

SUCCESS STORY

Waters is Simplifying Processes for Both Customers and Employees with Aquant



Industry:
Medical Device

Country:
Global

About Company

Waters Corporation, a leader in laboratory equipment and scientific solutions, aimed to leverage AI to enhance service delivery, optimize workflows, and improve customer satisfaction while maintaining a strong focus on operational efficiency and the customer experience.

The Challenge:

Every service project at Waters is unique, but the goal remains consistent: simplify processes for both customers and employees. The company needed an AI-driven solution that could:

1

Improve decision-making through high-quality, relevant data.

2

Scale effectively while ensuring faster time to value.

3

Reduce inefficiencies, such as excessive parts usage.

4

Share knowledge, giving every engineer access to top expertise

Why Waters Chose Aquant

According to Ryan Makely, Senior Director of Global Service at Waters, what set Aquant apart was their ability to provide a platform tailored to service-specific needs. The partnership allowed Waters to evolve with AI, the market, and its business goals. We were also sold by the platform's ability to continuously adapt to customer needs and operational changes.



“Working with Aquant allowed us to achieve faster time to value and scale more effectively. Their understanding of the service business landscape enabled us to roll out tools with exciting long-term potential that our employees are raving about.”

Ryan Makely, Senior Director, Global Service, Waters

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How Waters is Achieving Its Goals With Aquant

One of the primary drivers for Waters was achieving faster time to value and managing scale. With Aquant, Waters has been able to deliver measurable benefits — like reducing parts costs and improving customer satisfaction.

Cost Savings & Parts Optimization

Aquant helped Waters eliminate 'parts shotgunning,' reducing costs and **saving thousands** while maintaining high customer experience standards.

Continuous Learning & Operational Efficiency

The embedded feedback loop in Aquant's tool has hypercharged Waters' ability to apply both macro and micro improvements to our knowledge base, ensuring **continuous growth** and better **customer outcomes**.

Empowering Engineers & Enhancing CX

Waters' goal was to put the subject matter expert in the **palm of everyone's hand**. With Aquant, Waters created a knowledge base that ensures expertise is available **anytime, anywhere, in any language**.

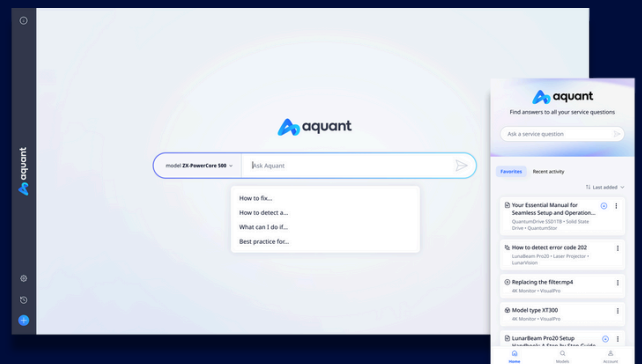


"AI is a tool, but collaboration is what drives success. By embedding AI into our workflows and listening to feedback from our engineers, we ensure the technology remains relevant and impactful."

Ryan Makely, Senior Director, Global Service, Waters

Elevating Service Business with Aquant

Aquant is an AI platform for service professionals working with complex equipment. It delivers expert-level answers instantly by capturing documented and institutional knowledge – improving machine troubleshooting, cutting costs, and turning service into a revenue engine. With Aquant AI, service professionals can be ready for anything



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