



YOUR TECHNICIANS
ARE WORKING AROUND
YOUR SYSTEMS.

It's Time to Fix That.

GOmocha

*Reveal hidden efficiencies in your
manufacturing service operations.*

TWO PROBLEMS. ONE ON THE PLANT FLOOR. ONE IN THE BACK OFFICE. BOTH COSTING YOU.

MANAGING THEIR TECHNOLOGY STACK EFFICIENTLY

THE PLANT FLOOR PROBLEM

- Expensive and unpredictable future costs
- Limited access to innovate technology
- Technicians call the office because the work order has the wrong asset history
- Paper checklists get filled out at the end of a shift, when details are already fading
- Equipment readings taken on-site never make it into the system without a separate entry step
- A repair gets done right. No one finds out why until the next failure.

VS

THE BACK-OFFICE PROBLEM

- Out-of-sync upgrades, maintenance costs, and data silos
- Limited access to innovate, decreased visibility, and juggling several vendor relationships
- Dispatch cannot see technician skill sets and equipment certifications in one place
- Scheduling decisions get made on availability, not on who can actually fix the equipment
- Maintenance data from three different systems has to be reconciled manually each week
- Reporting takes hours because the data lives in the wrong places

GOMOCHA IS THE BEST OF BOTH WORLDS

Most manufacturing service teams are caught between two broken situations. The ERP handles master data but cannot keep up with what happens on the plant floor. Disconnected tools fill the gap but create new problems: double entry, reconciliation work, and scheduling decisions made without the right information.

Gomocha sits between the field and the back office. Technicians get the information they need on their mobile device, offline, before they reach the equipment. Back-office teams get the data back in a form the ERP can actually use.

The result: fewer calls back to the office. Fewer repeat visits. Fewer hours spent on reconciliation. And a maintenance record that reflects what actually happened on the plant floor.

WHAT CHANGES WHEN YOUR FIELD AND BACK OFFICE ARE CONNECTED

TECHNICIANS STOP CALLING THE OFFICE FOR INFORMATION THEY SHOULD ALREADY HAVE

When a technician arrives at a piece of equipment, Gomocha gives them the full service history, the last maintenance record, the relevant documentation, and the checklist for this equipment type. All of it is available offline on the plant floor. They do not need to call anyone. When the job is done, the data goes back to the ERP with your business rules already applied.

ADD A FIELD OR UPDATE A CHECKLIST WITHOUT AN IT PROJECT

When a new piece of equipment arrives, or a compliance requirement changes, or a supervisor wants to capture a specific reading that was not on the original form, Gomocha lets you add it. No development work. No waiting for a configuration sprint. The change is live on every technician's device at the next sync.

REPLACE PAPER CHECKLISTS WITH DIGITAL FORMS BUILT FOR YOUR EQUIPMENT

Every equipment type has its own service protocol. Gomocha builds digital forms around those protocols, not around a generic template. The technician fills out the right checklist for the right machine. The data is complete, timestamped, and back in the system before they leave the facility.

TECHNICIANS FINISH THE JOB AND LEAVE. THE REPORT IS ALREADY DONE.

When the job is complete, Gomocha generates the service report automatically. The technician does not spend the last 20 minutes of their day filling out paperwork. The supervisor does not chase records down the following morning. The data is in the system, clean, and ready for review.



WHAT YOUR TEAM STOPS DOING. WHAT YOUR OPERATION STARTS SEEING.

ONE PLATFORM INSTEAD OF THREE. LESS TO MANAGE. LESS THAT CAN BREAK.

Most manufacturing service teams are running separate tools for scheduling, documentation, and reporting. Each one is a maintenance cost and a failure point. Gomocha consolidates those functions into one platform that connects to your existing ERP. When one system breaks, you do not lose the other two.

DIFFERENT EQUIPMENT. DIFFERENT PROTOCOLS. ONE PLATFORM THAT HANDLES BOTH.

A CNC machine and a conveyor system do not get serviced the same way. Gomocha lets you configure workflows by equipment type without affecting anything else. When the protocol for one piece of equipment changes, that change goes to every technician who works on it. The rest of the operation stays untouched.

WHEN YOUR ERP VENDOR CHANGES DIRECTION, YOUR FIELD OPERATION KEEPS RUNNING.

Gomocha keeps your field service operation independent from your ERP relationship. If your ERP vendor raises prices, changes the roadmap, or you decide to migrate, your field workflows, your maintenance records, and your technician processes stay intact. Gomocha moves with you.



KEY GOMOCHA BENEFITS

ASSA ABLOY

ASSA ABLOY runs 3,700 technicians, each completing 4 to 8 work orders per day. Their ERP managed master data. It could not keep pace with what was happening in the field.

With Gomocha, ASSA ABLOY moved to a fully paperless mobile workflow. Reports that previously required manual effort after each job are now generated automatically. At a scale of 3,700 users and millions of work orders, the time saved is substantial. Their technicians spend more time on equipment. Their supervisors spend less time tracking down records.

WHERE THE TIME GOES. WHAT GETTING IT BACK IS WORTH.

First-Time Fix Rates Up. Downtime Down. Every Repeat Visit Eliminated Is a Direct Cost Removed.

Gomocha customers have reduced equipment downtime by up to 41% by matching the right technician to each repair. First-time fix rates improve by up to 19% when technicians arrive with complete asset history and offline access to documentation. In automotive manufacturing, unplanned downtime can cost \$2.3 million per hour. Every repeat visit your team eliminates is a direct cost removed from the service operation.

Replace Three Disconnected Tools With One Platform That Connects to Your ERP.

Most manufacturing service teams spend real administrative time reconciling data between scheduling, documentation, and reporting tools. Gomocha consolidates those functions into one platform connected to your existing ERP. Fewer tools means fewer licenses, fewer integrations to maintain, and fewer hours spent on reconciliation work that does not move the operation forward.

HOW GOMOCHA CONNECTS THE PLANT FLOOR TO THE BACK OFFICE

WORKS WITH THE SYSTEMS YOU ALREADY RUN. NO REPLACEMENT REQUIRED.

Gomocha connects to your ERP, MES, and asset management systems. Your existing data flows. Your existing processes continue. The platform adds the field service layer your current stack is missing.

THE ONLY INDUSTRY-WIDE ERP INTEGRATION GUARANTEE.

No other manufacturing service operations platform guarantees ERP integration. Gomocha does. SAP, Microsoft, or another enterprise system: Gomocha integrates with it. This is not a best-effort claim. Your production environment is not the test environment. Implementation does not require a parallel IT project running alongside it.

FIELD DATA GOES BACK TO YOUR ERP CLEAN. NO MANUAL CLEANUP REQUIRED.

Raw field data creates reconciliation problems in ERP systems. Gomocha applies your business rules before the data goes back: work time classifications, equipment-specific cost codes, facility-level rate structures. The ERP receives structured records it can process without manual intervention.

ONE INTERFACE ON THE PLANT FLOOR. ONE VIEW IN THE BACK OFFICE.

Technicians use one app on the plant floor. Back-office teams see one view of service status, technician location, and work order progress. Data does not live in separate systems that require someone to reconcile it at the end of the week.



SECURITY AND COMPLIANCE BUILT FOR MANUFACTURING OPERATIONS

YOUR FIELD DATA INCLUDES EQUIPMENT SPECIFICATIONS, MAINTENANCE HISTORIES, AND OPERATIONAL DETAILS. GOMOCHA PROTECTS ALL OF IT.

Gomocha encrypts field service data in transit and at rest. Maintenance records, equipment histories, and technician activity are protected at every point in the workflow.

All data within the Gomocha platform is private and protected. Gomocha is GDPR and CCPA compliant, covering both European and US regulatory requirements for manufacturing organizations operating across regions.

Gomocha holds SOC 2 Type 1, SOC 2 Type II, and ISO 27001 certifications. These are maintained through continuous security practices, not one-time audits.



SOC 2 TYPE I
SOC 2 TYPE II



ISO 27001



ISO/IEC 27001:2022
ISO/IEC 27001:2019

BUILT FOR OPERATIONS THAT ARE GROWING, ACQUIRING, OR EXPANDING ACROSS FACILITIES

ADD FACILITIES AND EQUIPMENT TYPES WITHOUT REBUILDING YOUR FIELD OPERATIONS STACK

As your manufacturing operation adds production lines, acquires new facilities, or expands into new markets, Gomocha scales with it. Standardized workflows apply across every facility. New equipment types get their own configurations. Existing technician processes stay intact.

ADD NEW TECHNOLOGY WITHOUT DISRUPTING WHAT ALREADY WORKS

Adding IoT monitoring, predictive maintenance tools, or a new asset management system does not require rebuilding your field service workflows. Gomocha connects to new technology as you bring it in.

CUSTOMER SUPPORT AND TRAINING

24/7 SUPPORT FROM A TEAM THAT KNOWS YOUR CONFIGURATION.

Gomocha support teams work alongside development, training, and project staff. When you contact support, the person who responds has access to your specific environment and configuration. Questions about a workflow for a particular equipment type or an ERP integration issue get answered by someone who knows your setup, not a generic knowledge base.

Do you have questions about configuring the Gomocha manufacturing service operations platform? Don't hesitate to get in touch with Gomocha support.

TELEPHONE HELP DESK:

EU: +31 (0)85-11 22 444

U.S.: +1 877-922-5346

Email: support@gomocha.com

WHAT YOUR MANUFACTURING OPERATIONS SAY AFTER RUNNING GOMOCHA

"We're more efficient with Gomocha. With the mobile workflow, we created a paperless process and saved precious time in reporting. With a workforce of 3700 users, each completing an average of 4-8 work orders daily, we've substantially improved our efficiency." - **ASSA ABLOY**

ASSA ABLOY

3,700 users. 4 to 8 work orders per technician per day. Paperless mobile workflow.

"During the process, Gomocha developed features to support our specific processes, making sure we got a customized fit for our organization and maximizing the digitalization of our service business." - **KOMA**



Custom feature development for manufacturing-specific service processes. Built to fit their operation.

"Gomocha has a 'no-nonsense, get-things-done' approach to implementation. They delivered a fully functional solution within four months, the go-live process was smooth, and they continuously improve the platform with new features." - **Selecta**



Full implementation in four months. No production disruption.

FIND OUT WHERE YOUR MANUFACTURING SERVICE OPERATION IS LOSING EFFICIENCY.

The Gomocha Efficiency Assessment is a focused session with our manufacturing specialists. We look at how your current field service operation runs, where the gaps are between your field and back-office systems, and what closing those gaps is worth.

There is no cost. It requires minimal time from your team. You leave with a specific picture of the efficiency gaps in your operation and what each one is worth to fix.

**BOOK YOUR MANUFACTURING
EFFICIENCY ASSESSMENT**

Works with your existing ERP and manufacturing systems. No disruption to production.