

– Head of Supply Chain

CHALLENGES



The client struggled with:

- Manual inventory tracking caused frequent stockouts and delayed maintenance schedules.
- Fragmented order information made it difficult to predict delivery timelines.
- Lack of automated alerts led to missed shipments and customer dissatisfaction.

SOLUTIONS



ITHENA's Smart Service (iSERV) solution empowered the client by:

1

Optimized Order Management:

Enable real-time stock updates and faster order fulfillment through.

2

Enhanced Spare Parts Selection:

Provided interactive 3D visualization tools to help technicians and procurement teams select the correct components easily.

3

Real-Time Tracking & Insights:

Delivered real-time updates on order status, availability, pricing, and expected delivery times.

4

Smart BOM Management:

Delivered AI-driven suggestions to optimize spare parts stocking and reduce excess inventory.



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OPPORTUNITY FOR IMPACT



32%

Boost in Customer Satisfaction

47%

Improvement in order tracking efficiency

38%

Faster spare parts fulfillment