



# About Gogh Solutions

## Transforming Field Service Together



## IFS Field Service Management™ and Gogh Solutions: Transforming Field Service Together

Effective Field Service Management (FSM) relies on a number of musts: the right technician must be dispatched to the right location, with the right tools and parts—ideally on the first visit—and all of this must happen in the shortest possible timeframe to meet customer expectations. IFS Field Service Management (FSM) is a best-in-class software solution for service businesses, helping lower your service costs, increase customer satisfaction and gain service revenue growth.

At Gogh Solutions we're able to take our expert knowledge of IFS and the operational side of FSM to achieve results beyond standard implementations. We understand that our clients need end-to-end solutions that deliver more. Our clients are organizations who challenge the status quo. Organizations looking to grow, improve, and achieve their full potential.

We are a direct partner with IFS, providing FSM software, implementations, and business consulting services; helping solve problems and move organizations forward. Our solutions come from team work and first-hand experience, and the IFS FSM solution platform can be easily configured to map even the most complex service use cases. It offers cloud and on premise deployment options—**so that you can deliver exceptional service experience to every customer, every time.**

### ACTUAL CUSTOMER OUTCOMES WITH IFS FIELD SERVICE MANAGEMENT

20%

INCREASE IN  
EQUIPMENT UPTIME



33%

IMPROVEMENT IN  
TECHNICIAN PRODUCTIVITY



35%

REDUCTION IN  
DRIVE TIME



Representative customer outcomes with IFS Field Service Management™

# Our Expertise

Our knowledge based FSM solutions rely on reviewing not only the processes and technology involved, but the people for complete and optimized results. We have extensive experience within FSM, and know the unique pressures our clients face. Working together, our IFS experts can bring your organization success through:

- Software Sales and Implementation Services - for all aspects of field service management
- Planning and Advisory Services – high-level expertise for help moving forward
- Operational Reviews – to highlight gaps and find opportunities
- Optimization Services – to maximize benefit realization
- Project Management and Governance – to prioritize projects and keep them on track
- Customization and Integration Services – for seamless transitions and end-to-end information flow



## Some Industries We Have Served

 Commercial Food Equipment

 Oil & Gas Distribution

 Retail Technology Services

 Telecommunications

 Home & Commercial Services

“Gogh Solutions impressed us with their dedication and commitment to the success of our project. The team was highly responsive, flexible and each individual brought valuable specialized expertise to the project. Their collaborative approach, thorough training and knowledge transfer left us well equipped to ensure that we get the most out of our IFS solution and support our future business growth.

Mike Senn, Director of Business Development  
Macro Integration Services

## Some of Our Customers:



## About Gogh Solutions

Gogh Solutions provides complete business solutions based on experience, with a focus on field service management technology sales, implementations, and consulting services to clients in Canada and the United States. We are proud to be a trusted advisor to our clients, using technology from leading software vendor IFS and our first-hand FSM know-how.

At Gogh Solutions we assist organizations in both purchasing the ideal technology for their business, and the implementation and delivery of a seamless end-to-end service experience; helping them to increase revenue, improve productivity and provide greater visibility into their field operations business.

Invest in your service organization's future today and learn how Gogh Solutions can help you address your field service challenges, visit [goghsolutions.com](http://goghsolutions.com). **Together we can transform field service.**