CASE STUDY

Enhancing Service Management for a Leading Electronic Products Manufacturer

Client Profile

A leading manufacturer of innovative electronic products and systems for the Army, Navy, and Air Force.

CHALLENGES

The client faced several critical issues, including:

- Frequent equipment downtime caused by obsolete parts
- Dependence on manual workflows and Bills of Materials (BOMs)
- Costly and delayed equipment servicing
- Lack of predictive insights into spare part consumption, resulting in high inventory costs



By leveraging iSERV, the client achieved transformative **operational efficiency, a decrease in downtime, and reduced costs.**

SOLUTIONS

ITHENA's iSERV solution helped the client to address their challenges:

1. **Performance Monitoring**
   Digitized workflows and BOMs, enabling real-time visibility into asset performance
2. **Predictive Maintenance**
   Optimized spare parts inventory with digital logbooks, streamlined checklists, and predictive analytics
3. **Service Management**
   Integrated ticketing and remote collaboration, enhanced by AR/VR capabilities, for seamless service support
4. **Knowledge Portal**
   Delivered a robust content hub with training materials, how-to videos, and mechanics schematic

BENEFITS

- **33%** **Reduction** in service cost
- **32%** **Decrease** in equipment downtime
- **27%** **Reduction** in process time
- **25%** **Decline** in inventory costs

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