CASE STUDY

Improving Training and Efficiency for a Leading Packaging Manufacturer with iSERV

Client Profile

A leading manufacturer of automated packaging equipment, offering innovative solutions for industries such as food, beverage, and pharmaceuticals.

CHALLENGES

The client struggled with:

- High number of hours spent resolving customer issues
- Excessive time and effort in assigning dedicated trainers for each training module
- Over-reliance on paper documentation for training materials
- Lack of AR-guided training modules for executing multiple machine procedures



iSERV solution helped the client to **streamline training, improve issue resolution, and enhance productivity.**

SOLUTIONS

ITHENA's iSERV solution provided the client with:

1. **Service Support**
   Delivered AR-guided training modules with step-by-step instructions
2. **Knowledge Portal**
   Developed a centralized documentation system for easy access
3. **Progress Tracking**
   Enabled simple progress tracking for each training module
4. **Training Flexibility**
   Provided multiple iterations for each training module

BENEFITS

40%
Decrease in time to resolution

30%
Decline in total cost of ownership

27%
Increase in employee productivity

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