

CASE STUDY

Boosting Productivity and Efficiency for a Global Manufacturer of Eco-Friendly Vehicles

Client Profile

A global leader in tractors, utility vehicles, and electric SUVs. The company is dedicated to sustainability, innovation, and advancing eco-friendly technologies.



ITHENA's Smart Service (iSERV) solution significantly **boosted workforce productivity, accelerated decision-making, and improved troubleshooting efficiency.**

CHALLENGES



The client struggled with:

- Lack of remote monitoring made it difficult to track system performance
- Limited real-time asset monitoring and alerts
- Lack of a central digital knowledge repository

SOLUTIONS



ITHENA's Smart Service (iSERV) solution enabled the client with:

1

Performance Monitoring

Enabled real-time KPI tracking, asset connectivity, and actionable insights through persona-based dashboards

2

Predictive Maintenance

Automated logbook digitization, inspections, and work orders while introducing scheduled maintenance

3

Knowledge Portal

Provided a comprehensive hub for training guides, troubleshooting resources, and self-service tools

BENEFITS



25%

Boost in workforce productivity

20%

Faster troubleshooting

4x

Quicker decision-making



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