

Customer Case Study:

Enabling bakeries around the world to produce and deliver top-quality, tasty products.



CREATING AND MAINTAINING PERFECTLY COOL CONDITIONS

THE ORGANIZATION

KOMA designs, produces, installs, and maintains cooling and conditioning equipment for facilities that make bread, pastry and chocolate. During the 80 years it has been in business, KOMA has gained unique expertise in all the requirements and regulations related to maintaining ideal environmental conditions in its customers' production facilities.

- Thousands of bakeries and chocolate producers worldwide rely on KOMA to install and maintain the stand-alone and central equipment that is necessary to produce and store top-quality baked goods and chocolates.
- Equipment is monitored on a 24/7/365 basis, allowing KOMA to identify and address any system imbalances before they can cause issues that may impact customers' operations.

It is extremely important that cooling and conditioning equipment is properly installed, maintained and monitored, not only to ensure that KOMA customers are able to produce and store top-quality bread, pastry and chocolate, but also to ensure safe handling of refrigerant fluids. To that end, KOMA is a BRL100-certified organization, and its BRL200-certified technicians expertly perform and register KOMA's F-Gas activities.

THE CHALLENGES

KOMA had been using a paper-based process to support and register work in the field, which was time-consuming and prone to errors.

Challenges they faced include the following:

- Several manual steps had to be taken by the back office to plan and prepare work orders, place orders for materials needed, and send invoices.
- It was complicated for field technicians to keep track of all materials used, log the time each job required, record their refrigerant activities, and maintain other checklists.
- Paper-based systems allowed only limited overview and no real-time analysis of the field service operations.
- Paper work orders and other documents were sometimes damaged beyond recognition or lost, causing delays in sending invoices.
- Complying with F-Gas regulatory standards was vitally important but very complex.

THE SOLUTION

KOMA implemented FMP360 because it wanted a digital planning and monitoring system that would process work orders efficiently all day and every day. With the Dispatch module of FMP360, KOMA can monitor the progress of work orders, locate work orders in an instant, and see precisely where technicians are located throughout the day on GPS-enabled maps.

- Service technicians use the FMP360 App to receive work orders and then execute the work orders using mobile processes to complete corrective and preventive maintenance jobs.
- With FMP360, service technicians report that digitizing written communication speeds the creation of checklists, surveys and inspections.
- Service technicians speak Dutch, English and German – and the work orders are automatically formatted in the relevant language.

continued >>



When looking for a digital solution, KOMA was pleased to discover that the FMP360 solution has proven to be a perfect fit in the HVAC industry, adeptly supporting F-Gas registrations and making it easy to share results with customers that are responsible for the asset. FMP360 makes it easy to register stock level changes in refrigerant fluids and is flexible enough to adjust work processes and forms on the fly. KOMA particularly appreciated three FMP360 characteristics: 1) It can be easily customized to meet KOMA's specific needs; 2) It can quickly respond to the ever-changing needs of KOMA customers; and 3) It can be easily reconfigured to ensure compliance with changes in regulations and legislation.

THE BENEFITS

With the robust digital solution provided by FMP360, KOMA improved the efficiency of the entire field services operation and streamlined its F-Gas and refrigerant fluids registration. Using FMP360, KOMA now realizes the following benefits:

- KOMA can respond quickly to changes in the industry and adjust the mobile processes in-house using FMP360 Designer tools.
- Robust and proven online and offline functionality helps provide better insight into the planning and daily operational activities.

- Direct feedback of operational data to KOMA's back-office system allows staff to share critical data with their customers in real time.
- Technicians are confident that they are servicing the correct asset at customer locations, using asset-validation functionality. An added benefit of better first-time fixes is higher customer satisfaction.
- Shorter invoicing-to-payment cycles improve cash flow and boost operating margins.
- Documentation on site enables KOMA to meet or exceed standards set by F-Gas regulatory legislation, ensuring the integrity of their state-of-the art refrigerant management system.

KOMA executives, managers and field technicians alike welcomed the distinctive shoulder-to-shoulder, collaborative approach that Gomocha took with KOMA to ensure that FMP360 was successfully implemented and truly reflects their unique operating environment.

“During the process, Gomocha developed features in FMP360 to support our specific processes, making sure we got a customized fit for our organization and maximizing the digitalization of our service business.”

