

AI-Powered Aftermarket Service Transformation for a Leading Woodworking Machinery Provider

Client Profile

A leading provider of advanced manufacturing solutions, machinery, software, and services for woodworking and industrial manufacturing.



ITHENA's iSERV and FactoryGPT provided a woodworking machinery solutions provider with unified service management, work order tracking, and AI anomaly detection, enabling faster coordination, self-service troubleshooting, and proactive maintenance to **reduce downtime** and **enhance aftermarket service delivery**



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CHALLENGES



The client struggled with:

- Limited visibility into technician utilization and work order status across a distributed field network
- Inefficient issue management without a centralized ticket tracking system
- Lack of self-service resources for customers to troubleshoot faults before escalating
- Inability to diagnose equipment issues in real time, causing dependence on engineer availability
- Slow detection of machine anomalies and downtime, often noticed only after production is affected

SOLUTIONS



ITHENA's iSERV and FactoryGPT empowered the client with:

1 Service Management

Consolidated all customer requests into a single tracked system, enabling faster prioritization and consistent resolution from open to close

2 Work Order Management

Digitized scheduling and technician allocation across regional service centers, replacing manual coordination with real-time field visibility

3 Knowledge Portal

Deployed self-service guides, machine schematics, and training manuals, enabling customers to accelerate issue resolution

4 AI-Powered Service Intelligence

Enabled customers and technicians to query ticket status, service history, and updates in natural language, eliminating the manual follow-ups from the service desk

5 Automated Insights and Agentic Workflows

Continuously scanned machine data for early anomalies, automatically triggering maintenance work orders before floor failures occurred

OPPORTUNITY FOR IMPACT



42%

Boost in self-service resolutions

40%

Reduction in unplanned downtime

35%

Reduction in ticket resolution time

28%

Improvement in customer satisfaction