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CMMS · INDUSTRY SOLUTION

Vortex for Factories & Heavy Industry

Digital maintenance for every line, plant and critical asset

WWW.VORTEXSUITE.COM

WHAT CHANGES ON THE PLANT FLOOR

~~Paper & Excel~~	→	**Digital work orders**
~~Breakdowns~~	→	**Planned maintenance**
~~Downtime~~	→	**Uptime**
~~Audit stress~~	→	**Audit-ready records**
~~Guesswork~~	→	**Live KPIs**

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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 plants, equipment and assets running.

Factories and heavy-industry operators use Vortex Suite as their **CMMS platform** to run assets, work orders, preventive maintenance, spare parts and KPIs on one platform, configured to their plant and supported by our own team.

AWARD-WINNING



THE PLANT MAINTENANCE CHALLENGE

What maintenance teams face every day

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Critical assets, non-stop

Lines and equipment where every unplanned stop costs output.

Breakdown repairs

Maintenance reacts to failures instead of preventing them.

Missing spare parts

Repairs wait for parts nobody knew were out of stock.

Knowledge in heads

Asset history lives with a few experienced technicians.

Safety and audits

Inspections that must be planned, carried out and proven.

Hidden costs

No clear view of maintenance cost per asset or per line.

MAINTENANCE MANAGEMENT

What's inside Vortex CMMS

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Asset Management
Hierarchy, criticality, documents, history

Work Orders
From request to closure

Preventive Maintenance
Time- and meter-based plans

Spare Parts & Inventory
Stock, consumption, reorder points



Mobile App
Checklists, photos, signatures

Inspections & Compliance
Traceable, audit-ready records

Downtime & Failure Analysis
Causes recorded per asset

KPIs & Dashboards
MTBF, MTTR, PM compliance, costs

BENEFITS OF DIGITAL MAINTENANCE

Six outcomes of a CMMS

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01
Less unplanned downtime
Planned work replaces breakdowns

02
Longer equipment life
Full history for every asset

03
Controlled spare parts
The right part, in stock, on time



04
More productive technicians
Less paperwork, more time on equipment

05
Safety, compliance and audits
Traceable, audit-ready records

06
Visible costs and KPIs
Decisions based on data, not estimates

ONE SUITE · FULLY CONNECTED · ENDLESS POSSIBILITIES

Vortex Suite Ecosystem

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1



Backoffice

Plan, manage and analyse all maintenance.

2



Technician Mobile App

Work orders at the machine, anytime.

3



Ticketing Web Portal

Production reports faults in seconds.

4



Partners Web Portal

Work with contractors and OEM partners.

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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 plant maintenance



Every asset, work order and part in one place

Plan and schedule
Work orders and PM tasks, assigned to the right team

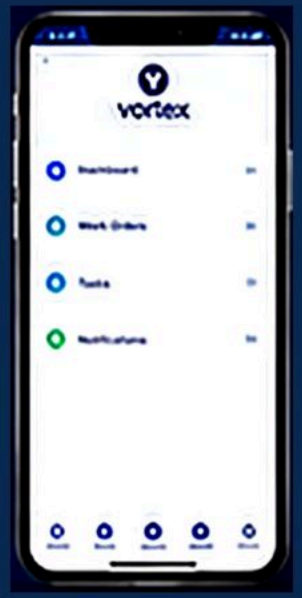
Track in real time
Live progress of every work order and technician

Control priorities
Response times and escalations for critical assets

Analyse
Dashboards per plant, line and asset

TECHNICIAN MOBILE APP

The work order at the machine



On every line, in every shift

1. **Receive the work order**
   Asset, location, documents and history on the phone
2. **Follow the checklist**
   Safety steps, readings and photos as evidence
3. **Record parts and time**
   Stock and cost per asset update on their own
4. **Close with sign-off**
   Signature on screen, failure cause recorded

TICKETING WEB PORTAL

Production reports faults in seconds



Operators log in to your Vortex

1. **Report a fault**
   Raised online for the right line and machine
2. **Instant acknowledgement**
   Automated reply, ticket created with its priority
3. **Follow progress**
   Live status online, no follow-up calls
4. **Full history**
   Every fault and its fix on record

PARTNERS WEB PORTAL

Contractors inside your process



Your contractors log in to your Vortex

1. **Assign**
   Send the job with scope, asset and deadline
2. **Accept and update**
   The contractor reports status in the portal
3. **Close with evidence**
   Completion details attached to the job
4. **One asset history**
   In-house and contractor work recorded together

THREE MODULES · ONE PLATFORM

Vortex Core Modules

Start with CMMS. Add what your plant needs.

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ALL-IN-ONE

vortexCMMS
MAINTENANCE MANAGEMENT SYSTEM

MAINTENANCE MANAGEMENT

- Asset hierarchy and history
- Work orders and preventive maintenance
- MTBF and MTTR KPIs

vortexCM
COMMERCIAL MANAGEMENT

INVENTORY MANAGEMENT

- Spare parts stock
- Reorder points and purchasing
- Parts used per job

vortexPM
PROJECT MANAGEMENT

PROJECT MANAGEMENT

- Shutdown projects
- Phases and Gantt
- Budget vs actual

ASSETS AND PREVENTIVE MAINTENANCE

Know every asset. Plan every task.

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ASSET HIERARCHY

- Site / plant
  - Production line
    - Machine
      - Component

EVERY ASSET CARRIES

Criticality · Documents · Full history · Costs

PREVENTIVE MAINTENANCE PLANS

Time-based

Tasks on calendar intervals: weekly, monthly, yearly

Meter-based

Tasks driven by running hours, cycles or counters

Inspections

Safety and compliance checks with traceable records

THE MAINTENANCE WORKFLOW

From fault to KPI, in one flow

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1
Fault reported
By production, from the portal or app
CMMS

2
Work order
Raised on the asset, with a priority
CMMS

3
Plan and assign
To the right technician or contractor
CMMS

4
Parts issued
Spare parts taken from stock
CM

5
Execute
Checklists, readings and photos on mobile
CMMS

6
Close and analyse
Downtime and failure cause recorded
CMMS

7
KPIs update
MTBF, MTTR and cost per asset
CMMS

KPIS AND DASHBOARDS

Decisions based on data, not estimates

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MTBF

Mean time between failures

How reliable each asset and line really is.

MTTR

Mean time to repair

How fast the team gets production running again.

PM

PM compliance

How much planned maintenance is done on time.

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Cost per asset

Labour, parts and contractor spend in one view.

Calculated from the work your teams already record — no manual reports.

THE DIGITAL FACTORY MAINTENANCE MODEL

Before and after a CMMS

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WITHOUT A CMMS		WITH VORTEX CMMS
Paper & Excel	→	One digital system
Breakdown repairs	→	Planned maintenance
Knowledge in people's heads	→	Complete asset history
Missing spare parts	→	Controlled stock
Manual reports	→	Live KPIs
Audit stress	→	Audit-ready records
Unknown costs	→	Cost per asset
Gut-feel decisions	→	Data-driven decisions

Less downtime. More control.

INDUSTRIES WE SERVE

Built where equipment uptime matters

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MANUFACTURING



FOOD & BEVERAGE



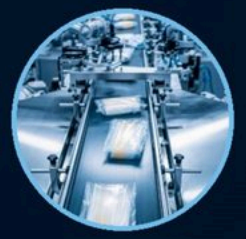
PHARMA & COSMETICS



CHEMICALS & PETROCHEMICALS



STEEL & METAL



PLASTICS



CONSTRUCTION MATERIALS



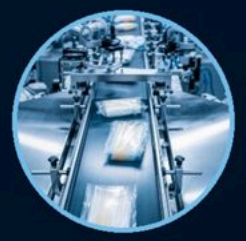
MINING & MINERALS



OIL & GAS



WATER PLANTS



PACKAGING



LOGISTICS

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

ΒΕΡΓΙΝΑ

Fourlis GROUP OF COMPANIES

ALCHIMICA BUILDING CHEMICALS

COSMOS BUSINESS SYSTEMS AEBE

COSTA NAVARINO

Miele

UNISON FACILITY & HUMAN SOLUTIONS

AUTOR IGIO INSURANCE MANAGEMENT

عزيزي AZIZI

BRINKS

G4S

esa security solutions

HHG Hellenic Healthcare Group

ΚΩΤΣΟΒΟΛΟΣ

CALDAENERGY Generation of power & heat

KLIMART

MITSIS

cubitech systems

KÄRCHER

D. GIANTSIS & Co S.A.

APOLLONION PRIVATE HOSPITAL

Why Vortex CMMS

THE VORTEX PLATFORM

Built for the way technical operations really work.

Six reasons plants choose Vortex Suite.

All-in-one suite
One platform for all technical operations

Purpose-built
Designed for maintenance teams

Modular
Use and pay only for what you need

Subscription-based
Flexible on the number of users

Cloud or on-premise
Deployed the way your plant prefers

Open architecture
Integrates with your ERP and systems

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