



What's New: Gomocha 5.1 Release

Empowering efficiency and customer satisfaction with tools that put control at your fingertips.

This critical release is all about advancing operational efficiency and improving the customer experience for both Gomocha customers and their end-customers alike.

Release Overview

Release 5.1 continues Gomocha's commitment to:

Efficiency: Simplifying interactions and reducing back-and-forth, ensuring faster responses.

Enablement: Providing customers with the tools they need to manage orders and requests directly.

Performance: Accelerating service outcomes by simplifying asset management and managing real-time data.

Customer Experience: Creating an intuitive, branded experience for your end-customers.

What's New for Gomocha

New features designed to streamline service, enhance asset visibility, and create a seamless experience for your end-customers.

New End-Customer Portal

What it is: A self-service portal for your end-customers to view order details, allow replanning of appointments, register incidents, request maintenance and communicate with planners and technicians during incidents.

What it does: Gives your end-customers more control, thanks to the ability to log in and view order status, request changes, communicate directly, and manage their overall service experience.

Why it matters: Waiting for updates, requesting adjustments, or following up on service can create frustration for your end-customers. But, with Gomocha, you give your end-customers full visibility and control, empowering them with self-service, real-time updates, and managing orders effectively without your intervention.

Value delivered:

- Delivers faster, more informed service interactions.
- Reduces support workload for planners.
- Creates higher customer satisfaction with real-time updates.

Gomocha Efficiencies that map to this new feature

- Provide Customer Self-Service Scheduling
- Streamline Field Service Communication
- Support Real-Time Field Communication

Contact US

✉ info@gomocha.com

🌐 www.gomocha.com

🌐 www.linkedin.com/company/gomocha

USA, West Coast

3400 Inland Empire Blvd, Suite 112

Ontario, CA 91764

Phone: +1 (240) 403 6001

USA East Coast

1775 Tysons Blvd, 6th Floor

Tysons, VA 22102

Phone: +1 (240) 403 6001

Europe

Lange Viestraat 2 B

3511 BK Utrecht, The Netherlands

Phone: +31 (0)85 11 22 400

End-Customer Portal Asset Overview

What it is: A new asset intelligence view in the Gomocha end-customer portal.

What it does: Provides your end-customers with full visibility their assets, including at-a-glance asset views, contract details, and version histories for more informed decisions.

Why it matters: Lacking full visibility into the assets you're servicing leads to a guessing game...or worse...failing to provide timely service. With this release, Gomocha customers have full visibility and control of their assets, so you can cut down on inquiry time and make important decisions based on data instead of gut feel.

Value delivered:

- Enhances resource management for customers.
- Improves decision-making with asset visibility.
- Reduces dependency on support staff.

Gomocha Efficiencies that map to this new feature

- Simplify Asset Management
- Centralize Asset Intelligence
- Manage Real-Time Field Data

Quotes and Service Reports

What it is: Detailed, digital service reports with integrated quoting

What it does: Turns paper quotes and reports into digital workflows where you can instantly review, accept, or reject quotes while accessing detailed service documentation.

Why it matters: Paper quotes and approvals create bottlenecks that slow your entire operation. Digital workflows speed everything up - from quote acceptance to service documentation to finding previous reports and quotes- while giving you the transparency they demand.

Value delivered:

- Cuts approval times from days to minutes
- Gives customers instant visibility into service outcomes
- Reduces paper-based delays and errors

Gomocha Efficiencies that map to this new feature

- Quote On-Site
- Go Paperless in the Field
- Provide Instant Service Wrap-Ups

Customizable Design

What it is: Brand identity customization

What it does: Gives Gomocha customers the ability to brand their Gomocha instance so it presents as an extension of your own operations.

Why it matters: Generic portals create disconnect. When your portal matches your brand, your team adopts it faster and your customers stay engaged. It's not just another vendor tool - it's a natural extension of your business.

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Value delivered:

- Stronger brand alignment builds trust
- Easier training with intuitive, branded interface
- Higher user adoption from familiar look and feel

Gomocha Efficiencies that map to this new feature

- Adapt Technology to Your Processes
- Brand Your Service Experience

New Analytics and Reporting Templates

What it is: A suite of prebuilt report templates designed to give customers actionable insights into their field service operations. Templates cover critical metrics, including SLA compliance, first-time fix rates, productivity, and inventory management.

What it does: These templates provide customers with clear, concise data visualizations and detailed reports, enabling faster analysis and better decision-making. By addressing key operational areas like work orders, stock management, and time tracking, these tools simplify data reporting and increase visibility into service performance.

Why it matters: Manually compiling and analyzing operational data is time-intensive and prone to error. With these ready-to-use templates, customers gain immediate access to the insights they need, reducing the effort required to monitor performance and enabling more proactive management of their operations.

Value delivered:

- Enhances visibility into operational metrics.
- Reduces the time spent on manual reporting.
- Improves decision-making with accurate, real-time data.
- Strengthens performance tracking for continuous improvement.

Gomocha Efficiencies that map to this new feature:

- Centralize Reporting and Analysis
- Manage Real-Time Field Data
- Drive Data-Driven Decision-Making

About Gomocha

Gomocha is the field service platform for forward-thinking field service operators. Through a combination of service demand management, dispatch scheduling, technician enablement, and analytics—not to mention white glove service—Gomocha uncovers hidden efficiencies, matching skill with demand so your field workers deliver an exceptional customer service experience time after time. With offices on the East and West Coasts of the United States and in The Netherlands, Gomocha has supported the global field services community for more than three decades. For more information, visit gomocha.com.



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