

CASE STUDY

Digitizing Service Operations for a Leading Packaging Machinery Manufacturer

Client Profile

A packaging industry leader producing premium shrink wrap and end-of-line machinery.



ITHENA's iSERV solution digitized service operations and ticketing, improving service visibility, accelerating resolution, and enhancing overall operational efficiency.

CHALLENGES



The client struggled with:

- Lack of a centralized platform to manage service requests and track resolution progress
- Limited visibility into service activities, asset records, and service history
- Manual service coordination and scheduling led to slower response and inefficiencies
- Absence of structured documentation and reporting impacted service consistency

SOLUTIONS



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

1

Ticket and Case Management

Enabled centralized service request logging, tracking, and prioritization for faster and more efficient resolution

2

Knowledge Portal

Provided a centralized repository of service manuals, troubleshooting guides, and training content to support service teams

3

Asset and Service History Management

Digitized asset onboarding and maintained complete service records to improve traceability and service effectiveness

4

Service Scheduling and Work Order Management

Streamlined service planning, technician assignment, and execution to enhance service coordination and productivity

5

Service Reporting and Visibility

Enabled digital service report generation and improved visibility into service operations and performance



marketing@ithena.ai



www.ithena.ai



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

OPPORTUNITY FOR IMPACT



30%

Faster service
resolution

35%

Improvement in
service team
productivity

26%

Higher service
operational
efficiency