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CAFM · INDUSTRY SOLUTION

Vortex for Facility Management

One CAFM platform for every client contract, site, technician and subcontractor

WWW.VORTEXSUITE.COM

WHAT CHANGES FOR FM TEAMS

~~Paper~~	→	**Digital jobs**
~~Reactive~~	→	**Planned PPM**
~~Scattered sites~~	→	**One portfolio view**
~~Missed SLAs~~	→	**On-time service**
~~Guesswork~~	→	**Client-ready reports**

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SOFTWARE FOR
TECHNICAL OPERATIONS

WHO WE ARE

VORTEX SOFTWARE

A software company focused exclusively on **Technical Operations** — the maintenance, service and field work that keeps buildings, sites and assets running.

Facility management providers use Vortex Suite as their **CAFM platform** to run helpdesk, planned maintenance, field technicians, subcontractors and billing on one platform, configured to their contracts and supported by our own team.

AWARD-WINNING







THE FM CHALLENGE

What FM providers juggle every day

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Many clients, many sites

Portfolios of buildings, floors and assets spread across separate contracts.

Hard and soft services

HVAC and fire safety alongside cleaning, pest control and landscaping.

SLA pressure

Response and resolution times written into every client contract.

Subcontractor networks

Specialist work delivered by partners that you remain accountable for.

Compliance checks

Statutory checks that must be scheduled, carried out and proven.

Proving value

Clients expect transparent, contract-level reporting at every review.

ONE SUITE · FULLY CONNECTED · ENDLESS POSSIBILITIES

Vortex Suite Ecosystem

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1



Backoffice

Centralize operations, manage and analyse your data.

2



Technician Mobile App

Empower your technicians. Anytime, anywhere.

3



Ticketing Web Portal

Automate new requests creation.

4



Partners Web Portal

Connect and collaborate with your subcontractors.

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API

ERP

ERP

Enterprise Resource Planning

3rd Party Software

Seamless integration with your existing tools and platforms.

BACKOFFICE

Control centre for your FM operation



Every client, site and job in one place

Plan and dispatch
Scheduling and automatic task assignment

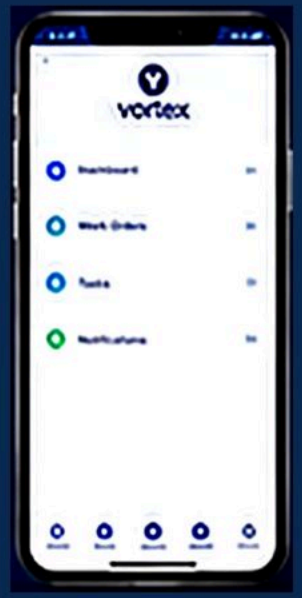
Track in real time
Live progress of every job and technician

Control SLAs
Response clocks and escalations per contract

Analyse
Dashboards per client, contract and site

TECHNICIAN MOBILE APP

The whole job in the technician's hand



Anytime, anywhere, on every site

1. **Receive the job**
   Site, asset and contract details on the phone
2. **Follow the checklist**
   Readings and photos as evidence of work
3. **Record parts and time**
   Ready for stock and invoicing
4. **Client sign-off**
   Signature on screen, live status to the helpdesk

TICKETING WEB PORTAL

A client portal for every contract



Your clients log in to your Vortex

1 Log a request
Raised online for the right site and asset

2 Instant acknowledgement
Automated reply, ticket created with its SLA

3 Follow progress
Live status online, no follow-up calls

4 Full history
Every request and its outcome on record

PARTNERS WEB PORTAL

Subcontractors inside your process



Your partners log in to your Vortex

1 Assign
Send the job with scope, site and SLA

2 Accept and update
The partner reports status in the portal

3 Close with evidence
Completion details attached to the job

4 One SLA view
In-house and partner work reported together

SIX MODULES · ONE PLATFORM

Vortex Core Modules

Streamline operations. Boost efficiency. Drive results.

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ALL-IN-ONE

vortexFSM
FIELD SERVICE MANAGEMENT



FIELD SERVICE MANAGEMENT

vortexCMMS
MAINTENANCE MANAGEMENT SYSTEM



MAINTENANCE MANAGEMENT

vortexCM
COMMERCIAL MANAGEMENT



INVENTORY MANAGEMENT

vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT



OFFERS MANAGEMENT

vortexPM
PROJECT MANAGEMENT



PROJECT MANAGEMENT

vortexHT
HELPDESK TICKETING



TICKETING MANAGEMENT

SIX MODULES · ONE PLATFORM

Vortex Core Modules

Streamline operations. Boost efficiency. Drive results.

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ALL-IN-ONE

vortexFSM
FIELD SERVICE MANAGEMENT

FIELD SERVICE MANAGEMENT

- Contracts and SLAs
- Scheduling and dispatch
- Mobile app and portals

vortexCMMS
MAINTENANCE MANAGEMENT SYSTEM

MAINTENANCE MANAGEMENT

- Asset hierarchy and history
- Planned maintenance
- MTBF and MTTR KPIs

vortexCM
COMMERCIAL MANAGEMENT

INVENTORY MANAGEMENT

- Stock and purchasing
- Parts used in the field
- Invoicing linked to work

vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT

OFFERS MANAGEMENT

- Quotes for extra works
- Deals tracked to closing
- Client contracts

vortexPM
PROJECT MANAGEMENT

PROJECT MANAGEMENT

- Fit-out projects
- Phases and Gantt
- Budget vs actual

vortexHT
HELPDESK TICKETING

TICKETING MANAGEMENT

- Email to ticket
- SLA monitoring
- Escalation workflows

THE FM WORKFLOW

From request to invoice, in one flow

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1
Request
From the portal, email or phone
HT

2
Ticket & SLA
Priority set, SLA clock starts
HT

3
Offer approval
Quote for extra work, approved by the client
CRM

4
Dispatch
To the right technician or partner
FSM

5
Execute
Checklists, photos and parts on mobile
FSM

6
Sign-off
Client signature and service report
FSM

7
Invoice
Billing linked to completed work
CM

One record per job: the client, the site, the asset, the SLA, the evidence and the invoice.

CONTRACTS, SITES AND ASSETS

Your whole portfolio in one structure

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Client — The company you serve

Contract — Scope, SLA terms, warranties

Site — Each location covered

Building & floor — Spaces and areas

Asset — Equipment and its history

SLA terms per contract and priority

Recurring visits generated from each contract

Warranties tracked per asset

Full service history per site and asset

HELPDESK AND REACTIVE WORK

Every request handled within SLA

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THE HELPDESK PROMISE

Every occupant request captured, prioritised and closed on time.

- No lost requests
- Clear ownership
- SLA control
- Client transparency

Ticketing portal
Occupants log requests online

Email to ticket
Incoming emails become tickets

Automated replies
Instant acknowledgement

SLA monitoring
Response times under control

Escalations
Workflows to the right operator

Ticket to job
Straight into a field job

Progress tracking
Clients follow status online

Ticket history
Full record of every request

PLANNED MAINTENANCE

PPM and statutory compliance

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THE PPM PROMISE

Every inspection scheduled, carried out and proven.

- **Fewer breakdowns**
- **No missed visits**
- **Longer asset life**
- **Compliance on record**

Maintenance plans
Time- and meter-based

Contract visits
Recurring tasks per contract

Digital checklists
Per asset type and service

Inspections
Results and documents on file

Asset history
Every visit per asset

Audit-ready records
Traceable evidence

Failure analysis
Causes recorded per asset

PM compliance
Planned vs completed

INTEGRATED FM

Hard and soft services on one platform

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Hard services



HVAC systems



MEP services



Electrical works



Fire safety systems



Elevators



Solar PV



Security systems

Soft services



Cleaning services



Pest control



Landscaping

SLA AND KPI REPORTING

Reporting your clients can trust

Live dashboards per client, contract and site — built from the work itself, not from spreadsheets.

SLA compliance

Per client and per contract

Response and resolution

Times against each target

PPM compliance

Planned versus completed visits

MTTR and MTBF

Asset reliability over time

Cost per site

Labour, parts and subcontractors

Request volumes

Open, closed and by category

VORTEX SOFTWARE

Global Presence

12 COUNTRIES

3 REGIONS

EUROPE

- Greece
- Cyprus
- Bulgaria
- Romania
- Turkey

MIDDLE EAST

- Saudi Arabia
- UAE
- Oman
- Kuwait
- Bahrain

OCEANIA

- Australia
- New Zealand



TRUSTED BY

Our Customers

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GEK TERNA GROUP OF COMPANIES

PHILIP MORRIS INTERNATIONAL

UNISON FACILITY & HUMAN SOLUTIONS

AUTOR IGRO INSURANCE MANAGEMENT

ifs

Awexperts FACILITIES SERVICES

LABOLAGET 360° FACILITY MANAGEMENT

MECCANICA GROUP

FACILITY EXPERTS

Fourlis GROUP OF COMPANIES

BRINKS

G4S

KÄRCHER

Miele

عزيزي AZIZI

ΚΩΤΣΟΒΟΛΟΣ

COSTA NAVARINO

MITSIS

GENERALI

HHG Hellenic Healthcare Group

esa security solutions

cubitech systems

CALDAENERGY Generation of power & heat

KLIMART

KEY DIFFERENTIATORS

Why Vortex Suite for facility management

RECOGNISED BY THE FM INDUSTRY



Gold, Facilities Management Awards 2022

Six reasons FM providers choose Vortex Software.

Complete CAFM
Purpose-built for FM and service teams

All-in-one
Helpdesk, field, stock and billing

Modular
Use and pay only for what you need

Cloud or on-premise
Deployed the way you prefer

Open architecture
Integrates with your ERP

Built in-house
Our own team configures and supports

Why Vortex Software

THE VORTEX DIFFERENCE

The team behind the platform, and behind your success.

Six reasons organisations partner with Vortex Software.

Market leader
Leader in multiple markets, niche expert in others

Built in-house
Designed and developed by us for flexibility

Operations focus
Exclusively software for technical operations

Think global, act local
Global experience, local business agility

Customer-centric
A customer-first approach to tailored solutions

Continuous innovation
Committed to constant improvement

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Thank you.

Setting the standard in Technical Operations Excellence.

www.vortexsuite.com