



SETTING THE STANDARD IN TECHNICAL
OPERATIONS EXCELLENCE



Industries For Vortex

The Ideal Software For Industries

ENERGY SYSTEMS

SECURITY SYSTEMS

FACTORIES

TELECOMMUNICATIONS

MALL

SUPER MARKETS

IT

HOTEL MAINTENANCE

PRINTING SERVICES

COFFEE MACHINES

FACILITY MANAGEMENT

HVAC SYSTEMS

MEP SERVICES

REPAIR OF ELECTRICAL APPLIANCES

ELECTRICAL WORKS & INSTALLATIONS

MEDICAL EQUIPMENT

PUBLIC SERVICES

PEST CONTROL SERVICES

AUTOMATION SYSTEMS

INTERIOR FIT-OUTS

CONSTRUCTION SERVICES

PROPERTY MANAGEMENT

SHIP REPAIR

ELEVATORS

FIRE SAFETAY SYSTEMS

CLEANING SERVICES

VENDING MACHINES

LANDSCAPING

Global Presence



Software Solutions for your Business



vortexFSM
FIELD SERVICE MANAGEMENT

An innovative Asset Maintenance and Field Service Management System that facilitates Preventive and Corrective Maintenance of Facilities and Assets, increasing Field Technicians efficiency through the optimization of the dispatching process with the use of Mobile Application.



vortexCMMS
MAINTENANCE MANAGEMENT SYSTEM

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.



vortexCM
COMMERCIAL MANAGEMENT

A comprehensive commercial lifecycle operations system that facilitates Invoicing, Warehousing and Purchasing while assists companies in transacting securely with Clients and vendors. Provides the functionalities and automations that will enhance the daily transactions of an organisation.



vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT

A friendly and flexible environment to manage and improve the relationship with your customers and partners, existing or prospective. It's the ideal solution for your daily sales opportunities and follow-ups, while assists in the Sales and Commercial Strategy of your company.



vortexPM
PROJECT MANAGEMENT

A comprehensive system that facilitates the Planning, Coordination and Implementation of a Project. Establishes the budget of each Project, analyzes the estimated execution time of each work-order, checks the cost and delivery time, as well as the minimum amount of disruptions, overlaps and conflicts.



vortexHT
HELPDESK TICKETING

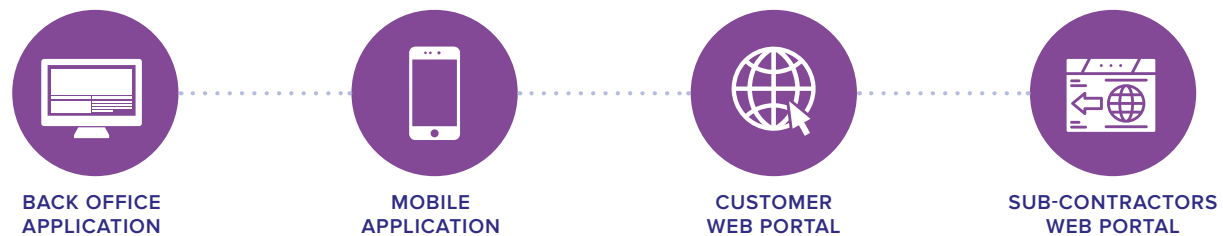
A user-friendly HelpDesk & Trouble-Ticketing system for submitting and managing customer requests. Aims at the effective Customer Service Quality and cross-team collaboration. A seamless and omnichannel solution to track and handle Customer issues effectively.

THE ONLY ALL IN ONE COMPREHENSIVE AND FULLY INTEGRATED SOFTWARE SUITE

- ☒ Field Service Management (FSM)
 ☒ Customer Relationship Management (CRM)
- ☒ Maintenance Management (CMMS)
 ☒ Project Management (PM) and
- ☒ Commercial Management (CM)
 ☒ HelpDesk - Ticketing (HT)

User-friendly applications that offer a feature-rich collaborative environment in the office and the field, fully tailor-made to the needs of the client and with a medium cost.

USER INTERFACE



Benefits



CUSTOMER REVIEWS



Panos Gikas
Group Digital Transformation Officer
GEK TERNA

he deployment of Vortex Software Suite at GEK SERVICES, member of GEK Terna Group, has significantly optimized our field service and asset management operations. By centralizing facility and field workflows, the platform enables real-time operational visibility, enhanced asset tracking, and seamless data flow between teams. Its advanced coordination tools and mobile integration have reduced response latency, improved task execution accuracy, and driven measurable gains in resource efficiency and service delivery performance.



Evdokia Manolaki
Operations Support Manager
UNIGON

Integrating Vortex Software Suite into our operations has significantly enhanced field team coordination and overall process efficiency. With real-time data access, task automation, and centralized asset tracking, we've minimized operational delays and improved resource allocation. The platform's robust reporting and mobile capabilities have empowered our teams to execute with greater precision and responsiveness in the field.



OPTIMIZE THE MAINTENANCE OF YOUR ASSETS LIKE NEVER BEFORE!

VORTEX FSM is an innovative and specialized **Asset Maintenance and Field Service Management System** that facilitates preventive and corrective maintenance of facilities and assets, increasing Field Technicians efficiency through the optimization of the dispatching process with the use of Mobile Application.

Either as a modern FSM or a CAFM software or a CMMS, VORTEX FSM provides full Asset Registrar, Trouble-Ticketing Web Portal, incorporating the related maintenance history as recorded by field technicians through a **Mobile Application** or a Sub Contractor's Web Portal and further presented via dynamic reports and specialized business analytics dashboards.

BENEFITS VORTEX FSM



FEATURES VORTEX FSM

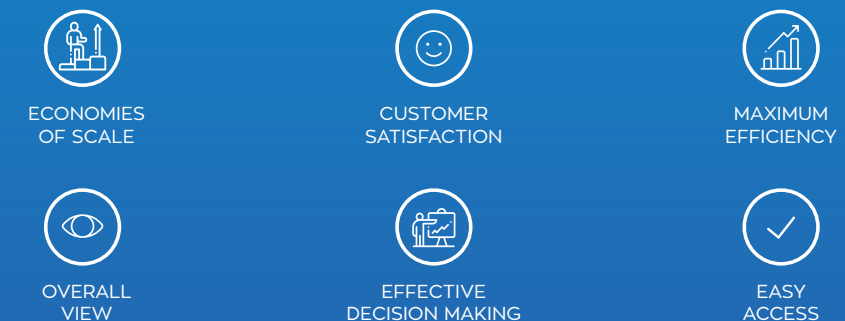


OPTIMIZE THE MAINTENANCE OF YOUR ASSETS LIKE NEVER BEFORE!

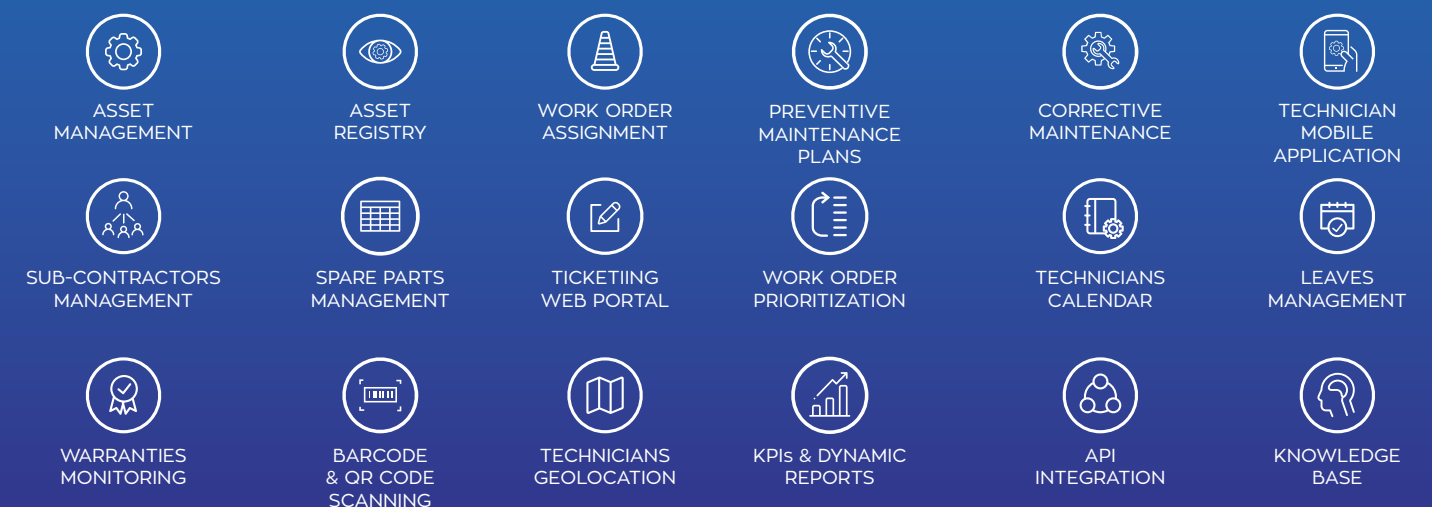
VORTEX CMMS is an innovative Asset Maintenance Management Software that facilitates the processes of maintenance operations, monitors **Preventive and Corrective Maintenance** of Equipment and Fixed Assets, improves the reliability and efficiency of equipment, reduces downtime, and saves money on maintenance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

Integrated with all the other VORTEX Suite applications, VORTEX CMMS provides full **Asset Registrar, Work-Order management, Materials and Inventory** monitoring as well as a dedicated Trouble-Ticketing Web Portal, incorporating the related maintenance history as recorded either through the technician's Mobile Application or a Sub-Contractor's Web Portal and further analyzed through KPIs and personalized Business Analytics dashboards.

BENEFITS VORTEX CMMS



FEATURES VORTEX CMMS





SIMPLE & EFFICIENT PROCESSING OF YOUR COMMERCIAL OPERATIONS

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

Integrated with all the other VORTEX Suite applications, VORTEX CM enhances transparency and increases just-in-time delivery of goods and services, aligning demand with supply and controlling cost and time.

BENEFITS VORTEX CM



MODERN & USER
FRIENDLY
INTERFACE



DYNAMIC
STATISTICS



CLOUD & ON-PREMISE
OPERATION



INTEGRATED
CRM
FUNCTIONALITY



UNLIMITED
CUSTOMISATION



ACCESS
FROM ANYWHERE

FEATURES VORTEX CM



ACCOUNTS



INVENTORY



SALES



PURCHASES



ORDERS



COLLECTIONS /
PAYMENTS



BANKNOTES



SALESPERSONS
MANAGEMENT



STATISTICS -
REPORTS



ECOMMERCE



INTEGRATION



MOBILE
INVOICING



GIVE YOUR CUSTOMER THE ATTENTION THEY DESERVE

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.

Integrated with all the other VORTEX Suite applications, VORTEX CRM is a new kind of a Customer Relationship Management software that provides sales clarity and assists in the Sales and Commercial Strategy of your company.

BENEFITS VORTEX CMMS



SALES
INCREASE



ERRORS
MINIMIZATION



PRODUCTIVITY
INCREASE



AUTOMATED
STATISTICS



COMPLETE OVERVIEW
FOR EVERY CUSTOMER



BUSINESS
COHESION

FEATURES VORTEX CMMS



CUSTOMER
MANAGEMENT



SALES
CONSULTANTS



QUOTES
MANAGEMENT



ACTION
MANAGEMENT



MEETINGS
MANAGEMENT



CALL
FORWARDING



MAIL
MANAGEMENT



CONTRACT
MANAGEMENT



DOCUMENT
MANAGEMENT



MOBILE
APPLICATION



PRODUCT
GUARANTEE
MONITORING



SWOT
ANALYSIS



TASK
CALENDAR



KNOWLEDGE
BASE



GOOGLE &
OUTLOOK
CALENDAR



ERP
INTEGRATION



SMS
MARKETING



CALLER ID
RECOGNITION



REPORTS &
STATISTICS



FLOW
RULES



BIRTHDAYS
& NAMEDAYS
CALENDAR



LEAVE
MANAGEMENT



SUB-
CONTRACTORS



USER ACCESS
RIGHTS



PROJECT
MANAGEMENT



RECURRENT
TASKS



MARKETING
CAMPAIGNS





MANAGE PROJECTS & RESOURCES IN A SIMPLE AND EFFICIENT WAY

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.

Integrated with all the other VORTEX Suite applications, VORTEX PM enhances project control, cost control, field productivity and facilitates the timely delivery of goods and services of each project.



BENEFITS VORTEX PM



EFFICIENCY
INCREASE



CUSTOMER
SATISFACTION



OPTIMUM RESOURCE
ALLOCATION



AUTOMATED
STATISTICS



EFFECTIVE GROUP
COOPERATION



RISK
EVALUATION

FEATURES VORTEX PM



MULTIPLE
PROJECTS
MANAGEMENT



PHASE
MANAGEMENT



GANTT
CHART



PROJECT
SCHEDULING



PHASE
DEPENDENCY



COST
MANAGEMENT



RESOURCE
MANAGEMENT



PHASE
PRIORITIZATION



COST
BUDGETING



TIMEFRAME
CALCULATION



EXPENSES
MONITORING



PROJECT
COMPLETION
RATE



WORK ORDER
ASSIGNMENT



REPORTS &
STATISTICS



A SEAMLESS AND OMNICHANNEL SOLUTION TO HANDLE CUSTOMER ISSUES EFFECTIVELY

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.

Integrated with all the other VORTEX Suite applications, VORTEX HT assists in the expediet Ticket resolution, while the Customer has the option of rating the Quality-of-Service provided and the Management to generate the necessary statistics and KPIs via dynamic reports and business analytics.

BENEFITS VORTEX HT



EASY MONITORING
OF REQUESTS



AGILITY FOR
YOUR
ORGANIZATION



EFFICIENCY
FOR AGENTS



CONVENIENCE
FOR CUSTOMERS



COST
REDUCTION



DYNAMIC
STATISTICS



FEATURES VORTEX HT



TICKETING
MANAGEMENT



INTERDEPARTMENTAL
CONNECTIVITY



REQUESTS
REDIRECTION



SEAMLESS
COMMUNICATION



MONITORING OF
PROCESSING
REQUESTS



DETAILED
REQUEST
HISTORY



PRIORITIZATION
OF REQUESTS



AUTOMATIC
REPLY
TO CUSTOMERS



TECHNICAL
SUPPORT
24/7



REPORTS +
STATISTICS



QUALITY OF
SERVICE
EVALUATION



INTEGRATION
(FSM/ CMR/
PORTAL)

Smart Analysis

>> Smooth Implementation

>> Successful Delivery

SEVEN STAGES SALES PROCESS FOR BETTER ACCURACY

At Vortex Software, we follow a structured six-stage sales process designed to ensure precision, transparency, and alignment with our customers' needs. From the initial project evaluation to the final order placement, each step is carefully executed to deliver the best possible solution. Our approach enhances accuracy, minimizes risks, and ensures a seamless transition from analysis to implementation.



IMPLEMENTATION PHILOSOPHY

Vortex Software is committed to completing your project on schedule, within the defined scope, and within budget. To achieve this, we utilize a well-established implementation methodology that serves as a strategic roadmap for success. This approach fosters close collaboration between your company and Vortex Software, ensuring that your project aligns with your expectations at every stage. By promoting clear communication and teamwork, we facilitate a seamless progression through each phase of the project.

- ✓ DEDICATED PROJECT TEAM
- ✓ DOMAIN EXPERTISE
- ✓ FOCUS ON KNOWLEDGE TRANSFER
- ✓ PROJECT GOVERNANCE
- ✓ ACCURATE PROJECT REPORTING
- ✓ ACTIVE STEERING COMMITTEE

OUR PEOPLE



VORTEX PROJECT METHODOLOGY

Five Implementation phases



SUSTAIN PHASE

This stage focuses on transitioning the system into full operation, providing post-implementation support, and ensuring long-term success. It includes performance optimization, system upgrades, and enhancements to continuously improve the delivered solution.

- Vortex Support
- Software Maintenance Contracts
- Prepaid support hours bundles
- Strong Experienced Team
- Goal to solve root issues, not just symptoms
- Internal advanced ticketing system through Vortex CRM
- Multiple contact Methods (Phone, email, Customer portal, remote calls)

Clients that trust us





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