CASE STUDY

Optimizing Efficiency for World's Largest Composite Cans Manufacturer

Client Profile

SONOCO is the world's largest manufacturer of composite cans, tubes, and cores, serving the food and beverage industry.

iSERV, smart service solution ensured **continuous improvement** and helped the customer maintain their **industry leadership.**

CHALLENGES

The client faced problems related to: -

- Absence of remote monitoring hindered effective system performance tracking and continuous improvement
- Lack of a unified platform for real-time insights and alerts, limiting proactive maintenance and decision-making
- Inability to predict critical equipment KPIs, resulting in higher unplanned downtime
- Disorganized case logging and task management slowed internal team response times
- No centralized digital knowledge repository for troubleshooting, extending resolution times
- Decrease in overall plant productivity and efficiency

SOLUTIONS

ITHENA implemented **iSERV** solution that enabled the client with: -

1. **Performance Monitoring**
   Real-time visibility into asset performance contributed towards continuous monitoring. Delivered persona-based dashboards for reporting, proactive alerts, and alarms to support maintenance operations
2. **Predictive Maintenance**
   Digital logbooks and checklists streamlined records. Automated inspections ensured consistent evaluations. Condition & Schedule-Based Maintenance reduced unplanned downtime optimizing the production efficiency
3. **Service Management**
   Integrated ticketing & case management made it easier to log, and prioritize service requests. Service operations including customer onboarding, technician scheduling & routing were streamlined
4. **Knowledge Portal**
   From a content hub offering training materials, How-To videos, and mechanics schematics, to the ability to raise service requests through tickets, iSERV offered self-servicing in the customer's hand

BENEFITS

5 week
Rapid deployment

35%
Improvement in efficiency of maintenance operations

45%
Reduction in equipment downtime

ithena

marketing@ithena.ai

www.ithena.ai

4470 Cox Rd, #275
Glen Allen, VA 23060, USA