



How SPIE Streamlined Field Service Operations for 850 Engineers with Gomocha

Building a Scalable Digital Foundation for Growth

Industry: Building Materials

Field Team Size: 850 field engineers

Solution: Gomocha Field Service Management Platform with SAP Integration





Executive Summary

SPIE, a leader in designing, constructing, managing, and maintaining healthcare, residential, and industrial buildings and systems, needed to digitize field service operations to support growth and maintain competitive advantage. By implementing Gomocha's field service management platform with seamless SAP integration, SPIE eliminated manual processes, improved operational coordination, and built a foundation for scalable expansion.

About SPIE

SPIE delivers comprehensive facility management services across healthcare, residential, and industrial sectors, coordinating 850 field engineers to design, construct, manage, and maintain buildings and critical systems.

The Challenge

Manual Processes Creating Operational Bottlenecks

SPIE's existing approach to field service management created friction across operations:

Inefficient Dispatch & Coordination

Manual technician assignment required time-consuming coordination, leading to delays and errors in job allocation.

Limited Real-Time Visibility

Without live updates on technician location and job status, planners struggled to optimize schedules or respond to changes effectively.

Complex Time & Materials Registration

Manual data entry for time tracking and materials usage created invoicing delays, directly impacting cash flow and customer satisfaction.

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Disconnected Systems

The lack of integration between field operations and their SAP ERP meant data had to be manually transferred, introducing errors and slowing business processes.

These challenges threatened SPIE's ability to scale operations and maintain service quality as the business grew.

The Solution

A Shoulder-to-Shoulder Implementation Approach

SPIE selected Gomocha for its flexibility, proven SAP integration capabilities, and collaborative implementation methodology. Rather than forcing SPIE to adapt to rigid software, Gomocha worked closely with SPIE's team to configure the platform around existing workflows while building in scalability for future growth.

Key Implementation Elements:

Digitized Workflows

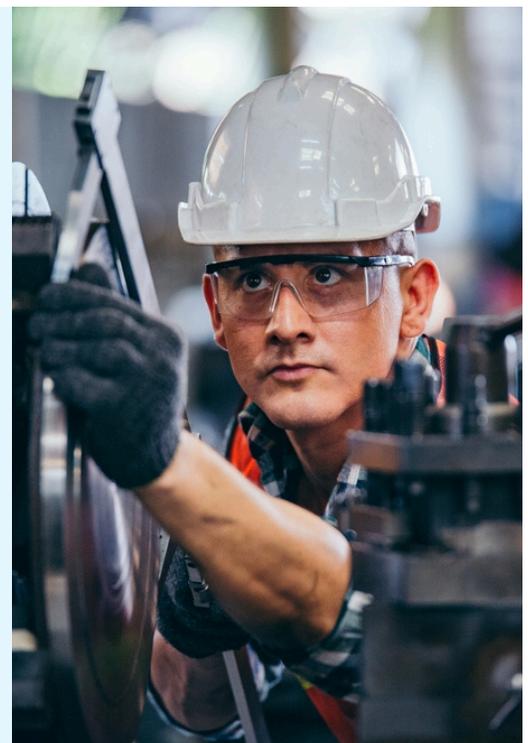
Gomocha's configurable mobile app replaced paper forms with digital checklists and procedures, reducing errors and improving traceability across all field activities.

Real-Time Operational Visibility

GPS-based mapping provides live locations of technicians and work orders, enabling dispatch to optimize travel routes, make informed job assignments, and respond quickly to changes.

Seamless SAP Integration

Gomocha's guaranteed ERP integration connected field operations directly to SPIE's SAP system, eliminating manual data transfer and ensuring accurate, real-time information flow between field and back office.



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Empowered Process Management

Intuitive design tools enable SPIE managers to independently update mobile workflows and processes, supporting continuous improvement without IT dependency or vendor delays.

The Results

Streamlined Operations, Stronger Foundation for Growth

Gomocha transformed how SPIE's 850 engineers work in the field and how the back office supports them:

Operational Improvements:

Eliminated paperwork through digital checklists and forms, improving data accuracy

Optimized resource allocation with real-time materials registration allowing technicians to check stock availability and place orders instantly

Enhanced coordination via GPS-based technician tracking, improving precision of field activities and dispatch decisions

Accelerated invoicing by connecting time and materials data directly to SAP

Enabled continuous improvement through manager-controlled workflow updates

Strategic Benefits:

Built scalable foundation supporting SPIE's expansion plans without system limitations

Reduced technician frustration by providing user-friendly tools that make their jobs easier

Improved customer satisfaction through faster response times and more transparent service delivery

Created data sharing capability enabling better collaboration internally and with customers and partners

“We work shoulder-to-shoulder with Gomocha. They don't just provide software—they partner with us to ensure the solution fits our environment and grows with our business.”
— SPIE Operations Leader

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The Technology Advantage

Gomocha's platform delivered the flexibility SPIE needed:

- **Configurable mobile app** adapted to SPIE's specific workflows
- **Guaranteed SAP integration** ensured reliable data flow without custom development
- **Intuitive design tools** enabled business users to optimize processes independently
- **GPS-based intelligence** provided real-time visibility for smarter decision-making
- **Scalable architecture** supported growth without system replacement

Conclusion

SPIE now operates with a unified digital platform that connects 850 field engineers to back-office systems, enabling efficient coordination, accurate data flow, and scalable growth. The partnership with Gomocha supports SPIE's mission of delivering clever technology for modern life by ensuring their field service operations are as advanced as the building systems they manage.

Ready to Transform Your Field Service Operations?

See how Gomocha's field service management platform with guaranteed ERP integration can eliminate manual processes and position your operation for growth.



Schedule Your Free Efficiency Assessment

Discover up to nine hidden efficiency opportunities specific to your field service operations—at no cost for a limited time.



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