

Enhancing Service Management for a Leading Electronic Products Manufacturer

Client Profile

A leading manufacturer of innovative electronic products and systems for the Army, Navy, and Air Force.



By leveraging iSERV, the client achieved transformative **operational efficiency, a decrease in downtime, and reduced costs.**

CHALLENGES

The client faced several critical issues, including:

- Frequent equipment downtime caused by obsolete parts
- Dependence on manual workflows and Bills of Materials (BOMs)
- Costly and delayed equipment servicing
- Lack of predictive insights into spare part consumption, resulting in high inventory costs

SOLUTIONS

ITHENA's iSERV solution helped the client to address their challenges:

1

Performance Monitoring

Digitized workflows and BOMs, enabling real-time visibility into asset performance

2

Predictive Maintenance

Optimized spare parts inventory with digital logbooks, streamlined checklists, and predictive analytics

3

Service Management

Integrated ticketing and remote collaboration, enhanced by AR/VR capabilities, for seamless service support

4

Knowledge Portal

Delivered a robust content hub with training materials, how-to videos, and mechanics schematic

BENEFITS

33%

Reduction in
service cost

32%

Decrease in
equipment
downtime

27%

Reduction in
process time

25%

Decline in
inventory costs



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