



BEST OF BOTH WORLDS:

# Aligning Efficiency and Flexibility

**GOmocha**

*Reveal hidden efficiencies and  
win in a service-first world.*



# FIELD SERVICE ORGANIZATIONS FACE A COMMON PROBLEM:

## MANAGING THEIR TECHNOLOGY STACK EFFICIENTLY

- Industry-leading vendor, such as Microsoft, Salesforce, SAP
- Expensive and unpredictable future costs
- Limited access to innovate technology

VS

- Multiple specialized tools
- Out-of-sync upgrades, maintenance costs, and data silos
- Limited access to innovate decreased visibility and juggling several vendor relationships

## GOMOCHA IS THE BEST OF BOTH WORLDS

Our field service platform seamlessly runs on technology stacks like Microsoft, Salesforce, and SAP, ensuring a secure and reliable architecture that decreases vendor lock-in risks and accelerates digitalization.

Organizations can propel their digital strategy by keeping their core programs with clear components under one technology vendor and integrating other applications to meet their unique needs.

Gomocha is a flexible field service solution, that provides simplistic integration customization and mitigates vendor risk. Our field service platform integrates with your technology stack and modular applications to enable your organization to collect valuable data.

# KEY GOMOCHA FEATURES

## COLLECT VALUABLE DATA

We know field service organizations prioritize collecting data from the field. Companies can use their ERPs to register and collect master data, but adding extra data is difficult due to ERPs' lack of flexibility. Gomocha offers the flexibility to add not only master data but also data for assets, locations, data related to a form, and more.

## INCORPORATE FIELDS AND TABLES

With Gomocha, it's easy to add fields and tables

## CAPTURE ESSENTIAL INFORMATION IN A FORM

More often, field service organizations want to collect information in a form. Gomocha allows you to do just that.

## ACCELERATE DIGITALIZATION IN THE FIELD

Gomocha enables you to collect and analyze data to make information-driven decisions regarding the right time to replace old assets with new ones connected to IoT devices.



# KEY GOMOCHA BENEFITS

## *SIMPLISTIC INTEGRATION*

Gomocha's blending of forms and process solutions reduces the number of integrations your organization must use, decreasing the complexity of your technology ecosystem and integration challenges.

## *CUSTOMIZED AND FLEXIBLE SOLUTIONS*

With Gomocha, your field service organization can use a single-vendor technology stack for critical processes that require standardization and integrate specialized applications to meet your unique needs.

## *MITIGATED VENDOR RISK*

Your company can minimize the risk of relying too much on a single vendor by only depending on it for core processes and using modular applications for other functions. This ensures faster migration to alternative services if your partnership with the primary technology vendor deteriorates.



## KEY GOMOCHA BENEFITS

### ASSA ABLOY

Gomocha has the flexibility to make changes to meet ASSA ABLOY's unique needs. However, the ERP that the company is using as its main source for data collection doesn't always allow for quick and easy updates.

Maintaining data in the Gomocha Field Service Platform is the way to go because you can build a report — fast — and the information is readily available. Gomocha has all the resources for organizations to manage their field service operations, including collecting and analyzing essential data.

## ROI AND COST SAVINGS

### *MAXIMIZE REVENUE*

The Gomocha Field Service Platform's valuable features enhance your organization's operational efficiency, reducing downtime, and improving customer satisfaction. As downtime decreases and customer satisfaction increases, revenue generation correspondingly increases.

### *REDUCE EXPENSES*

Leveraging Gomocha to incorporate a single-vendor technology stack for core processes can help your field service organization reduce costs. While many vendors offer discounts when you bundle their services, those discounts are still more costly than Gomocha. Instead, you can strategically implement other applications to meet your company's unique needs, enabling you to optimize your resource allocation.

# GOMOCHA INTEGRATION CAPABILITIES

## ***INTEGRATES WITH EXISTING SYSTEMS AND PROCESSES***

The Gomocha Field Service Platform seamlessly works with your existing systems and processes, streamlining operations and driving efficiency.

## ***CONNECTS WITH MULTIPLE TYPES OF TECHNOLOGY***

Gomocha smoothly integrates with the various technologies your field service organization uses daily.

## ***GUARANTEED TO WORK WITH YOUR ERP***

There hasn't always been a high-quality field service solution that integrates with existing ERP systems. Gomocha has the only industry-wide integration guarantee: Gomocha integrates with your ERP systems. Guaranteed.

## ***CREATES BUSINESS RULES FOR DATA***

Gomocha enables you to develop business rules for the data your organization collects, such as different start and finish work times for technicians and the rates you charge customers related to those times. The field service platform sends the data, including the business rules, to your ERP.



# SECURITY COMPLIANCE

*WHEN IT COMES TO TRUST, TRANSPARENCY IS THE ONLY WAY.*

Gomocha takes ardent measures to secure your data and keep it safe. Our data encryption capabilities protect customers' data and information, keeping it secure and confidential.

Gomocha takes your privacy and the privacy of your customers seriously. All data within the Gomocha Field Service Platform remains private and protected, and we are GDPR and CCPA compliant.

Gomocha stays on top of regulatory requirements to ensure quality and security. We're continually upgrading our approaches to information security, privacy, and compliance, achieving and maintaining global certifications, including:



**SOC 2 TYPE 1**  
**SOC 2 TYPE II**



**27001**  
**GDPR COMPLIANT**  
**CCPA COMPLIANT**



# SCALABILITY BENEFITS

## *EXPAND YOUR BUSINESS WITHOUT DISRUPTIONS*

With Gomocha, leveraging a single vendor's technology stack for key functions offers scalability and standardization, enabling your field service organization to grow while avoiding significant interruptions.

## *INTEGRATE SPECIFIC TECHNOLOGY TOOLS TO HELP YOUR COMPANY THRIVE*

Integrate specific technology tools to help your company thrive. Incorporating specialized applications through Gomocha supports your field service organization as you grow your offerings or markets.

## CUSTOMER SUPPORT AND TRAINING

GOMOCHA PROVIDES 24/7 SUPPORT TO ENSURE YOUR SUCCESS.

We take pride in providing exceptional, white-glove service. Our support team members work closely with the development team, trainers, and project organization staff. This means they're always aware of the latest product developments and have access to information regarding your specific environment.

Do you have questions about configuring the Gomocha Field Service Platform? Don't hesitate to get in touch with Gomocha support.

### TELEPHONE HELP DESK:

EU: +31 (0)85-11 22 444

U.S.: +1 877-922-5346

Email: [support@gomocha.com](mailto:support@gomocha.com)

# CUSTOMER TESTIMONIALS

“We’re more efficient with Gomocha. With the mobile workflow, we created a paperless process and saved precious time in reporting. With a workforce of 3700 users, each completing an average of 4-8 work orders daily, we’ve substantially improved our efficiency.” – **ASSA ABLOY**

**ASSA ABLOY**

“During the process, Gomocha developed features to support our specific processes, making sure we got a customized fit for our organization and maximizing the digitalization of our service business.” - **KOMA**



“Gomocha has a ‘no-nonsense, get-things-done’ approach to implementation. They delivered a fully functional solution within four months, the go-live process was smooth, and they continuously improve the platform with new features.” - **Selecta**

