



VORTEX SOFTWARE

CORPORATE PRESENTATION

WWW.VORTEXSUITE.COM/EN



VORTEX SUITE

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

VORTEX Suite is a comprehensive ecosystem of integrated purpose-specific applications that are bundled with configuration, training and support services in order to meet specific operation requirements



CLIENTS THAT TRUST US

GEK TERNA
GROUP OF COMPANIES


PHILIP MORRIS
INTERNATIONAL

Fourlis
GROUP OF COMPANIES

 **BRINKS**

G4S

K'ARCHER



Miele

 **عزیزی**
AZIZI

ΚΩΤΣΟΒΟΛΟΣ

COSTA
NAVARINO


MITSIS


GENERALI

HHG Hellenic
Healthcare
Group


security solutions

UNIGON
FACILITY & HUMAN SOLUTIONS

 **AUTON IGO**
INSURANCE
MANAGEMENT


ΒΕΡΓΙΝΑ
THEATRO

 cubitech
systems


CALDAENERGY
Generation of power & heat

KLIMART

INDUSTRIES

Vortex FSM is trusted by organizations across diverse industries to streamline operations and drive exceptional service delivery.



FACILITY
MANAGEMENT



SECURITY
SYSTEMS



ENERGY
SYSTEMS



FACTORIES



HOTEL
MAINTENANCE



HOSPITALS



HVAC
SYSTEMS



HEAVY
INDUSTRY



TELECOMMUNICATIONS



MEDICAL
EQUIPMENT



MALL



SUPER MARKETS



IT



PRINTING
SERVICES



COFFEE
MACHINES



MEP SERVICES



ELECTRICAL
APPLIANCES



ELECTRICAL
WORKS



PUBLIC
SERVICES



PEST CONTROL
SERVICES



AUTOMATION
SYSTEMS



INTERIOR
FIT-OUTS



CONSTRUCTION
SERVICES



PROPERTY
MANAGEMENT



SHIP REPAIR



SWIMMING
POOLS



ELEVATORS



FIRE SAFETY
SYSTEMS



AQUACULTURE



CLEANING
SERVICES



VENDING
MACHINES



LANDSCAPING

PRESENCE

Vortex Software empowers organizations across the Middle East and beyond with innovative solutions and local expertise.



WHAT IS **VORTEX**



Vortex Suite is a **Unified Software Platform** that is setting the standard in Technical Operations excellence.



It **unifies** critical functions such as Field Service, Maintenance, CRM, Project Management, Inventory Management, and Helpdesk into a single ecosystem.



It enables organizations to **plan, execute, and optimize** asset, maintenance, and field service activities through a single, intelligent environment.



VORTEX SUITE ECOSYSTEM

One suite. **Fully connected.** Endless possibilities.



VORTEX PRODUCTS PRESENTATION & KEY FEATURES



RELIABLE

Built for safety
and durability



ADVANCED

Engineered with
cutting-edge technology



EFFICIENT

Optimized performance
for every need



USER-FOCUSED

Designed with
you in mind



RESULTS DRIVEN

Delivering value
that matters

VORTEX CORE MODULES

Six powerful modules. **One unified platform.**
Streamline operations. Boost efficiency. Drive results.



ALL-IN-ONE



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 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 project baseline as essential parameters for controlling the cost and progress.



Multiple Projects



Phases & Gantt Chart



Budgeted vs Actual Cost



Expenses Monitoring

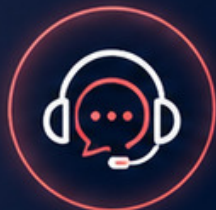


Technical Progress Monitoring



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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