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FSM + CMMS · HEALTHCARE SOLUTION

Vortex for Healthcare

Field service for healthcare service providers. Maintenance management for hospitals and clinics.

WWW.VORTEXSUITE.COM

WHAT CHANGES BEHIND THE SCENES

~~Paper & Excel~~	→	**Digital work orders**
~~Breakdowns~~	→	**Planned maintenance**
~~Device downtime~~	→	**Equipment in service**
~~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 hospitals, clinics and medical equipment running.

Healthcare service providers run their field teams on **Vortex FSM**. Hospitals and clinics run their own devices and buildings on **Vortex CMMS**. One platform, configured to each organisation and supported by our own team.

AWARD-WINNING



TWO SIDES OF HEALTHCARE

Two markets. One platform.

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vortexFSM
FIELD SERVICE MANAGEMENT

FOR SERVICE PROVIDERS

Healthcare service providers

Companies that install, service and maintain equipment in hospitals and clinics.

- Medical equipment service companies
- Biomedical engineering contractors
- Hospital FM, MEP, lifts and medical gases

NEED → FIELD SERVICE MANAGEMENT

vortexCMMS
MAINTENANCE MANAGEMENT SYSTEM

FOR HOSPITALS

Hospitals & clinics

Organisations that maintain their own medical devices, buildings and plant.

- Public and private hospitals
- Clinics and diagnostic centres
- Healthcare groups with many sites

NEED → MAINTENANCE MANAGEMENT

What healthcare service providers face every day

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UPTIME IS THE CONTRACT

When a device is down, patients wait.

Six pressures on healthcare service providers.

01 Strict SLAs
Response and repair times written into every hospital contract.

02 Engineers on the road
Field teams spread across hospitals, cities and shifts.

03 Parts in the van
A second visit when the right part is not on hand.

04 Lost requests
Hospital calls and emails with no ticket and no owner.

05 Service documentation
Service reports, safety tests and calibration certificates.

06 Contracts and warranties
Planned visits and warranty terms tracked by hand.

What hospital engineering teams face every day

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PATIENT SAFETY FIRST

Every fault can reach a patient.

Six pressures on hospital engineering teams.

01 Critical equipment
Medical devices that must be ready around the clock.

02 24/7 building systems
Medical gases, HVAC, power and water can never stop.

03 Thousands of assets
Devices and plant spread across wards and buildings.

04 Lost requests
Calls and paper notes from wards and departments.

05 Audits and accreditation
Inspections, calibrations and safety tests must be proven.

06 Hidden costs
No clear view of cost per device or department.

FOR HEALTHCARE SERVICE PROVIDERS

What's inside Vortex FSM

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Equipment Installed
Every device at every customer site

Scheduling & Dispatch
The right engineer, with the right skills

Preventive Maintenance
Contract visits and calibrations

Spare Parts & Inventory
Van stock and parts per job



Mobile App
Service reports signed on site

Contracts & Warranties
Coverage, visits and expiry dates

Ticketing Portal
Hospitals log and follow requests

SLA & KPIs
Response, repair and SLA reports

FOR HOSPITALS & CLINICS

What's inside Vortex CMMS

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Asset Management
Medical devices, buildings and plant

Work Orders
From ward request to closure

Preventive Maintenance
Time- and meter-based plans

Spare Parts & Inventory
Stock, consumption, reorder points



Mobile App
Checklists, photos, signatures

Inspections & Compliance
Safety tests, calibrations, audits

Failure Analysis
Downtime and causes per device

KPIs & Dashboards
MTBF, MTTR, PM compliance, costs

BENEFITS OF DIGITAL MAINTENANCE

Six outcomes for healthcare

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01

Assets properly maintained

The right maintenance, on time, for every device

02

Longer equipment life

Full history for every asset

03

Controlled spare parts

The right part, in stock, on time



04

More productive engineers

Less paperwork, more time on site

05

Safety, compliance and audits

Traceable, audit-ready records

06

Visible costs and KPIs

SLA, uptime and cost per device

ONE SUITE · FULLY CONNECTED · ENDLESS POSSIBILITIES

Vortex Suite Ecosystem

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1



Backoffice

Plan, dispatch and analyse all technical work.

2



Technician Mobile App

Work orders on every ward and site.

3



Ticketing Web Portal

Wards and customers report issues.

4



Partners Web Portal

Work with OEMs and 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 healthcare maintenance



Every device, site, work order and part in one place

Plan and dispatch
Work orders, PM and calibrations, to the right team

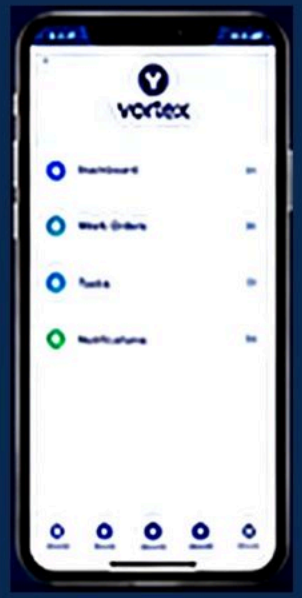
Track in real time
Live progress of every work order and technician

Control SLAs and priorities
Response clocks and escalations for critical equipment

Analyse
Dashboards per hospital, department and device

TECHNICIAN MOBILE APP

The work order at the device



On every ward, at every site

1. **Receive the work order**
   Device, site, manuals and service history
2. **Follow the checklist**
   Safety tests, readings and photos as evidence
3. **Record parts and time**
   Stock and cost per asset update on their own
4. **Close with sign-off**
   Signed service report, failure cause recorded

TICKETING WEB PORTAL

Requests raised in seconds



Ward staff and hospital customers log in

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

PARTNERS WEB PORTAL

Partners inside your process



OEMs and subcontractors log in

1 **Assign**
Send the job with scope, device 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 asset history**
In-house and contractor work recorded together

SIX MODULES · ONE PLATFORM

Vortex Core Modules

Start with FSM or CMMS. Add what you need.



ASSETS AND PREVENTIVE MAINTENANCE

Know every asset. Plan every task.

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ASSET HIERARCHY

- Hospital
  - Building / wing
    - Department / ward
      - Medical device / plant

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

Calibration & safety tests

Electrical safety, calibration and inspections on record

THE MAINTENANCE WORKFLOW

From request to KPI, in one flow

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1 **Issue reported**
By a ward or hospital customer, via portal
FSM/CMMS

→

2 **Work order**
Raised on the device, with a priority
FSM/CMMS

→

3 **Plan and assign**
To the right technician or contractor
FSM/CMMS

→

4 **Parts issued**
Spare parts taken from stock
CM

→

5 **Execute**
Checklists, readings and photos on mobile
FSM/CMMS

→

6 **Close and analyse**
Device back in service, cause recorded
FSM/CMMS

→

7 **KPIs update**
Uptime, SLA and cost per device
FSM/CMMS

KPIS AND DASHBOARDS

Decisions based on data, not estimates

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SLA

Response time

How quickly requests and SLAs are met.

MTTR

Mean time to repair

How fast devices are back in service.

PM

PM compliance

How much planned maintenance is done on time.

€

Cost per device

Labour, parts and partner spend per device and department.

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

THE DIGITAL HEALTHCARE MAINTENANCE MODEL

Before and after Vortex

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WITHOUT VORTEX		WITH VORTEX FSM / CMMS
Paper & Excel	→	One digital system
Breakdown repairs	→	Planned maintenance
Requests lost in calls	→	Every request tracked
Missing spare parts	→	Controlled stock
Manual reports	→	Live KPIs
Audit stress	→	Audit-ready records
Unknown costs	→	Cost per device
Gut-feel decisions	→	Data-driven decisions

Equipment ready. More control.

WHERE VORTEX WORKS

Every area of the hospital

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ONE PLATFORM

From the operating theatre to the plant room.

BUILT FOR

- Medical service providers
- Hospitals & clinics
- Healthcare groups

Clinical areas

Theatres & ICU
Critical devices, PM on time

Wards & rooms
Beds, monitors, nurse call

Imaging & labs
Scanners, analysers

Support services

Sterilisation
Autoclaves and washers

Pharmacy & cold chain
Fridges, temperature logs

Kitchens & laundry
Machines and spare parts

Technical & safety

HVAC & clean air
Theatre ventilation, chillers

Medical gases & power
Oxygen, vacuum, generators

Fire safety & energy
Alarms, meters, logs

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

vortex











































Why Vortex Suite

THE VORTEX PLATFORM

Built for the way technical operations really work.

Six reasons healthcare teams choose Vortex Suite.

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

Purpose-built
Designed for service and engineering 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 group prefers

Open architecture
Integrates with your ERP and hospital 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