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HMS · HOSPITALITY SOLUTION

Vortex for Hotels & Resorts

The Hotel Maintenance System for every room, pool and plant room

WWW.VORTEXSUITE.COM

WHAT CHANGES BEHIND THE SCENES

~~Paper & Excel~~	→	**Digital work orders**
~~Breakdowns~~	→	**Planned maintenance**
~~Out-of-order rooms~~	→	**Rooms back on sale**
~~Inspection 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 hotels, equipment and guest services running.

Hotels and resorts use **Vortex FSM**, our Hotel Maintenance System, to run rooms, assets, work orders, preventive maintenance, spare parts and KPIs on one platform, configured to their property and supported by our own team.

AWARD-WINNING

THE HOTEL MAINTENANCE CHALLENGE

What hotel engineering teams face every day

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THE GUEST NOTICES FIRST

Every fault happens in front of a paying guest.

Six pressures on hotel engineering teams.

01 Guests in every room
Every fault is noticed, and reviewed, by a paying guest.

02 Reactive firefighting
Engineers chase complaints instead of preventing them.

03 Missing spare parts
Rooms stay out of order while parts are tracked down.

04 Lost requests
Calls and paper notes from front desk and housekeeping.

05 Safety and compliance
Fire safety, water, pools and lifts must be checked and proven.

06 Hidden costs
No clear view of maintenance cost per room or property.

HOTEL MAINTENANCE MANAGEMENT

What's inside Vortex FSM

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Asset Management
Property, floors, rooms, equipment

Work Orders
From guest request to closure

Preventive Maintenance
Time- and meter-based plans

Spare Parts & Inventory
Stock, consumption, reorder points



Mobile App
Checklists, photos, signatures

Inspections & Compliance
Fire safety, water, pools, lifts

Recurring Fault Analysis
Repeat issues per room and asset

KPIs & Dashboards
Response times, PM compliance, costs

BENEFITS OF DIGITAL MAINTENANCE

Six outcomes of an FSM

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01
Fewer guest complaints
Issues fixed before guests notice

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 in rooms

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 in every room, anytime.

3



Ticketing Web Portal

Hotel staff report issues in seconds.

4



Partners Web Portal

Work with contractors and service 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 hotel maintenance

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Every room, asset, work order and part in one place

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

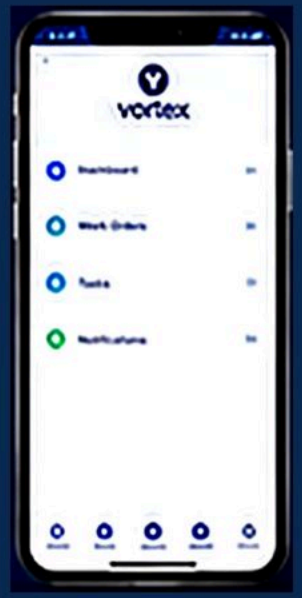
Track in real time
Live progress of every work order and technician

Control priorities
Response times and escalations for guest requests

Analyse
Dashboards per property, room and asset

TECHNICIAN MOBILE APP

The work order in the room



On every floor, in every shift

1. **Receive the work order**
   Room, asset, 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

Hotel staff report issues in seconds

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Front desk and housekeeping log in

1 **Report an issue**
Raised online for the right room 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

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 HMS. Add what your hotel needs.

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ALL-IN-ONE

vortexFSM
FIELD SERVICE MANAGEMENT

HOTEL MAINTENANCE

- Rooms, assets and history
- Work orders and preventive maintenance
- Technician mobile app
- Statistics & KPIs

vortexCM
COMMERCIAL MANAGEMENT

INVENTORY MANAGEMENT

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

vortexPM
PROJECT MANAGEMENT

PROJECT MANAGEMENT

- Renovation projects
- Phases and Gantt
- Budget vs actual
- Tasks, milestones and resources

ASSETS AND PREVENTIVE MAINTENANCE

Know every asset. Plan every task.

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ASSET HIERARCHY

- Property
  - Building / floor
    - Room / area
      - Equipment

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

Fire safety, water and pool checks on record

THE MAINTENANCE WORKFLOW

From guest request to KPI, in one flow

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1
Issue reported
By front desk or housekeeping, via portal
HMS

2
Work order
Raised on the room, with a priority
HMS

3
Plan and assign
To the right technician or contractor
HMS

4
Parts issued
Spare parts taken from stock
CM

5
Execute
Checklists, readings and photos on mobile
HMS

6
Close and analyse
Room released, cause recorded
HMS

7
KPIs update
Response times and cost per room
HMS

KPIS AND DASHBOARDS

Decisions based on data, not estimates

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SLA

Response time

How quickly guest requests are picked up.

MTTR

Mean time to repair

How fast rooms and services are back for guests.

PM

PM compliance

How much planned maintenance is done on time.

€

Cost per room

Labour, parts and contractor spend per room and asset.

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

THE DIGITAL HOTEL MAINTENANCE MODEL

Before and after an HMS

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WITHOUT AN HMS		WITH VORTEX HMS
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 room
Gut-feel decisions	→	Data-driven decisions

Happier guests. More control.

WHERE VORTEX HMS WORKS

Every area of the property

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ONE PLATFORM

From the guest room to the plant room.

BUILT FOR

- City & business hotels
- Resorts & villas
- Multi-property groups

Front of house

Guest rooms & suites
Snags and room checks

Lobby & public areas
Lighting, doors, finishes

Pools, spa & gym
Water checks, equipment

Back of house

Kitchens & F&B
Cold rooms, appliances

Laundry & stores
Machines and spare parts

Gardens & outdoor
Irrigation and grounds

Technical & safety

HVAC & plant rooms
Chillers, boilers, pumps

Lifts & escalators
Contractor inspections

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

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COSTA NAVARINO

MITSIS

BLUE PALACE ELOUNDA · CRETE

Candia Maris Resort & Spa Crete

creta maris beach resort

Metaxa Hospitality Group

PHĀEA RESORTS

Santo Maris OIA LUXURY SUITES & SPA

CRETAN MALIA PARK

Koutouloufari Village Holiday Club

VILLAGE HEIGHTS RESORT

GEK TERNA GROUP OF COMPANIES

Fourlis GROUP OF COMPANIES

Miele

UNISON FACILITY & HUMAN SOLUTIONS

AUTOR IGIO INSURANCE MANAGEMENT

عزيزي AZIZI

BRINKS

G4S

esa security solutions

CALDAENERGY Generation of power & heat

KLIMART

cubitech systems

KÄRCHER

Why Vortex FSM

THE VORTEX PLATFORM

Built for the way technical operations really work.

Six reasons hotels choose Vortex Suite.

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

Purpose-built
Designed for hotel 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 hotel 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