



VORTEX SOFTWARE

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

CE

Miele

 **عزیزی**
AZIZI

ΚΩΤΣΟΒΟΛΟΣ

COSTA
NAVARINO


MITSIS


GENERALI

HHG Hellenic
Healthcare
Group

esa
security solutions

UNISON
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 CORE MODULES

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



ALL-IN-ONE



WHY COMPANIES CHOOSE



ASSET MANAGEMENT

COMPLETE VISIBILITY.

TOTAL CONTROL.

Manage all your assets and equipment across locations and teams. From maintenance to performance, everything in one place.



Centralized Asset Registry

Store all asset and equipment information in a single, structured database.



Real-Time Tracking

Monitor status, location, utilization and performance in real time.



Maintenance & Compliance

Automate schedules, inspections and compliance to reduce risk and downtime.



History & Documentation

Access complete service history, documents, warranties and SLA performance.



Smart Insights

Leverage analytics to optimize asset performance and lifecycle value.



FACILITIES



MANUFACTURING



ENERGY



TRANSPORTATION



HEALTHCARE



AND MORE

ASSET OVERVIEW



Total Assets

12,458



Operational

10,162



Under Maintenance

156



Out of Service

140

ASSET DETAIL



Asset ID	PMP-001245
Category	Pumps
Location	Production Plant A
Status	Operational
Manufacturer	Grundfos
Installation Date	12 Apr 2022
Last Service	03 May 2024
Next Service	03 Aug 2024

ASSET HEALTH



Performance	Good
Utilization	Good
Condition	Good
Maintenance	Due soon



COMPLETE VISIBILITY

See all your assets anytime, anywhere.



ACCURATE CONTROL

Make informed decisions with trusted data.



MAXIMIZE UPTIME

Prevent issues and reduce downtime.



REDUCE COSTS

Optimize maintenance and extend asset life.



SUSTAINABLE OPERATIONS

Improve efficiency and support your ESG goals.

MOBILE WORKFORCE MANAGEMENT



Technician Mobile App

TECHNICIANS CAN:



Receive work orders

Get real-time assignments and updates.



View customer history

Access complete service and asset history.



Access manuals

Find the right information instantly.



Record activities

Log time, notes, and updates on the go.



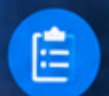
Capture photos

Document issues and completed work.



Collect signatures

Get approvals and close jobs faster.



New Work Order

#WO-10458

High Priority



Location

2.3 km away



ETA

20 min



Job Status

In Progress



Real-time Sync

Always up to date.



Works Offline

Stay productive anywhere.



Secure & Reliable

Enterprise-grade security.



Faster & Smarter

Boost productivity in the field.



Everything from a
smartphone or tablet.



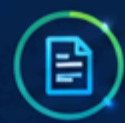
20-30%

Increase in
technician
productivity



15-25%

Faster job
completion



30%

Less paperwork
and manual entry



Higher

First-time
fix rates



Better

customer
satisfaction

SERVICE REQUEST MANAGEMENT



Faster Ticket Handling

FSM enables:



Automatic ticket creation

Capture requests from multiple channels instantly.



Priority classification

Intelligent routing based on urgency and impact.



SLA assignment

Apply the right SLA policies automatically.



Escalation workflows

Auto-escalate delays and keep things on track.

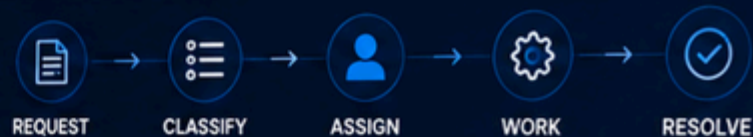


Real-time tracking

End-to-end visibility from request to resolution.



No request gets **lost**.



Request Received

Email / Portal / Phone / Chat



Assigned

Priority: **High**

SLA: 4h



In Progress

Technician: John D.

ETA: 02:30 PM



30%

Faster ticket handling



20%

Improvement in first response time



25%

Increase in team productivity



100%

Visibility across all requests

INTELLIGENT SCHEDULING



Assign the Right Technician

CONSIDER:



Skills

Match the right expertise to the job requirements.



Certifications

Ensure compliance and job eligibility with certified technicians.



Availability

Real-time visibility into technician availability.



Location

Reduce travel time with proximity-based assignment.



Workload

Balance workloads to optimize capacity and prevent burnout.



RESULT:

Faster response and higher first-time fix rates.



20–30%
Faster response time



15–25%
Increase in first-time fix rates



Better resource utilization

DISPATCH OPTIMIZATION

Reduce Travel Time

BENEFITS:



Route optimization

Find the fastest and most efficient routes.



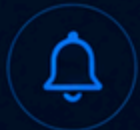
GPS visibility

Real-time technician locations and job status.



Dynamic reassignment

Adapt to changes and reassign jobs on the go.



Emergency dispatching

Prioritize urgent jobs and dispatch instantly.



More jobs **completed** per day.



Optimized Route

Distance reduced by **18%**
Time saved by **23%**



15–25%

Reduction in
travel time



20–30%

More jobs completed
per day



10–15%

Lower fuel
consumption



Higher

Customer satisfaction
and on-time arrivals



Job #1048
High Priority
ETA: 20 min

Job #1045
In Progress
ETA: 15 min

Job #1046
Low Priority
ETA: 35 min

PREVENTIVE MAINTENANCE AUTOMATION



Move from Reactive to Preventive

FSM automatically schedules Maintenance Plans:



Based on time recurrence

Automate schedules with daily, weekly, monthly or annual recurrence.



Based on a custom calendar

Align maintenance with business hours, holidays and operational needs.



Conditional based on measurements

Trigger maintenance based on usage, runtime, temperature and more.



**Reduce breakdowns
before they occur.**



MAINTENANCE PLAN



HVAC Unit #3
Monthly

Scheduled ✓



Generator #1
Quarterly

Scheduled ✓



Fire Panel #2
Annually

Scheduled ✓

+ 32 more plans

CONDITION MONITORING



Temperature 42 °C Normal



Runtime 1,240 hrs Normal



Vibration 2.1 mm/s Normal



Voltage 228 V Normal



30%+

Reduction in
unexpected breakdowns



20–30%

Lower maintenance
costs



15–25%

Increase in asset
uptime



100%

Compliance & audit
readiness



Higher

Asset performance
& reliability

MANAGING SERVICE CONTRACTS & SLAS

Control Customer Commitments

TRACK:



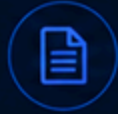
Response times

Measure speed of initial response.



Resolution times

Track time to resolution.



Contract coverage

Monitor active contracts and coverage.



Maintenance visits

Track planned and completed visits.



Warranty obligations

Stay on top of warranty commitments.



Ensure **SLA compliance**.

SLA OVERVIEW

SLA Compliance



On Track

Response Time



On Track

Resolution Time



On Track

SLA Breaches



At Risk

CONTRACT PERFORMANCE

Contract	Customer	Status	Renewal Date	
Gold Contract	ABC Security	● Active	12/11/2025	>
Silver Contract	XYZ Corp	● Active	18/11/2025	>
Platinum Contract	Secure Ltd	● Active	10/10/2025	>

EMERGENCY INCIDENT RESPONSE

Critical Security Events



Example:

A fire alarm panel fails at a hospital.

FSM automatically:



Creates a high-priority ticket

Immediately raises a critical incident.



Notifies management

Alerts the right people in real time.



Dispatch the nearest qualified engineer

Matches skills, availability and location.



Tracks response time

Monitors SLA and resolution progress.



Every minute
matters.



ALERT RECEIVED

Fire alarm panel
failure detected



TICKET CREATED

High-priority incident
automatically logged



MANAGEMENT NOTIFIED

Key stakeholders
alerted instantly



ENGINEER DISPATCHED

Nearest qualified engineer
assigned



RESPONSE TRACKED

Real-time tracking
until resolution



HIGH PRIORITY ALARM

Intrusion Detected
Site: Building 7

Priority

HIGH

Reported Today, 10:24 AM

DISPATCH

Incident Overview

Open Incidents

12

High Priority

Avg Response Time

12m 24s

SLA: 15m

On Site

8

Engineers

Resolved Today

25

Incidents

Recent Critical Incidents

Incident	Site	Type	Priority	Status	Response Time
INC-2024-1087	Building 7	Fire Alarm	High	Dispatched	03m 18s
INC-2024-1086	Building 3	Intrusion	High	On Site	08m 45s
INC-2024-1085	Building 2	Access Control	Medium	Investigating	14m 22s

INVENTORY & SPARE PARTS MANAGEMENT



CONTROL:



Vehicle stock

Right parts in the right vehicles.



Warehouse inventory

Real-time visibility across locations.



Spare part consumption

Track usage and identify trends.



Reorder levels

Automated alerts to prevent stockouts.



**Technicians arrive
prepared.**

INVENTORY OVERVIEW

12,458

Total Parts



LOW STOCK ALERTS



Motor Belt	8
Power Supply	5
Relay Module	6

TOP CONSUMED PARTS

1	Filter Element	1,286
2	Battery 12V	982
3	Sensor Module	754
4	Belt Drive	612

BIN LOCATION

A-12-04

Part: 820-2847

Bracket Assy

✓ In Stock: 36

SUB CONTRACTOR PORTAL

Subcontractors can:



Receive and view
assigned work orders in real time



Accept or reject
job assignments



Access site details,
drawings, and asset history



Upload photos, reports,
and completion evidence



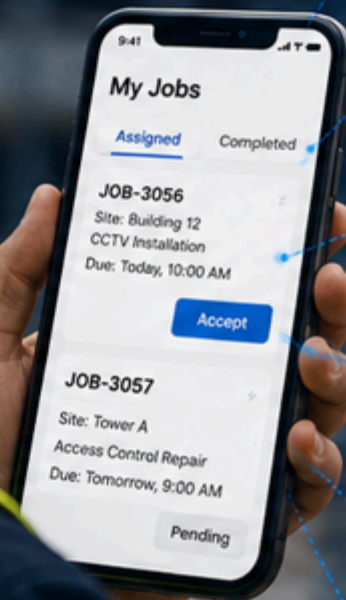
Record labor hours
and materials used



Submit service completion
for approval



One portal. Complete visibility.
Accountability at every step.



Work Orders
View real-time assignments
and due dates



Site Details
Access location, contacts,
and site information



Documents & Drawings
View drawings, manuals,
and specifications



Evidence & Reports
Upload photos, reports,
and completion evidence



Time & Materials
Record labor hours and
materials used



Submit for Approval
Submit service completion
for review and approval



Empower subcontractors



Improve visibility
and communication



Reduce delays and
rework



Ensure compliance
and accountability

CUSTOMER PORTAL

Customers can:



Submit requests

Raise service requests in minutes.



Track service status

Real-time updates at every step.



View maintenance schedules

Stay informed and plan ahead.



Download reports

Access reports and documents anytime.



Access asset information

View assets, history, and details.



Improves transparency.

Stronger trust. Better experience.



24/7 self-service
Anytime, anywhere



Real-time updates
On requests and jobs



Easy access
To reports & documents



Secure & reliable
Your data, protected

REAL-TIME DASHBOARDS

Managers and directors gain visibility into:

-  Open tickets
-  Technician locations
-  SLA performance
-  Contract profitability
-  Service trends

Data-driven decision making.



REPORTING & ANALYTICS

As a high-level manager or director, you can analyze:

-  Response Times
-  Resolution Times
-  First-Time Fix Rate
-  Repeat Visits
-  Technician Productivity
-  Customer Satisfaction

Measure what matters.



BUSINESS BENEFITS

Operational Improvements

- ✓ Faster dispatching
- ✓ Better resource utilization
- ✓ Reduced paperwork
- ✓ Improved communication
- ✓ Better customer service



FINANCIAL BENEFITS

Organizations typically achieve:



Lower operational costs
Optimize resources and reduce overhead.



Reduced travel expenses
Less travel, lower costs.



More completed jobs
Increase capacity and throughput.



Higher contract renewals
Deliver quality service, earn trust.



Increased profitability
Drive better margins and growth.



Measurable ROI.
Real impact. Real results.



20-30% Increase in technician productivity



15-25% Faster job completion



30% Less paperwork and manual entry



Higher First-time fix rates



Better Customer satisfaction

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**

CONCLUSION & CALL TO ACTION

Ready to Modernize Your Service Operations?

FSM software helps security providers:



Improve efficiency

Optimize workflows and reduce response times.



Increase customer satisfaction

Deliver better service and stronger experiences.



Reduce operational costs

Streamline operations and eliminate unnecessary expenses.



Grow service revenue

Take on more jobs and expand your business.

Book a personalized demonstration and discover how FSM can transform your security service operations.



BOOK YOUR DEMO TODAY

See FSM in action and experience the difference.





SETTING THE STANDARD IN TECHNICAL OPERATIONS EXELENCE



www.vortexsuite.com/en