

Driving AI-Powered Manufacturing Intelligence with FactoryGPT for a Global Packaging Equipment Manufacturer

Client Profile

A global manufacturer of high-speed rotary filling systems and customized high-tech liquid food packaging solutions.



ITHENA's FactoryGPT solution enabled real-time conversational factory intelligence, helping the manufacturer **reduce downtime, automate maintenance workflows, and transform production data into actionable insights.**



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CHALLENGES



The client struggled with:

- Slow root cause analysis for downtime and OEE losses delayed corrective actions and impacted throughput
- Disconnected machine, historian, and maintenance data created fragmented operational insights
- Reliance on dashboards and manual processes slowed decision-making and maintenance response
- Operators lacked instant access to troubleshooting knowledge and historical maintenance information

SOLUTIONS



ITHENA's FactoryGPT solution empowered the client with:

1

Unified Industrial Data Integration:

Connected machine sensors and data from PLEX, FTDM, FiiX, and other manufacturing systems into a centralized LLM-powered intelligence platform.

2

Conversational Factory Intelligence:

Enabled operators and plant managers to query production data using natural language and receive instant insights into downtime events, OEE losses, and machine performance issues

3

AI-Powered Analytics:

Continuously monitored machine data, throughput, filling accuracy, cycle times, and downtime trends to detect anomalies and uncover hidden production losses in real time.

4

Knowledge Base Integration:

Integrated SOPs, troubleshooting manuals, and maintenance documentation to provide operators with contextual recommendations and guided issue resolution.

5

Agentic AI Workflows:

Automated operational actions by triggering maintenance work orders, dispatching service teams, and enabling proactive response workflows based on detected production anomalies

OPPORTUNITY FOR IMPACT



<30

Seconds to identify
downtime root
causes

3x

Faster drill-down
into production
issues

24/7

AI-powered factory
intelligence
assistant

34%

Increase in
maintenance
responsiveness