

CASE STUDY

Optimizing Performance and Service Efficiency for a Global Automation Provider

Client Profile

A global provider of automation and technology solutions for the food processing, meat, and packaging industries.



iSERV streamlined maintenance processes, improved equipment reliability, and **boosted customer satisfaction**, leading to **significant improvements in operational efficiency and service delivery**.

CHALLENGES

The client struggled with:

- Lack of effective performance monitoring
- Insufficient remote support capabilities
- Limited workforce empowerment and efficiency
- Inefficient and disorganized ticketing system

SOLUTIONS

ITHENA's iSERV solution empowered the client with:

1

Performance Monitoring

Delivered persona-based dashboards with real-time visibility into KPIs like OEE, MTTR, and MTBF to optimize operational performance

2

Preventive Maintenance

Enabled AI/ML-powered solution to automate data collection and schedule maintenance

3

Service Management

Integrated PLC and HMI connectivity for remote troubleshooting, support management, and simplified ticket creation, enhancing routing and overall ticket management efficiency

4

Knowledge Portal

Provided access to a knowledge portal for self-service troubleshooting of common errors

5

E-commerce Integration

Simplified spare parts ordering process featuring 3D/2D equipment models

BENEFITS

34%

Rise in customer satisfaction

25%

Reduction in maintenance cost

21%

Improvement in equipment performance



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