

Gogh Solutions: Specializing Exclusively in Field Service Management

IFS Field Service Management™ Partner

Our Experience at a Glance

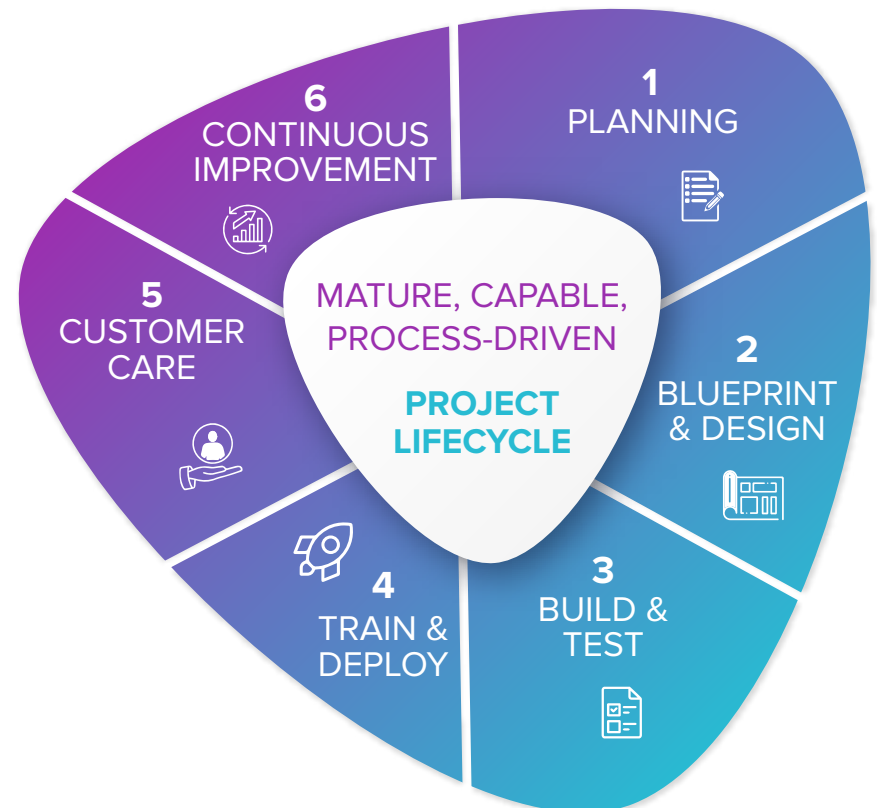
- ✓ **18+** years of FSM experience
- ✓ **100+** combined years in the field operations experience
- ✓ Experts in FSM, Mobile, PSO, Networks & Integrations
- ✓ Results oriented with a collaborative approach
- ✓ Customer focus with a **95.5%** Net Promoter Score
- ✓ North America focused
- ✓ Deep technical FSM expertise in Canada, United States and India
- ✓ **80+** delivery consultants
- ✓ **500,000+** project hours delivered

Our Resources

- ✓ 13 Certified IFS Implementation Consultants
- ✓ >20 Senior Field Services Experts
- ✓ 3 Dedicated Project Managers
- ✓ Dedicated Sales resources



FSM Expertise – Implementation to Client Care



Case Study



Interest:

IFS Field Service Management™ upgrade and integration of existing systems

Top Challenges:

- Rapid growth created need for enterprise system
- Using unconnected systems, i.e. QuickBooks, FedEx
- Need for quick deployment without interrupting current business

Engagement:

- IFS Field Service Management™ 5.7 upgrade
- Integration of QuickBooks for accounting
- Integration of FedEx for shipping

Preparing for Advanced Servitization:

From kick-off to go-live took 5 months, including integrations. “Crawl, walk, run” approach to implementation for easy adjustments, while adding functionality. High level of focus and commitment, with an eye on details, like adequate staffing, to avoid operational disruptions and project delays.

Benefits and Results:

- Standardized processes and project management
- Robust multi-site inventory management, parts logistics, and returns management
- Contract and warranty management for advanced servitization
- Knowledge transfer for optimization and support of future business growth

Case Study



Interest:

IFS Field Service Management™, ERP Software, Planning and Scheduling Optimization (PSO)

Top Challenges:

- Rapid growth
- The need to better manage and scale business while maintaining service excellence
- Inefficiencies and gaps in current software
- Visibility of field resources

Engagement:

- Replacement of legacy system
- Parallel enterprise software implementations
- System integration
- Optimization of service delivery processes

Adapting for Continuous Growth:

Smooth, on-time transition with exceptional support and employee engagement. Better control of labor margins, improved technician response time, decreased customers' wait time, and a more efficient customer experience overall.

Benefits and Results:

- Technician efficiency up to 75%
- Response time compliance up to 82-83%
- Easily quantifiable metrics for better insight into weaknesses, opportunities, performance management, and cost reduction
- Automated dispatching and more efficient use of technicians
- Better volume control of work and customer service calls
- Flexible options for long-term profitability
- Quick ROI

Project Experience



Industry Focus

- Telecommunication
- Utilities
- Commercial Equipment
- Oil and Gas
- Home Services
- IT Infrastructure