CASE STUDY

Driving Innovation and Efficiency for a Leading Refrigeration Manufacturer with iSERV

Client Profile

A leading commercial refrigeration equipment manufacturer, delivering innovative and sustainable refrigeration solutions that meet the diverse needs of its clients.



ITHENA's iSERV solution **optimized performance, reduced costs, and enhanced service delivery**, resulting in **improved operational efficiency and product quality.**

CHALLENGES

The client struggled with:

- Inability to track inventory in real-time
- Lack of effective cooler and freezer temperature monitoring
- Inefficient cooler network management
- Lack of integrated advanced analytics and machine learning
- Absence of cloud-based reporting and visualization capabilities

SOLUTIONS

ITHENA's iSERV solution empowered the client with:

1. **Performance Monitoring**
   Connected coolers and freezers with sensors to track inventory, monitor energy efficiency, and prevent ice cream meltdowns
2. **Global Cooler Network Management**
   Managed 1 million branded beverage coolers worldwide to balance supply and demand
3. **Advanced Analytics & Machine Learning**
   Integrated advanced analytics/ML to view customer insights and device performance data
4. **Persona-based Dashboards**
   Provided cloud application software to display dashboards, generate reports, and send alerts and notifications

BENEFITS

37% **Boost** in service excellence

20% **Improvement** in product lifecycle

27% **Enhancement** in energy management

19% **Increase** in product quality

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