



VORTEX SOFTWARE

CORPORATE
PRESENTATION
FACILITY MANAGEMENT
SOLUTIONS

WWW.VORTEXSUITE.COM/EN



VORTEX SOFTWARE

Vortex Software is a innovative software, developer of a unique ecosystem of business software purpose-specific applications for Technical Operations that empowers organizations to succeed in their digital transformation process by enhancing collaboration and productivity.



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CUSTOMERS



INDUSTRIES



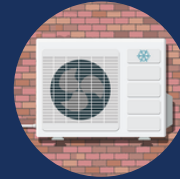
FACILITY MANAGEMENT



SECURITY SYSTEMS



SWIMMING POOLS



HVAC SYSTEMS



MEP SERVICES



PEST CONTROL SERVICES



FIRE SAFETY SYSTEMS



CLEANING SERVICES



PROPERTY MANAGEMENT



LANDSCAPING



MALL



SUPER MARKETS



PUBLIC SERVICES

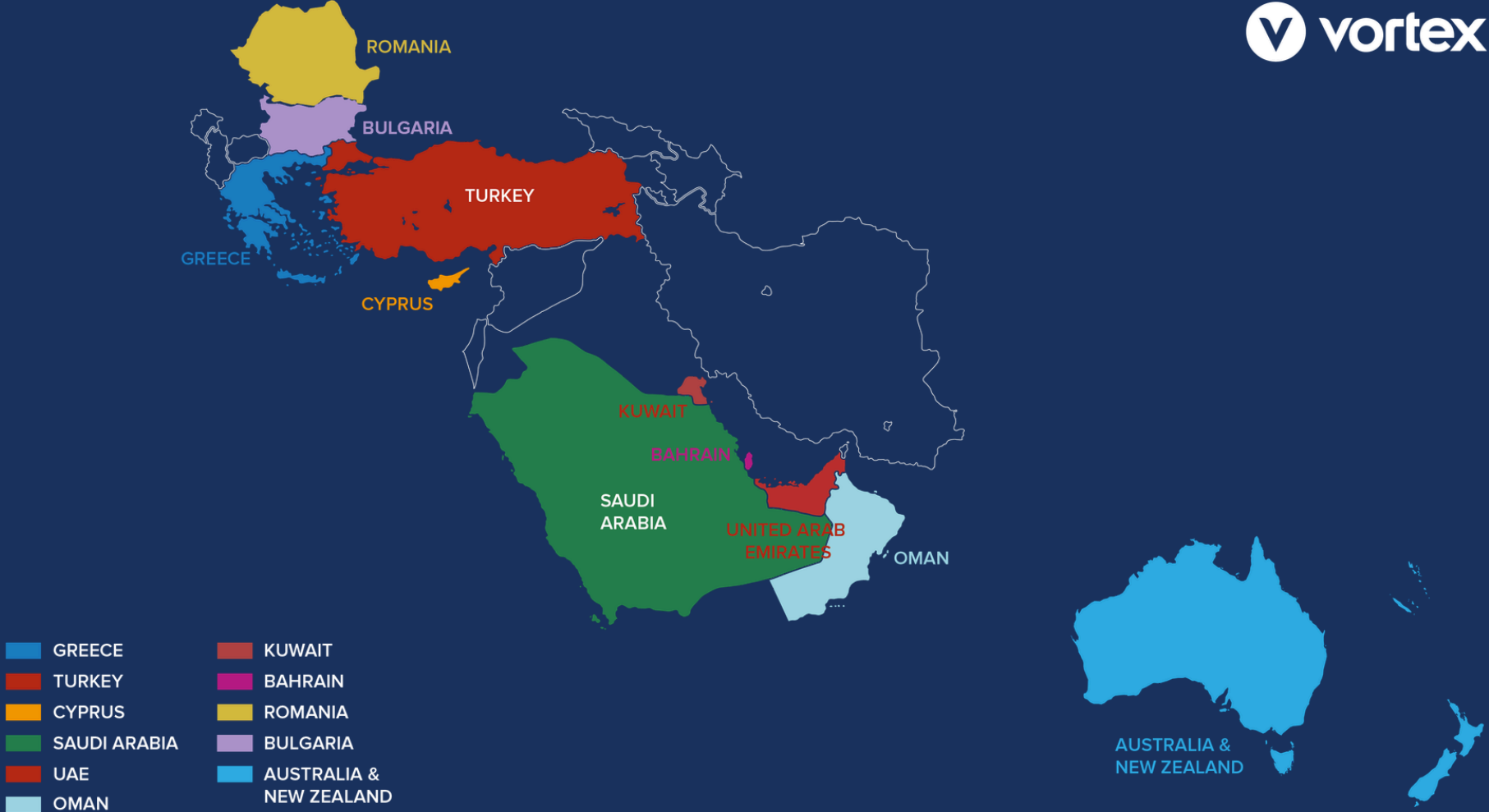


ELEVATORS



ELECTRICAL WORKS

PRESENCE



WHAT IS VORTEX CAFM FOR FACILITY MANAGEMENT?

- ✓ Vortex CAFM for Facility Management is a unified software platform purpose-built for modern facility operations, helping organizations plan, track, and optimize maintenance and service activities across buildings and assets to prevent downtime and service disruptions.
- ✓ It centralizes work orders, asset registers, preventive maintenance schedules, contractor management, and service requests in one system, ensuring full visibility and control.
- ✓ From MEP and HVAC to cleaning, security, and soft services, Vortex CAFM streamlines daily operations, improves response times, and enables smoother, more efficient facility management.

VORTEX SUITE ECOSYSTEM



VORTEX SUITE **PRODUCT** KEY DIFFERENTIATORS

- ✓ All-in-one Software Suite for your Technical Operations
- ✓ Purpose-built and Industry-specific Software Platform
- ✓ Modular – use and pay only what you really need
- ✓ Subscription based – Flexibility on users numbers
- ✓ Available In-cloud or On-premise
- ✓ Fully open architecture – Integrated with your existing Systems

VORTEX SOFTWARE COMPANY KEY DIFFERENTIATORS

- ✓ Leader in multiple markets, with niche expertise in others
- ✓ Software designed and developed by us for maximum flexibility
- ✓ Exclusive focus on software for technical operations
- ✓ Global experience combined with business agility “think global-act local philosophy”
- ✓ Customer-centric approach driving tailored solutions
- ✓ Commitment to innovation and continuous improvement

VORTEX CAFM MODULES



CAFM
ALL-IN-ONE



FIELD SERVICE MANAGEMENT



MAINTENANCE MANAGEMENT



INVENTORY MANAGEMENT



OFFERS MANAGEMENT



PROJECT MANAGEMENT



TICKETING MANAGEMENT

VORTEX FSM — FIELD SERVICE MANAGEMENT



VORTEX FSM is an innovative and specialized Field Service Management System that facilitates optimum scheduling, dispatching, and tracking the activities of field service technicians, monitors Preventive and Corrective Maintenance of Facilities and Assets, increasing the efficiency and effectiveness of operations, reducing downtime, and providing better customer service by ensuring that the right personnel are dispatched to the right location at the right time through the use of Mobile Application

- ✓ Facility and equipment registration
- ✓ Automatic task assignment & real-time progress tracking
- ✓ Mobile app with GPS, photos & signatures
- ✓ Contracts, recurring tasks & warranties
- ✓ KPIs, SLA reporting & analytics

VORTEX CMMS — MAINTENANCE MANAGEMENT



VORTEX CMMS is an innovative Asset Maintenance Management Software that facilitates the processes of maintenance operations, monitors Preventive and Corrective Maintenance of Equipment and Fixed Assets, improves the reliability and efficiency of equipment, reduces downtime, and saves money on maintenance costs by increasing technicians operational efficiency via an easy-to-use Mobile Application.

- ✓ Facility and equipment registration
- ✓ Preventive & Corrective Maintenance of Assets
- ✓ Mobile app with checklist, photos, spareparts
- ✓ Ticketing Web Portal
- ✓ KPIs, MTTR, MTBF

VORTEX CM — INVENTORY MANAGEMENT



VORTEX CM is a comprehensive commercial lifecycle operations system that facilitates invoicing to warehousing, and purchasing while assists companies in transacting securely with the clients and vendors.

- ✓ Inventory Management
- ✓ Purchasing & Vendors Management
- ✓ Stock Tracking
- ✓ Invoicing & Customer Management
- ✓ Real-time analytics

VORTEX CRM — CUSTOMER RELATIONSHIP MANAGEMENT

Seize the opportunity. Capture the Lead. Record your Pipeline. Generate Sales. Vortex CRM is the ideal software to Manage and Improve the relationships with your customers, prospects and partners. Following the customer-service concept, **VORTEX CRM** is the starting point for your daily follow-ups and sales endeavors.

- ✓ Customer profile with communications, meetings, documents & history
- ✓ Tracking of quotations, opportunities, and contracts
- ✓ Notifications, follow-ups, calendar & email sync
- ✓ Integration with Outlook / Google Calendar & ERP
- ✓ Real-time analytics



VORTEX PM — PROJECT MANAGEMENT

Use **Vortex PM** to set up each project's budget by associating your resources (materials and manpower), create work-orders in phases and setup each projects baseline as essential parameters for controlling the cost and progress.

- ✓ Multiple Projects
- ✓ Phases & Gantt Chart
- ✓ Budgeted vs Actual Cost
- ✓ Expenses Monitoring
- ✓ Technical Progress Monitoring
- ✓ Tasks Management



VORTEX HT — HELPDESK & TICKETING



Vortex HT is a HelpDesk & Ticketing system for submitting and managing customer requests either for support, sales or accounting issues. Each request creates a "Ticket", a case which, which is allocated to an operator for further arrangements and escalation, as required, while allows Customers to monitor the progress of their requests, online.

- ✓ Transform incoming emails into Tickets
- ✓ Automated replies
- ✓ Ticket history
- ✓ Workflows & Escalations
- ✓ Ticket progress monitoring
- ✓ SLA monitoring



SETTING THE STANDARD IN TECHNICAL OPERATIONS EXELENCE

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