ithena

CASE STUDY

Optimizing Spare Parts Management with ITHENA's B2B eCommerce Solution

Client Profile

A global leader in packaging automation, specializing in designing and manufacturing end-of-line solutions. They provide innovative packaging solutions for flexible and complex-to-handle consumer goods, ensuring efficiency and reliability in production lines.



B2B eCommerce streamlined ordering, enhanced tracking, and integrated ERP, reducing downtime, improving efficiency, and accelerating fulfillment for smoother operations and an improved customer experience.

CHALLENGES

The client struggled with:

- Inefficient spare parts planning & ordering led to equipment downtime.
- Limited access to order details delayed delivery predictions.
- Lack of real-time tracking caused operational inefficiencies and fulfillment delays.

SOLUTIONS

To address the client's challenges, ITHENA deployed their B2B eCommerce solution:

1. **Optimized Order Management**
   Integrated Epicor Kinetic ERP for seamless order processing and inventory control.
2. **Enhanced Spare Parts Selection**
   Enabled interactive 3D model views for accurate part identification.
3. **Real-Time Tracking & Insights**
   Provided live updates with specifications, availability, and pricing.
4. **Smart BOM Management**
   Automated recommendations for precise part selection and procurement.

BENEFITS

35%
less equipment downtime

50%
improvement in order tracking efficiency

40%
faster spare parts fulfillment

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