

CASE STUDY

Enhancing Service Efficiency and Operational Uptime for a Leading Industrial Cooling Innovator

Client Profile

A leading innovator in industrial cooling, delivering high-efficiency, eco-friendly process chillers with low-GWP refrigerants and unmatched cooling capacity in a compact footprint.



ITHENA's iSERV gave us complete visibility into our equipment performance and transformed how we manage service. With real-time monitoring, predictive maintenance, and automated ticketing in one platform, we've significantly reduced response times, improved uptime, and unlocked new revenue opportunities.

– Director of Service & Aftermarket Operations

CHALLENGES



The client struggled with:

- Difficulty in accessing real-time performance metrics of machinery and assets.
- Restricted remote monitoring capabilities for distributed equipment.
- Lack of a centralized system for service requests, ticketing, and resolution tracking.

SOLUTIONS



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

1

Performance Monitoring:

Delivered live monitoring of equipment performance with persona-based dashboards and visual analytics for trend detection and downtime prevention

2

Predictive Maintenance:

Enabled AI-driven maintenance planning, remote diagnostics, and automated alerts to maximize operational uptime and efficiency.

3

Service Management:

Simplified case logging and resolution workflows while linking performance data to trigger automated ticket creation.

4

Knowledge Portal:

Provided a central hub with how-to guides, instructional videos, and AR/VR-assisted troubleshooting to support faster repairs and reduce service expenditure.



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OPPORTUNITY FOR IMPACT



27%

Reduction in service response time

32%

Rise in revenue generation

25%

Improvement in operational productivity