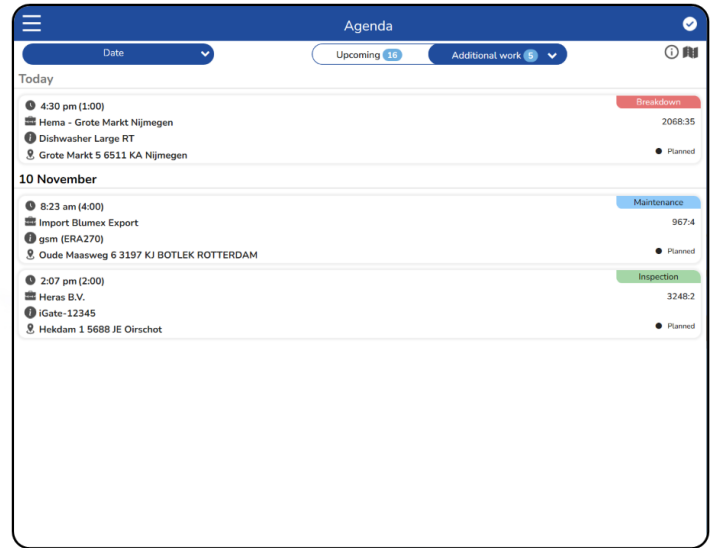
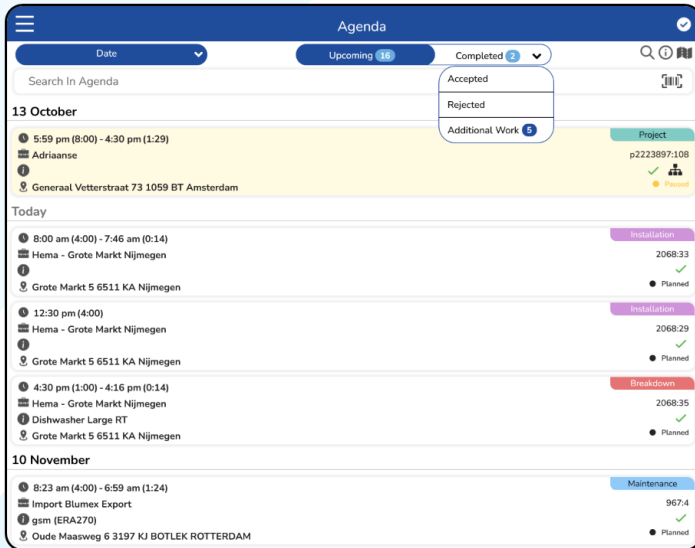




# Gomocha's Subcontracting Functionality



## Third-Party Field Service: How To Make Outsourcing Work and Deliver Resolution

Gomocha offers streamlined subcontractor software that empowers back-office managers and third-party organizations to manage and observe subcontractor activities and gives external employees more confidence to deliver service excellence.

## GOMOCHA'S SUBCONTRACTING FUNCTIONALITY

There is an increasing trend for field service organizations to utilize third-party subcontractors as a supplement or extension of their workforce. This is related to organizations operating with a reduced workforce and increased workload but seeking improved efficiency and customer satisfaction. Therefore, many subcontractors do additional work without an initial contractual agreement with service companies and end customers. Companies are then left to pay subcontractors for the extra work executed without receiving payment from the end customer. For this reason, service organizations utilizing third-party subcontractors should implement a contractual "handshake" agreement to combat these systematic challenges. Additionally, subcontractors often use their technology tools, leaving the service provider without the technician's real-time location (e.g., in-route and on-site) and no way to provide customer updates. These inefficiencies cause missed deadlines and service delays, potentially harming your reputation. Combat this challenge by following in-house technicians' standardized processes and procedures. Now, companies have one centralized knowledge-sharing system. Organizations can leverage Gomocha to streamline processes, eliminate error-prone paperwork and spreadsheets, and allow a wholly digitized and automated solution. When it comes to customer SLAs and expectations, hold subcontractors and internal employees to the same standards.

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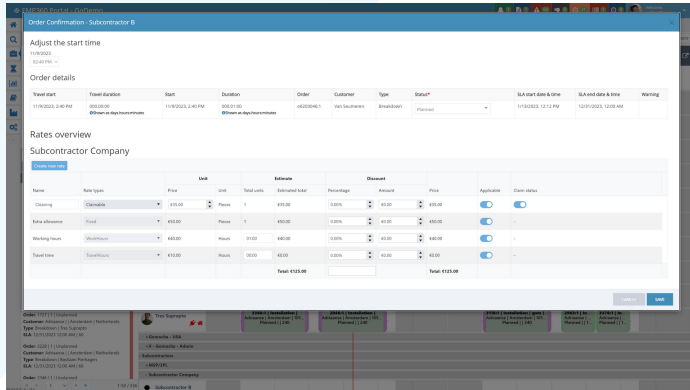
# Gomocha's Subcontracting Functionality

## AUTO ASSIGN AND DISPATCH TO SUBCONTRACTORS

Enable your subcontractors to generate new work orders for follow-ups and allow planners to determine the maximum cost-per-work-order and implement workflows. A “handshake agreement” between service companies and subcontractors utilizes the latter’s request for extra work. Once the service organization receives contractual approval from the end-customer for the additional work, the subcontractor, assigned to the work order via the Gomocha app, immediately begins work.

## ABILITY TO DEFINE RATE TEMPLATES

For service organizations looking to expand and scale their business, ensuring their back-office administration has vital information gathered before assigning work is the first step. Rate templates allow organizations to define overall contractual agreements with subcontractors and their organizations. Contract managers determine the rates subcontractors’ invoices, including activity work, rate price (standardized fixed price or the total billable hours), editable claimable (additional costs or work that a subcontractor can claim, with proof), travel mileage, parking costs, and other configurable options to meet complex needs. All rates, organized through a designated template profile, indicate descriptions and active dates assigned to a specific subcontractor. Based on this rate contract, work orders assigned to this subcontractor will generate automated total costs for line items performed.



## EFFECTIVE SUBCONTRACTOR MANAGEMENT

Outsourcing jobs by employing subcontractors or third-party vendors is a great way to expand your field service organization and cover more expertise without hiring new technicians. Gomocha offers streamlined subcontractor software that empowers back-office managers and third parties to manage and observe subcontractor activities. The software also gives external employees more confidence to deliver service excellence. Quickly search and submit work orders to top third-party companies, accept bids, easily onboard subcontractors, and push new and additional work orders through Gomocha to ensure SLA compliance and delivery. Lastly, speed up the invoice-to-payment cycles to ensure subcontractors’ quick and accurate payment.

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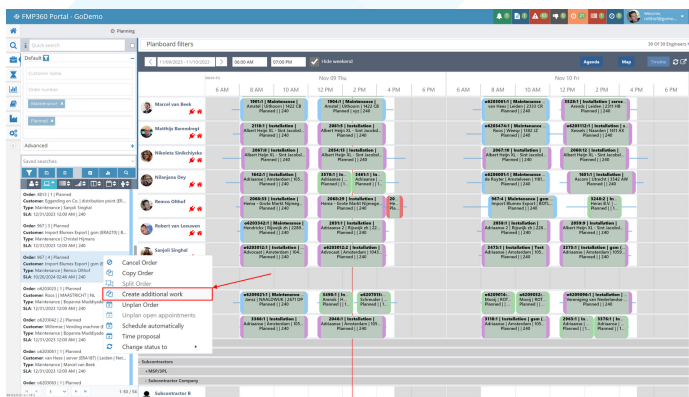


# Gomocha's Subcontracting Functionality

## CREATE/REQUEST FOR WORK AND ADDITIONAL WORK

In the Gomocha Planboard, planners get real-time visibility of all scheduled orders by a dropdown of partner subcontractors, individual subcontractors, and in-house field technicians for easy viewing. Plan unscheduled orders via drag and drop to a specific subcontractor. Order confirmation windows show estimated travel duration, job performed, SLA start/end time, and a rate overview to automatically reflect pricing details based on the specific work. Or choose to automatically assign bulk work order assignments by integrating our cost factor. This will first assign work to in-house employees.

Schedule the most appropriate subcontractor based on skills, availability, SLA timeframe, and travel if no other options are available.



## MANAGE IMPORTANT SUBCONTRACTOR ACTIVITIES

With Gomocha, service companies share specific configurable information with subcontractors to ensure efficient parts accountability and work completion. Once service companies add subcontractors to Gomocha, based on the correct criteria and rate templates, the subcontractor has the following capabilities available via the Gomocha app:

- Subcontractors have access to the same Gomocha app as in-house technicians based on configurable information chosen. Then, all information is shared in the same centralized knowledge system.
- Subcontractors have access to all work order details upfront to execute the job successfully.
- Allow access to the material and service databases.
- View asset inventory, including historical data for all activities performed on an asset.
- To ensure proper protocol, get a white glove onboarding experience through shared integration of standard online training material and videos.

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# Gomocha's Subcontracting Functionality

## SPEED UP INVOICE VERIFICATION-TO-PAYMENT CYCLES

Handle payment vouchers and administrative processes digitally. Work orders are automatically closed when completed, ensuring subcontractors quick payment. Build a reputation as a fast-paying employer for subcontractors with automated payment vouchers. Meet your agreements with subcontractors as laid out in their original bid, with expenses, time, travel, and parts paid quickly and efficiently.

## FIELD SERVICE PLATFORM

Gomocha is a modern platform to support mobile work processes. Its flexibility makes it simple to set up, and work processes are easily modified to meet company-specific needs. And, of course, the Gomocha App can accommodate different field service activities, such as installation, repair, routine maintenance, inspection, or overhaul. Gomocha fully supports the back-office, mid-office employees, and field teams by publishing the right information - when, where, and how you need it. Request a demo or a free, no-obligation trial at [www.gomocha.com](http://www.gomocha.com)

## KEY FEATURES AND BENEFITS

- Completely digitize and automate the process of managing subcontractors.
- Address capacity concerns: ensure the subcontractor has the correct resources and skills within the timeframe to execute the SLA and respond rapidly to demands.
- Cover more geographical territory in areas where reach is not supported.
- Subcontractor quotation management: track and source multiple third-party suppliers.
- Manually or auto-assign subcontractors and in-house employees.
- Integrate payment processing to speed up the invoice-to-payment cycles.

## MODERNIZE YOUR ERP WITH GOMOCHA

### About Gomocha

Gomocha is the field service platform for forward-thinking field service operators. In its decades-long history, Gomocha has gained keen insight and expertise in Field Services by focusing on supporting digitalization in the ever-changing environments in which customers operate. Gomocha has offices on the East and West Coasts of the United States and in The Netherlands.



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