

CASE STUDY

Streamlining Service Management for a Global Labeling Solutions Manufacturer

Client Profile

A global manufacturer of self-adhesive label application systems and customized high-tech labeling solutions.



ITHENA's iSERV solution unified and digitized service operations, improving service efficiency, strengthening traceability, and enhancing overall service performance.

CHALLENGES



The client struggled with:

- Fragmented service request handling limited visibility and coordination across teams
- Lack of a centralized system to manage installed assets, customers, and service records
- Manual service scheduling and reporting created delays and reduced operational efficiency
- Difficulty in maintaining accurate service documentation affected traceability and compliance

SOLUTIONS



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

1

Ticket Management

Enabled centralized logging, tracking, and prioritization of service requests with complete transparency and control

2

Digitized Asset and Customer Onboarding

Created a structured digital repository of equipment, customer, and site information for improved service traceability

3

Service Scheduling

Streamlined service planning and technician assignment, ensuring timely service execution and improved team utilization

4

Service Reports and Documentation

Digitized service report generation and maintained complete service history for better recordkeeping and decision-making

5

Knowledge Portal

Provided easy access to service manuals and troubleshooting resources to support faster and more consistent issue resolution



marketing@ithena.ai



www.ithena.ai



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

OPPORTUNITY FOR IMPACT



29%

Higher service
response efficiency

33%

Increase in service
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25%

Improvement in
service process
traceability