CASE STUDY

Transforming Service Operations for a Leading Industrial Filtration Manufacturer

Client Profile

A leading US-based manufacturer of industrial filtration solutions, offering customized products such as automatic strainers, cartridge filters, and backwashing systems.



iSERV solution significantly enhanced service efficiency, leading to a **substantial boost in revenue, improved service excellence**, and a noticeable **increase in overall customer satisfaction**.

CHALLENGES

The client struggled with:

- Lack of a centralized knowledge repository
- Inability to provide effective training due to reliance on paper-based documentation
- Inefficient customer issue resolution system, leading to prolonged resolution times
- Lack of efficient service subscriptions
- Inability to cross-sell during service activities, limiting revenue growth

SOLUTIONS

ITHENA's iSERV solution empowered the client with:

1. **Remote collaboration with AR/VR**
   Centralized support experts used AR/VR technology to collaborate efficiently with customer technicians remotely.
2. **Service Management**
   Offered customers a dedicated platform for submitting service tickets
3. **Knowledge Portal**
   Delivered a centralized repository of a content hub offering training materials, How-To videos, and mechanics schematics
4. **Integrated Ticketing Management**
   Enabled technicians to quickly access relevant knowledge and historical ticket data, boosting FTR and improving resolution efficiency.
5. **E-commerce Integration**
   Streamlined the ordering process for machinery and spare parts with 3D/2D equipment model views

BENEFITS

32% **Rise** in service excellence

37% **Boost** in revenue

28% **Enhanced** customer experience

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