

CASE STUDY

Digitizing Global Service Operations for a Leading Packaging Machinery Manufacturer

Client Profile

A leading manufacturer of advanced robotic packaging machinery for the food and beverage industries, known for continuous innovation in equipment and package design.



ITHENA's iSERV solution streamlined after-sales service operations, improving response times, increasing productivity, and enhancing customer satisfaction.

CHALLENGES



The client struggled with:

- Fragmented service request handling reduced visibility into ongoing service activities
- Lack of a centralized platform for ticket tracking and service coordination delayed response times
- Manual service scheduling and work order management impacted technician productivity
- Limited access to service history and documentation slowed issue resolution
- Service support inefficiencies affected customer satisfaction and overall service experience

SOLUTIONS



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

1

Ticket and Case Management

Unified ticketing enabled complete tracking, prioritization, and faster resolution of service requests

2

Asset and Service Lifecycle Management

Digitized asset onboarding and maintained complete service history for improved service efficiency

3

Service Scheduling and Work Order Management

Streamlined service planning, task assignment, and execution to improve technician productivity

4

Knowledge Portal:

Centralized access to how-to videos, training documentation, and self-service tools to boost efficiency and enhance service delivery

5

Service Reporting and Visibility

Enabled digital service reports and operational visibility for better coordination and decision-making



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OPPORTUNITY FOR IMPACT



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