



Smart service.
Connected teams.
Better outcomes.



WORK
MANAGEMENT



FIELD
VISIBILITY



PERFORMANCE
INSIGHTS

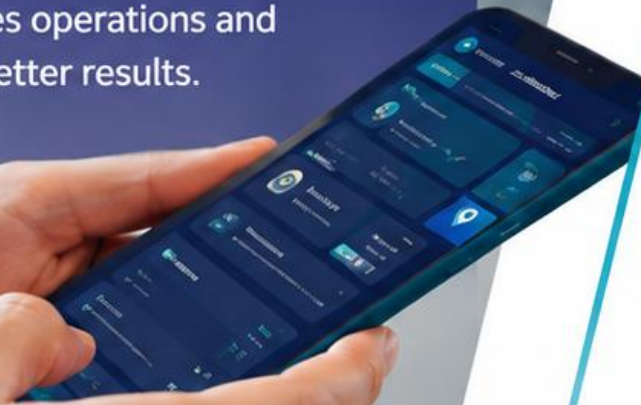


FIELD SERVICE MANAGEMENT

— AUTOMATE | CONNECT | OPTIMIZE | GROW —

What is VORTEX FSM

A complete Field Service Management solution that empowers your teams, optimizes operations and drives better results.



FIELD SERVICE MANAGEMENT

VORTEX FSM is an advanced and specialized software for:



Preventive and Corrective Maintenance of Facilities and Assets



Work Orders & Field Service Management



Asset Management & Asset Registry



Trouble - Ticketing & Request Web Portal



Mobile Application for field technicians to update work orders in real time



Partners Web Portal for Subcontractors access



Dynamic reporting and business analysis statistics

What is **VORTEX FSM**

A complete **Field Service** Management solution that empowers your teams, optimizes operations and drives better results.

FIELD SERVICE MANAGEMENT



Asset Management

Track, manage and maintain all your assets throughout their lifecycle.

01



Work Orders Management

Create, assign and monitor work orders efficiently from start to completion.

02



ASSET MANAGEMENT

MONITOR ASSET BASED ON: _____



Asset List



Asset Configuration (S/N, Warranty Expiration)



Asset Maintenance Plans



Asset History



Measurements



BMS Integration



ERP Integration



ASSET MANAGEMENT


COMPANY
A

01

Create one or
multiple companies

02

Create multiple sites
with map location

03

Create multiple
zones/sections and
installations

04

Register multiple
assets/equipment
for each site

05

Detailed information of
technical attributes of
each asset



SITES

Create multiple sites with map location



ZONES / SECTIONS / INSTALLATIONS

Create multiple zones/sections
and installations



ASSETS / EQUIPMENT

Register multiple assets/equipment
for each site with:

- group/subgroup
- photo
- contracts
- maintenance plans
- work history



ASSET DETAILS

Detailed information of technical attributes
of each asset like:

- Technical details
- warranty expiration
- manuals
- photos
- etc.



WORKORDERS MANAGEMENT



ASSIGN WORK ORDER BASED ON: _____



Technicians Skills



Corrective or Preventive Maintenance



Asset Category



Asset location



Technicians Live Map Location



Technicians Availability



Available Slots



WORK ORDERS WORKFLOW

01



Client creates new request through:

- Incoming call
- Customer portal
- Incoming email

02



Work order assignment to a technician based on:

- Availability
- Skills
- Area

03



Technician's Mobile Application

- Update workorder status
- Speech-to-text comments
- Spare parts
- Photos
- Check-in/out

04



Work orders monitoring by the dispatcher

05



Back Office live update about the workorder result



WHY VORTEX

ASSET MANAGEMENT:



Detailed info on
Assets History &
Location



Spare Parts
Usage



Accurate Service
planning (avoid
breakdowns)



Measurements
History



Inventory
Monitoring



Photos of
Assets



WHY VORTEX

INCREASED CAPACITY:



Increase visibility
of technicians positioning



Optimize dispatching process
by managing Technicians /
Work Orders on Google Maps



Increase capacity
of technicians per day by
optimizing work order dispatching



WHY VORTEX

REDUCED COSTS:



Reduce travel costs

by optimizing workorders scheduling



Accelerate travel time

between workorders



WHY VORTEX

CUSTOMER SATISFACTION: _____



Monitor Quality of Service/Technician assessment (Rating)



Assure Quality through predefined checking lists



Get Customer verification with electronic signature



Reports on Performance, Productivity, Efficiency
and Quality of Service



WHY VORTEX

WORK ORDERS SCHEDULING:



Automate all processes



Seamless scheduling optimization



Real-time monitoring of tasks



Smart Reporting



Easy Reporting for Technician



Easy access to information



Preventive Checklists



WHY VORTEX

IMPROVED DECISION MAKING:



Asset life-cycle evaluation



Technicians' Response time



Technicians' Qualitative Rating



SLA Monitoring & Productivity Assessment



Smart Reporting & KPI's



Spare Parts Budgeting



Work hours Spent & Paid

INTERFACE



01

BACKOFFICE



02

MOBILE
APPLICATION



03

CUSTOMER
WEB PORTAL



04

SUBCONTRACTORS
WEB PORTAL

INTERFACE – BACKOFFICE



BACKOFFICE CONTROL CENTER

Centralized management of Assets, Work Orders, Scheduling and Reporting.



DASHBOARD

Real-time overview of operations and KPIs



WORK ORDERS

Manage work orders through full lifecycle



ASSETS

Complete asset registry and management



SCHEDULING

Smart scheduling and optimized dispatching



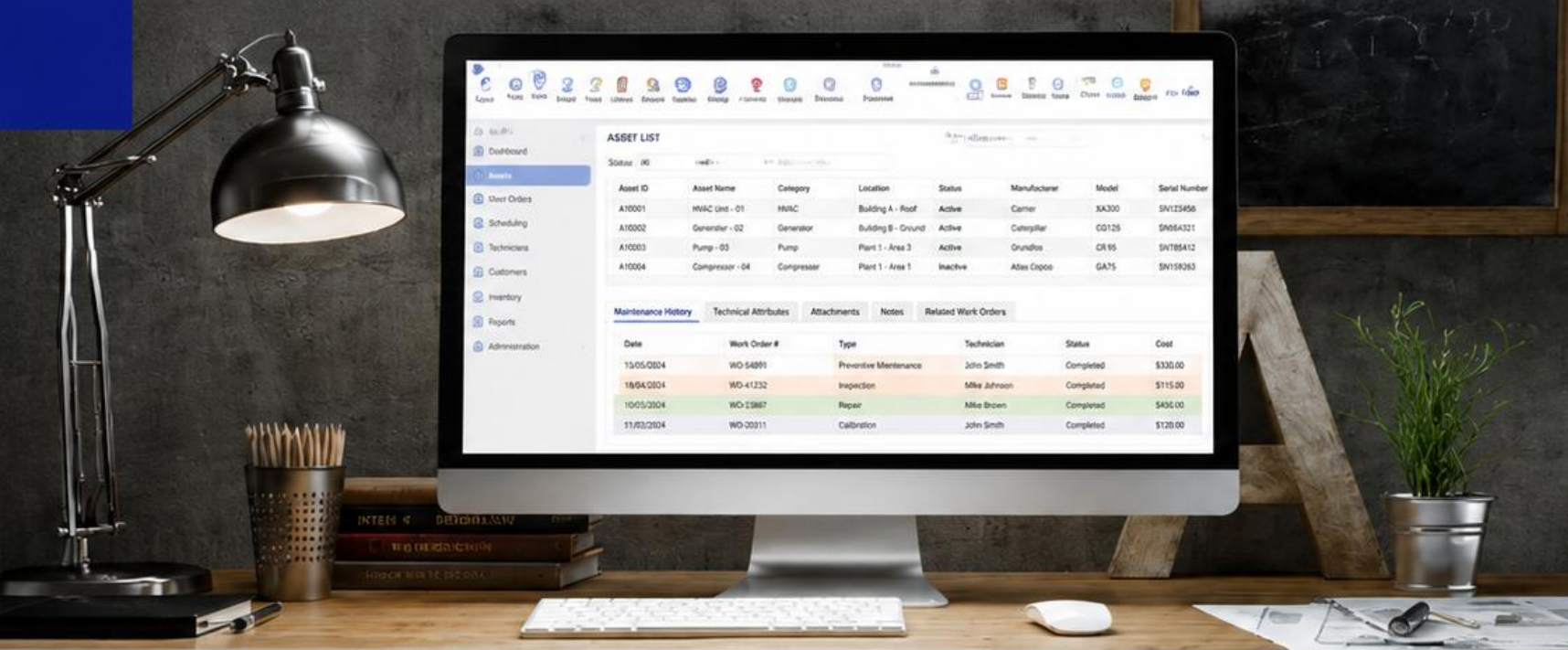
REPORTING

Advanced analytics and KPI reporting



INVENTORY

Spare parts and inventory management



BACK OFFICE SYSTEM



BACK OFFICE SYSTEM

A comprehensive back office platform to manage assets, maintenance, and technical information efficiently and effectively.



Detailed Asset List

View and manage all assets with comprehensive information including status, location and specifications.



Asset Maintenance History

Track complete maintenance history, work orders, costs, technicians and performance.



Asset Technical Attributes & Configuration

View and manage technical specifications, configurations, components and related documentation.



BACK OFFICE SYSTEM



BACK OFFICE SYSTEM

Manage all work orders efficiently with advanced filtering, status tracking and real-time visibility.



Work Orders List

View all work orders in a centralized list with complete details including customer, asset, technician, priority and due dates.



Status Color Indication

Instant visual identification of work order status with color codes for quick and easy tracking.



Filtering and Grouping

Filter and group work orders by status, priority, technician, customer, location and more for better organization.



Real-time Overview

Monitor work orders in real time and stay updated on progress, delays and upcoming tasks.



Plan Well.
Work Smart.

BACK OFFICE SYSTEM



BACK OFFICE SYSTEM

A powerful back office platform to automate scheduling, monitor availability, manage SLAs and keep your team and customers informed.



Automated Scheduling Processes

Optimize resource allocation and create schedules automatically based on skills, priority and availability.



Availability Overview

Get a real-time view of technician availability, workload and upcoming assignments.



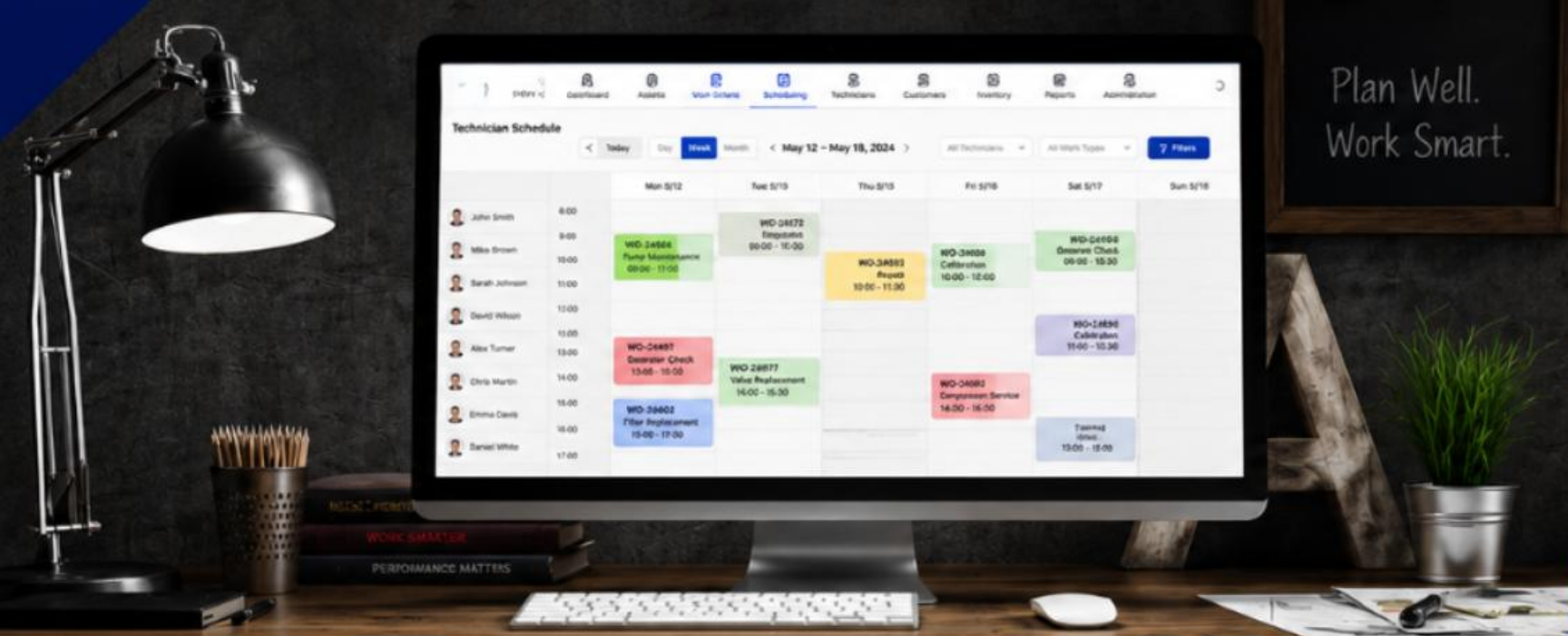
SLA's Monitoring

Track SLA compliance in real time and identify at-risk work orders before they impact performance.



Notifications & Alerts

Stay informed with automatic notifications and alerts for critical events and updates.



Plan Well.
Work Smart.



BACK OFFICE SYSTEM SCHEDULING & DISPATCHING



SCHEDULING CENTER

Plan, assign and optimize technician schedules in real time. Improve resource utilization, meet SLAs and deliver exceptional service.



Multiple Calendars (Month/Week/Day)

View schedules in Month, Week or Day view to plan and manage resources effectively.



Status Color Indication

Instantly identify work order status and technician availability with intuitive color coding.



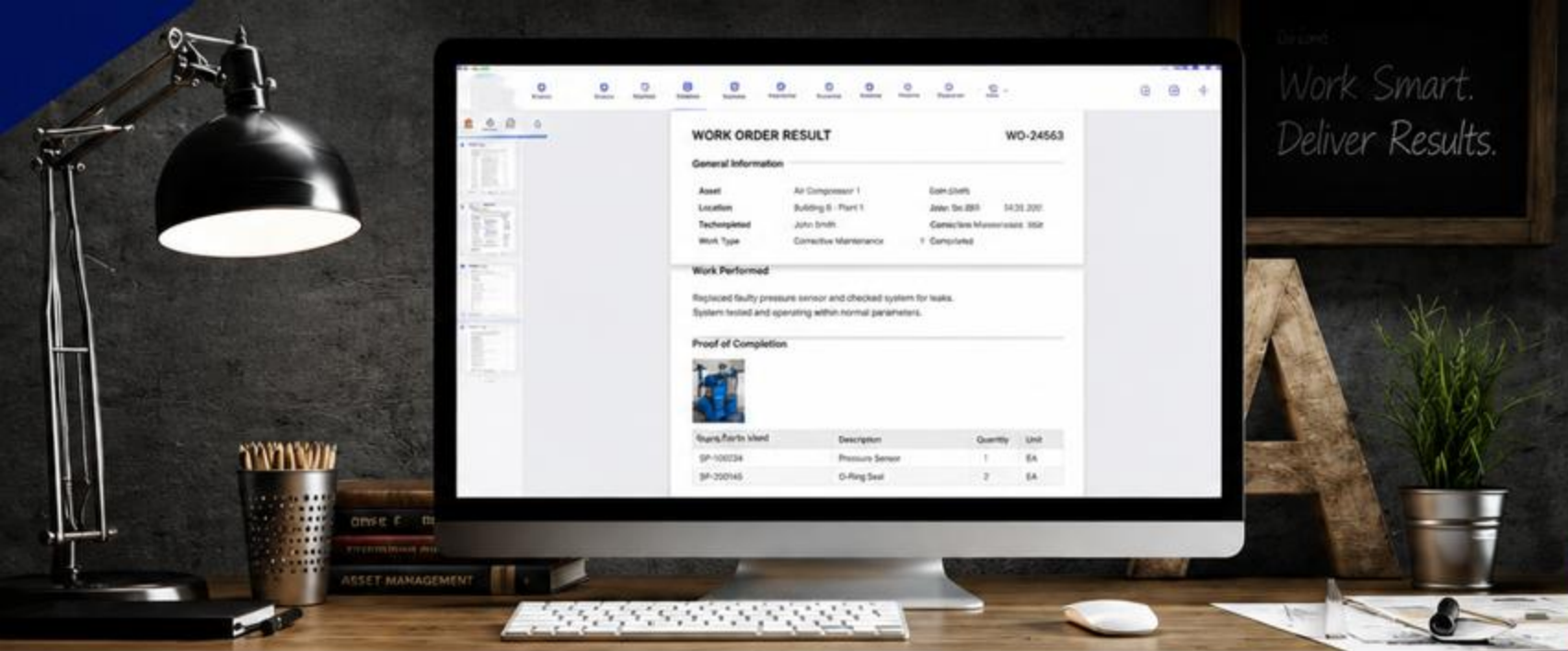
Filtering

Filter by technician, location, work type, priority and more to quickly find what you need.



Drag 'n Drop Reassignment

Easily drag and drop work orders to reassign or reschedule in real time.



BACK OFFICE SYSTEM



BACK OFFICE SYSTEM

Capture and review work order results with complete details, proof of completion and parts used for full accountability and traceability.



Work Order Result Overview

View completed work order details including asset, technician, work performed and final status.



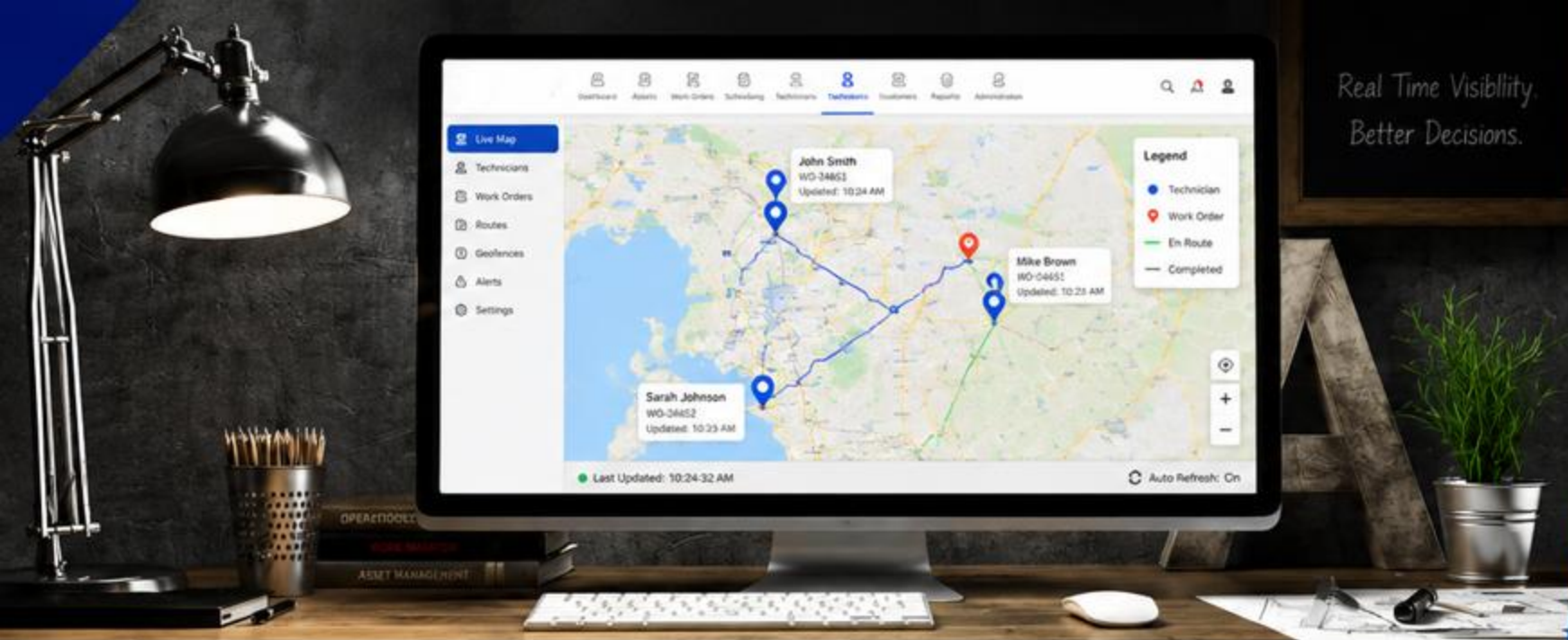
Proof of Completion

Attach and store photos or documents as proof of completion for full traceability.



Spare Parts Used

Track and record all spare parts used during the job for accurate inventory and cost control.



Real Time Visibility.
Better Decisions.



BACK OFFICE LIVE MAP & TRACKING



LIVE MAP & TRACKING

Monitor technician locations in real time, optimize routes, and improve response times to deliver exceptional field service.



Technicians' Real Time Map Location

View all technicians on the map with live location updates and current job information.



Route Calculation

Automatically calculate the best routes to work orders and minimize travel time.



Last Update Timestamp

See the exact time of the last location update to ensure accurate real-time tracking.



Nearby Resource Visibility

Identify the closest available technician to respond faster to new or urgent requests.



BACK OFFICE SYSTEM REPORTS & ANALYTICS



REPORTS & ANALYTICS

Gain powerful insights with real-time reporting and analytics to drive performance, optimize operations and make data-driven decisions.



Dynamic Reporting

Create custom reports and dashboards with real-time data to analyze performance and trends.



Performance KPIs

Track key performance indicators to measure operational efficiency and service quality.



Asset KPIs

Monitor asset utilization, health, downtime and maintenance costs to maximize asset performance.



Technicians KPIs

Evaluate technician productivity, response times, first-time fix rates and customer satisfaction.

INTERFACE – MOBILE APPLICATION

01

BACKOFFICE

02

MOBILE
APPLICATION

03

CUSTOMER
WEB PORTAL

04

SUBCONTRACTORS
WEB PORTAL

MOBILE FIELD APPLICATION

Empowering technicians to manage work orders, assets and customer interactions in real time.



WORK ORDERS

Receive, update and complete work orders directly from the field.



GPS TRACKING

Real-time technician location and optimized route visibility.



PHOTOS & SIGNATURES

Capture proof of completion and customer approval.



VOICE NOTES

Speech-to-text updates for faster field reporting.



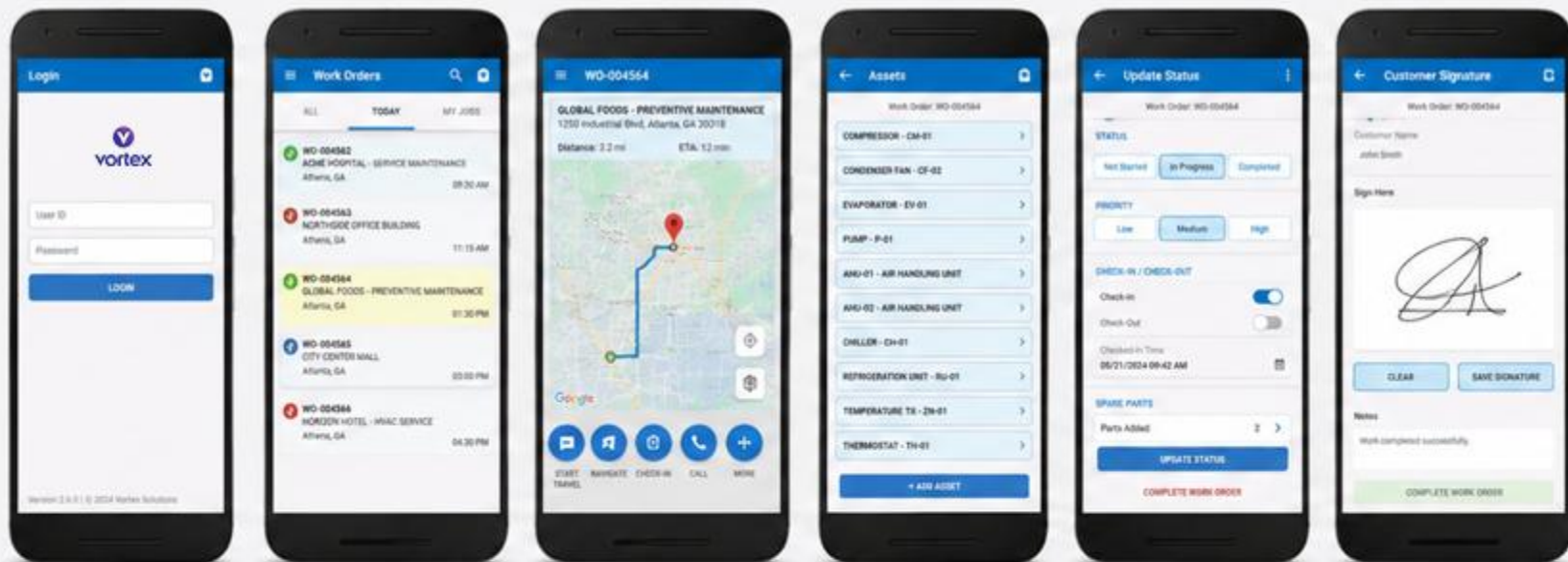
SPARE PARTS

Register consumed materials directly from site.



OFFLINE MODE

Continue working even without internet connectivity.



TECHNICIAN MOBILE APPLICATION



TECHNICIAN MOBILE APPLICATION

All the tools technicians need to manage work orders, assets and customer interactions anytime, anywhere.



Work Orders' List

View and manage assigned work orders with real-time status.



Start Travel button

Start travel and get directions to the job location.



Check-in/Out

Check-in when you start and check-out when you complete the job.



Google Maps Navigation

Integrated Google Maps for optimized route navigation.



Add Spare-parts

Add and manage spare parts used on site.



View/Edit Asset list

View and update asset information in the field.



Status Update & Work Order Completion

Update job status and complete work orders with notes and signatures.

INTERFACE – CUSTOMER WEB PORTAL



CUSTOMER SELF-SERVICE PORTAL

Real-time access to work orders, assets and service information.



CREATE REQUESTS

Submit service requests online anytime, anywhere.



TRACK WORK ORDERS

Follow the status and progress of your work orders in real time.



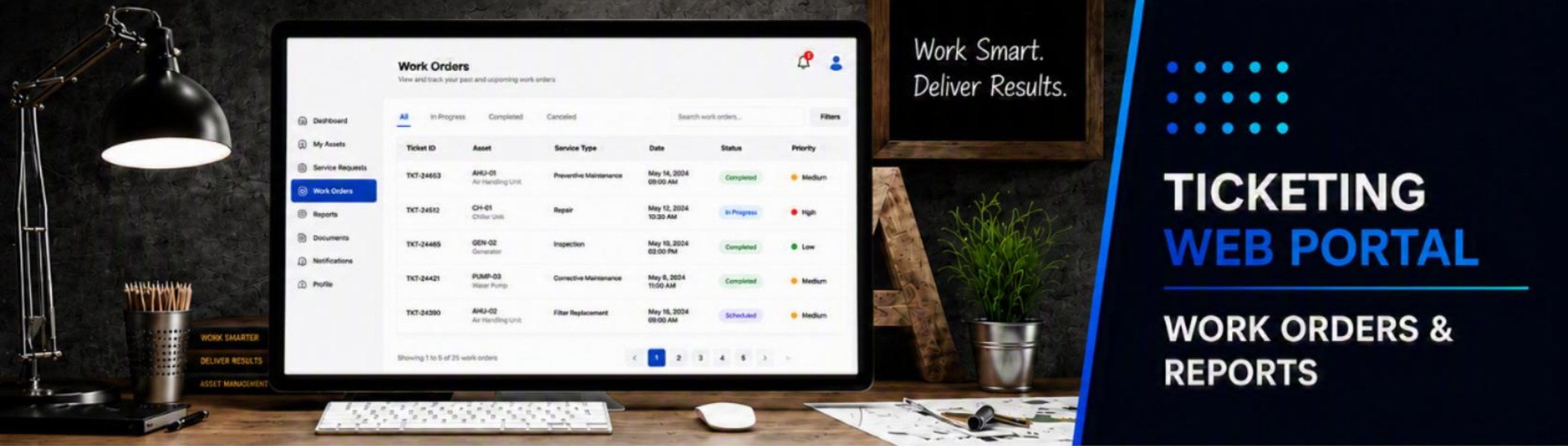
ASSET HISTORY

View asset details, maintenance history and documentation.



SERVICE REPORTS

Access completed service reports and performance summaries.



Work Smart.
Deliver Results.



TICKETING WEB PORTAL

WORK ORDERS & REPORTS



TICKETING WEB PORTAL

Access current and historical work orders, download reports and evaluate service quality through a single self-service portal.



Raise New Service Requests

Create and submit service requests quickly and easily.



Select Equipment from Asset List

Choose equipment from your registered assets.



Describe Request Details

Provide detailed information about the issue.



Upload Photos & Attachments

Attach images or documents to support your request.



Track Request Progress

Monitor status and progress in real time.



Receive Status Notifications

Get instant updates and notifications on your requests.

INTERFACE – SUBCONTRACTORS WEB PORTAL



SUBCONTRACTOR SELF-SERVICE PORTAL

Empower subcontractors to manage assigned work and update job progress.



COMPLETE WORKORDER

Mark workorders as complete and update job status.



SET CHECK-IN/OUT TIME

Record check-in and check-out times to track job duration.



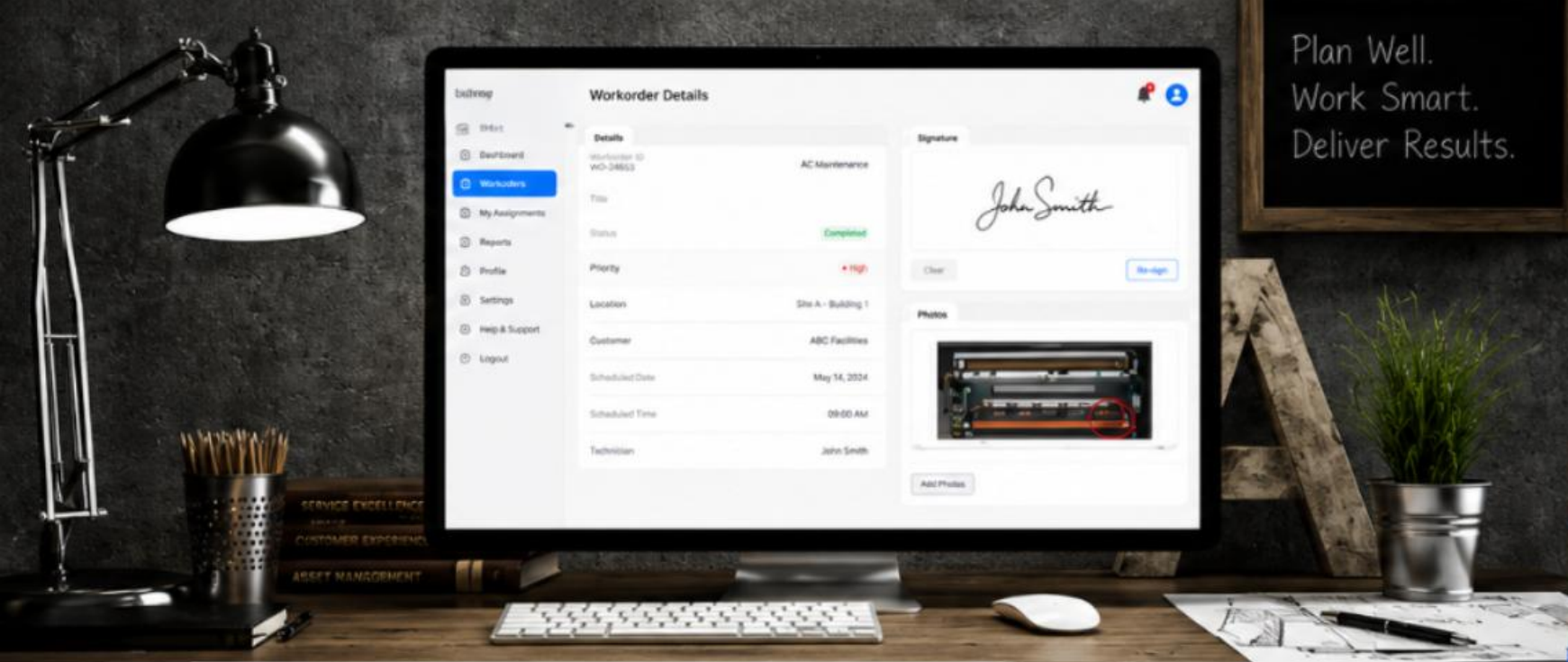
ADD PHOTOS

Capture and upload photos to document work performed.



TAKE CUSTOMER SIGNATURE

Collect customer signature to confirm completion and approval.



SUBCONTRACTORS WEB PORTAL

WORK ORDERS & MANAGEMENT



SUBCONTRACTORS WEB PORTAL

Manage work orders efficiently by completing jobs, capturing details and ensuring customer approval.



Complete Workorder

Mark workorders as complete and update job status in real time.



Set Check-in/Out Time

Record check-in and check-out times to track job duration accurately.



Add Photos

Capture and upload photos to document work performed and site conditions.



Take Customer Signature

Collect customer signature to confirm completion and ensure job approval.

BENEFITS



DETAILED ASSET MANAGEMENT

Maintain comprehensive asset information and service history.



WORKORDER HISTORY

Track and review complete workorder history and activities.



OPTIMIZED ASSET MAINTENANCE

Improve asset reliability with planned and preventive maintenance.



MINIMIZED COSTS

Reduce operational and maintenance costs through efficient management.



DYNAMIC STATISTICS

Access real-time insights and reports for better decision making.



INCREASED PRODUCTIVITY

Streamline processes and empower teams to achieve more in less time.



Thank You!



www.vortexsuite.com