

How Noch Power Scaled Nationwide EV Charging Maintenance With GoDeskless



"The real-time tracking and digital checklists offered by the GoDeskless platform have been total game-changers for us. Our technicians are more efficient, our clients are more confident, and we're building a more transparent and trustworthy service model."



As Noch Power transitioned to a service-focused model, they needed a scalable, real-time field service solution to manage EV charging station maintenance nationwide. By adopting GoDeskless, **they streamlined technician dispatching, compliance tracking, and service ticket management** – empowering their team to deliver faster, more transparent service while setting the foundation for future automation.



50%

**faster time
to resolution**

27%

**increase in first-time
fix rate**

60%

**faster ticket
response time**

01 THE CHALLENGE: MANAGING A NATIONWIDE EV MAINTENANCE NETWORK

Noch Power set out to solve a critical gap in EV charging maintenance: keeping stations operational with fast, reliable service. As their technician network expanded, they quickly ran into **scalability issues, lack of real-time visibility, and compliance challenges**—all of which made it harder to meet customer expectations. Without a centralized field service platform, it was difficult to track technician activity, provide clients with accurate service updates, and ensure that every job followed strict industry regulations.

Scalability Issues

With a growing list of service contracts, Noch Power needed a field service solution that could keep up with their ambitious nationwide expansion plans.

Lack of Real-Time Visibility

Manual tracking of technician travel, work hours, and service progress made it difficult to provide accurate client updates and ensure operational efficiency.

Compliance & Documentation Gaps

Ensuring every service visit met industry regulations required a structured approach to technician reporting and service logs.

"Before GoDeskless, we struggled to keep up with the sheer scale of work. We had no way to track technicians in real-time, update clients accurately, or ensure every job met compliance standards. It was clear we needed a system built for field service at scale."

Silas Sheffer

Head of Technology, Noch Power

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THE SOLUTION: A FLEXIBLE, SCALABLE, AI-POWERED PLATFORM FOR FIELD TECHNICIANS

After evaluating multiple options, Noch Power partnered with **GoDeskless** to digitize and optimize its field service operations. Within a month, they had fully deployed the platform, bringing efficiency and automation to key aspects of their technician workflow.

01. Real-Time Travel & Work Tracking

Before GoDeskless, tracking technician hours relied on **manual logs and estimates**, leading to inconsistencies and disputes. Now, with real-time GPS tracking and automated check-ins, technicians log their travel and work hours accurately, ensuring:

- ✓ Precise technician accountability and transparency for customers
- ✓ Automated, tamper-proof records that eliminate manual reporting errors.
- ✓ Improved job scheduling based on real-time technician availability.

02. Digital Checklists & Logs for Compliance and Efficiency

Noch Power technicians work under strict service and compliance requirements. Before GoDeskless, documentation was **manual and inconsistent**, leading to errors and missed steps. Now, **digital job checklists and automated logs** ensure:

- ✓ Standardized service execution across all technicians.
- ✓ Instant access to compliance requirements at each job site.
- ✓ Automated historical records for repeat visits and audits.

03. Nationwide Expansion & Future-Proofing Operations

At launch, Noch Power started with a team of **nine technicians** but quickly scaled nationwide. By 2025, they will **manage service projects coast-to-coast**, leveraging GoDeskless to:

- ✓ Optimize technician deployment for faster response times.
- ✓ Standardize operations across locations without adding unnecessary overhead.
- ✓ Prepare for full automation of ticketing and service requests.

"With GoDeskless, our technicians have everything they need at their fingertips—detailed checklists, compliance requirements, and job scopes. It's helped us be more efficient while delivering better results for our clients."

Silas Sheffer

Head of Technology, Noch Power

03 THE RESULTS: SEAMLESS SERVICE, FASTER RESOLUTIONS

With GoDeskless, Noch Power has redefined how EV charging maintenance is managed—enhancing efficiency, compliance, and customer transparency. Now, they are taking their operations to the next level with **GoDeskless's text-to-ticket feature**, which will allow site owners to report issues via SMS instantly. This will:



Eliminate manual ticket processing, freeing up valuable resources.

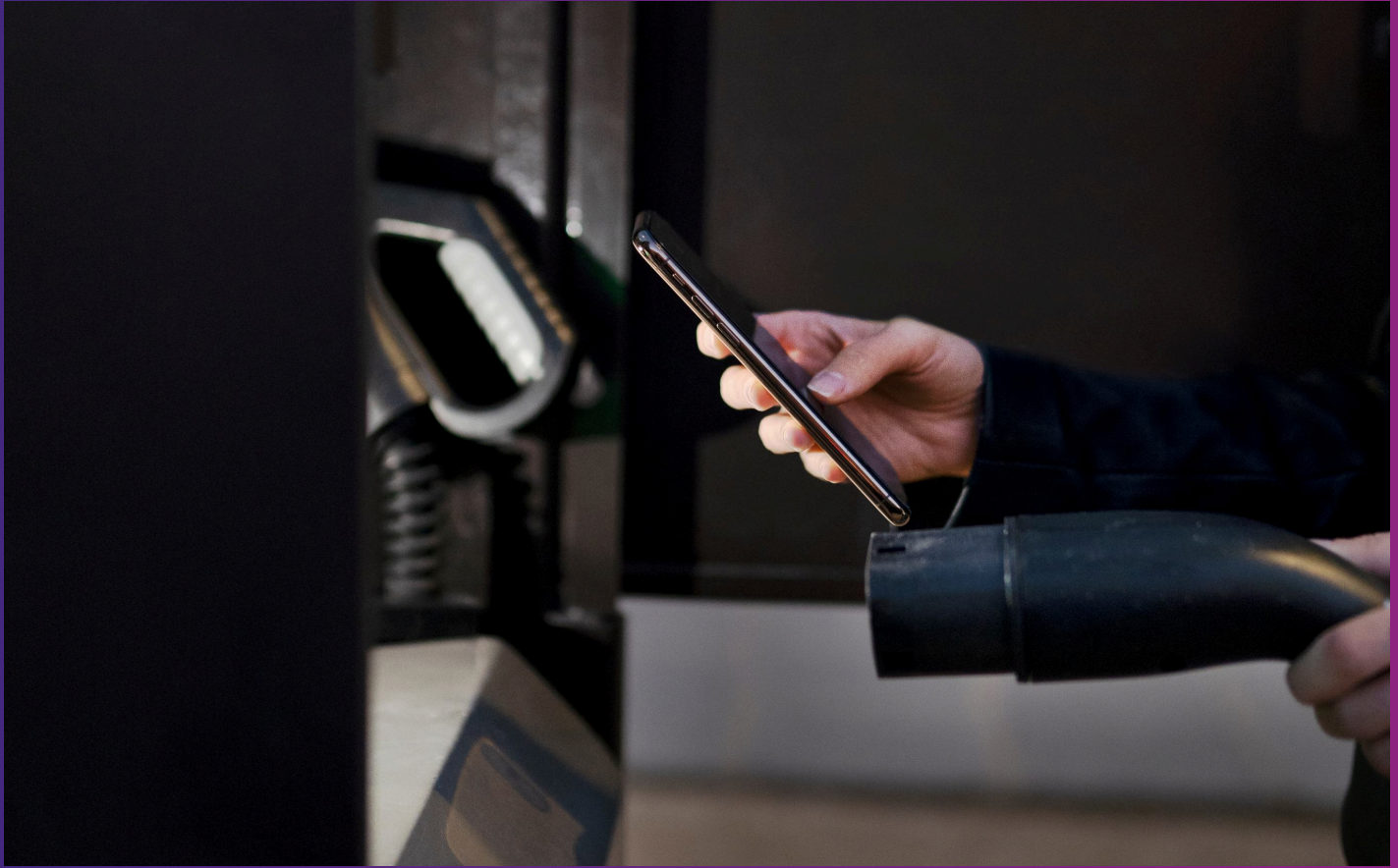


Reduce response times by automatically assigning tickets to the nearest technician.



Delight customers with real-time service updates and technician ETAs.

By integrating automation, real-time tracking, and effortless service request handling, Noch Power are **setting a new benchmark for efficiency and reliability** in EV charging maintenance. With GoDeskless as a strategic partner, they are positioned for continued growth, innovation, and leadership in an **industry that depends on speed and precision**.



Try Our Interactive Demo

In just a few clicks, discover how easy it is to manage your team, streamline scheduling and track progress in real-time.

[Check it out!](#)

