

CASE STUDY

Boosting Revenue and Reducing Downtime for a Leading Industrial Boiler Provider

Client Profile

A leading provider of industrial boiler solutions, specializing in boiler rentals, sales, and services. The company offers temporary and permanent boiler systems, including energy-efficient and low-emission models.



ITHENA's Smart Service (iSERV) solution empowered the client by **enhancing real-time monitoring, automating maintenance, and streamlining service management.**

CHALLENGES

The client struggled with:

- Lack of a centralized platform for real-time data and alerts
- Inefficient case management and task organization
- Inability to forecast critical equipment KPIs

SOLUTIONS

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

1

Performance Monitoring

Facilitated seamless asset connectivity, real-time KPI tracking, and proactive alerts

2

Predictive Maintenance

Digitized logbooks, automated inspections, and provided scheduled maintenance to minimize downtime

3

Service Management

Unified ticketing systems, optimized technician workflows, and incorporated AR/VR to support faster resolutions

4

Knowledge Portal

Delivered a centralized hub with training videos, regulatory tools, and self-service resources

BENEFITS

32%

Growth in revenue

35%

Reduction in unplanned downtime

25%

Faster decision-making



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