

CASE STUDY

Enabling Real-Time Visibility and Predictive Insights with ThingWorx & SCPA

Client Profile

A leading provider of industrial compressed air, vacuum, and cooling water automation and control solutions focused on efficiency and performance optimization.



With ITHENA's expertise and PTC ThingWorx and SCPA platform, we were able to connect our IT and OT systems, eliminate manual reporting, and gain real-time insights into asset performance, helping us reduce downtime and improve operational efficiency.

— Vice President, Operations



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CHALLENGES



The client struggled with:

- Disconnected IT and OT systems, limiting unified visibility across operations.
- Heavy reliance on manual data collection and reporting, leading to errors and delays.
- Limited real-time monitoring of asset performance, resulting in unplanned downtime.
- Difficulty performing root cause analysis across machine alarms and downtime events.
- Operator inefficiencies due to fragmented systems and high "search time" for critical data.

SOLUTIONS



ITHENA delivered technical expertise and support across PTC ThingWorx, SCPA, Kepware, and PostgreSQL, enabling the client with:

1

Unified Digital Thread:

Bridged IT and OT systems by creating a connected data ecosystem, enabling seamless data flow and enterprise-wide visibility.

2

Industrial Connectivity & Data Automation:

Leveraged Kepware for industrial connectivity and automated data collection to eliminate manual reporting and improve data accuracy.

3

Real-Time Asset Monitoring & Alerts:

Enabled SCPA Asset and Alert modules to provide real-time monitoring, reduce unplanned downtime, and improve operational responsiveness.

4

Root Cause Analysis & Predictive Insights:

Enabled drill-down into machine alarms and downtime events while identifying performance trends before failures occur.

5

Workforce Enablement & Digitalization:

Delivered digital work instructions and intuitive dashboards, reducing operator search time and improving workforce efficiency.

OPPORTUNITY FOR IMPACT



42%

Reduction in
unplanned downtime

36%

Improvement in operator
efficiency

4X

Faster time to market