CASE STUDY

Boosting Revenue Growth through Enhanced Service Operations for a Leading Manufacturer

Client Profile

A leading North American manufacturer specializing in industrial and commercial equipment, offering sampling and analysis techniques to customers around the globe.



iSERV solution **improved service efficiency, drove revenue growth** through better customer support, and **boosted equipment uptime** with timely maintenance and **faster issue resolution**.

CHALLENGES

The client struggled with:

- Absence of a dedicated service team caused engineers to spend time on service tickets, delaying issue resolution
- Manpower shortages and scheduling difficulties hindered engineers' availability for customer support
- Maintenance delays and improper execution led to equipment issues and unplanned downtime
- Lack of a platform for customers to order spares resulted in missed revenue opportunities

SOLUTIONS

ITHENA's iSERV solution empowered the client with:

1. **Remote Collaboration**
   Centralized support experts were equipped to collaborate effectively with customer technicians remotely
2. **Service Management**
   Provided customers with a dedicated channel to submit service tickets
3. **Knowledge Portal**
   Delivered a centralized repository for easy access to manuals and technical documents
4. **Integrated Ticketing Management**
   Empowered technicians with quick access to relevant knowledge and historical ticket data, improving FTR and enhancing ticket resolution efficiency
5. **E-commerce Integration**
   Provided a seamless ordering process for machinery and spare parts, featuring 3D/2D equipment model views

BENEFITS

58% **Savings** in cost of service

34% **Boost** in revenue

27% **Rise** in equipment uptime

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