

MANUFACTURING

EFFICIENCY:

EQUIPMENT UPTIME THROUGH DIGITAL FIELD SERVICE



Invaro (formerly Bercomex) manufactures and services floral processing equipment worldwide. For 100 years, they have supported retailers in automating flower cutting, grading, sorting, and bundling operations. The company prioritizes equipment uptime to ensure customer success, focusing on delivering consistent service across international borders.

"Our engineers serve customers worldwide with no internet access. Gomocha enables us to deliver consistent service across borders." Invaro Field Service Director



THE STORY OF INVARO

Invaro maintains operations in two countries - the Netherlands and Colombia - where their technical teams support a diverse range of specialized equipment. The company handles 361 monthly service calls across its equipment portfolio, including:

- · Flower sorting machines
- · Grading machines
- · Flower packing systems
- Flower stem-cutting machines
- Water management systems
- Barcode and labeling systems
- Conveyor systems.

This specialized equipment requires precise maintenance to minimize downtime and ensure optimal performance for customers in the competitive floral industry.

THE CHALLENGE

Before implementing a digital field service solution, Invaro faced significant operational obstacles impacting efficiency and customer satisfaction.

Data Collection Barriers:

- Field engineers worked in locations with no internet connectivity
- · Parts tracking relied on manual, paper-based processes
- · Time logging requires physical paperwork completion

- Invoice processing cycles extended to 30 days
- Technicians had varying skill levels, creating inconsistent documentation

Service Delivery Issues:

- · Management lacked visibility into engineer locations
- Technical documentation varied in quality and accessibility
- Complex equipment requires detailed maintenance records
- Asset identification errors created service delays
- Engineers needed to complete work across borders

Equipment Impacts:

- · Customers experienced extended equipment downtime
- Maintenance schedules faced regular delays
- · Service quality varied between engineers and locations
- Customer satisfaction suffered due to inconsistent experiences

The company's mission to avoid equipment downtime drove its search for a digital solution to these challenges.

SOLUTION IMPLEMENTATION

Invaro implemented Gomocha's field service platform to address these operational challenges. The solution focused on two primary areas:



Mobile Workflow Automation:

The platform provided field engineers with:

- Standardized digital service procedures across all equipment types
- Step-by-step technical guidance for complex maintenance tasks
- Offline capabilities for working in remote locations without connectivity
- Barcode scanning functionality for accurate parts tracking
- Digital asset identification to eliminate equipment misidentification
- Support for multiple operating systems on mobile devices

Real-Time Operations Tools:

Management gained visibility through:

- Location tracking for all field engineers and service vehicles
- Job status monitoring for all service activities
- Automated time tracking for accurate labor allocation
- Digital materials management for inventory control
- Instant data synchronization when connectivity becomes available

This implementation required minimal disruption to Invaro's existing operations while providing immediate benefits to both field teams and management.

RESULTS

The Gomocha implementation delivered measurable improvements across Invaro's service operations.

Efficiency Gains:

- Manual data entry requirements decreased across all service processes
- Invoice processing time improved from the previous 30day cycle
- First-time fix rates increased due to better equipment information access
- Equipment downtime decreased through faster response and resolution
- · Asset identification errors reduced significantly

Business Impact:

Customer retention improved due to more consistent service experiences

- Service capabilities expanded to handle more complex equipment maintenance
- Back-office operations streamlined through digital documentation
- Engineer productivity increased through better resource allocation
- Greater flexibility to introduce new products and expand into new regions

These operational improvements aligned with Invaro's goals of providing consistent, high-quality service across international borders.

KEY TAKEAWAYS

Invaro's experience demonstrates four critical success factors in manufacturing field service:

- Global Coverage: Offline capabilities enable service delivery in any location, regardless of connectivity
- Process Standardization: Digital workflows ensure consistent maintenance quality across all equipment
- Resource Optimization: Real-time tracking improves engineer allocation and efficiency
- Financial Efficiency: Automated data collection accelerates billing cycles and improves cash flow

These factors combine to create a field service operation capable of supporting complex manufacturing equipment in challenging environments.



What's Next?

How much does equipment downtime cost your manufacturing operation?

Gomocha delivers digital field service solutions tailored to manufacturing needs. Our platform addresses the pressing challenges facing your industry:

- Labor shortages (584,000 manufacturing job openings nationwide)
- Equipment downtime costs (\$2.3M per hour in manufacturing)
- Growing demand for predictive maintenance (\$88.8B market by 2032)

Connect with our team for a Gomocha Efficiency Blueprint of your equipment and service requirements.



Request Your Manufacturing Field Service Assessment



