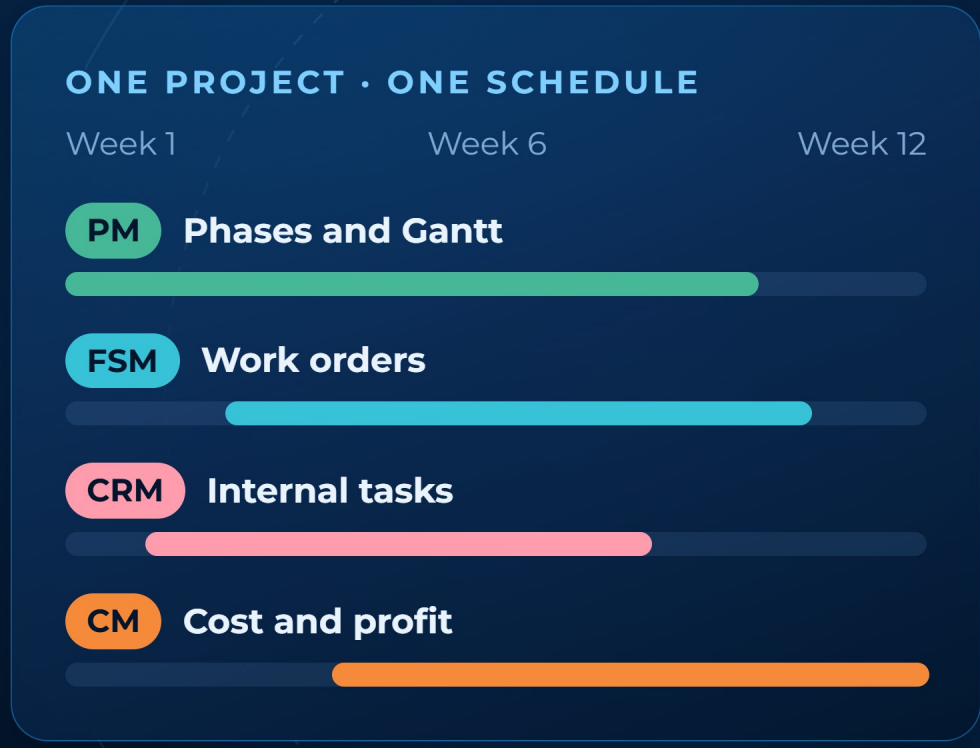
vortex

PROJECT MANAGEMENT · VORTEX SUITE

Vortex PM

Manage projects and resources simply and effectively: time, tasks, team and cost on one platform.



THE CHALLENGE

What makes every technical project hard

vortex

Schedules that slip

Delays only show up when it is too late to fix them.

No view of field work

Work orders, technicians and labour hours scattered across spreadsheets and phone calls.

Untracked internal tasks

Office tasks for each phase are not tracked anywhere.

Profit you learn at the end

Purchases, expenses and staff cost are counted after delivery.

Vortex PM brings time, tasks, team and cost together in one project.

FOUR SUB-MODULES · ONE PROJECT

How Vortex PM is built

vortex

vortexPM
PROJECT MANAGEMENT

SCHEDULING

Phases and Gantt

Phases, sub-phases, dependencies and Gantt comparison of plan against execution.

vortexFSM
FIELD SERVICE MANAGEMENT

TECHNICAL PROGRESS

Work orders

Multiple work orders per phase, a work calendar, labour hours and their cost.

vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT

INTERNAL TASKS

Team coordination

Assign and track internal tasks for every project phase.

vortexCM
COMMERCIAL MANAGEMENT

COST CONTROL

Budget and profit

Budget per phase, expense documents and project profitability.

Every work order, hour, task and invoice is linked to the **same project and the same phase**.

vortexPM
PROJECT MANAGEMENT

SUB-MODULE 1 OF 4

Project management

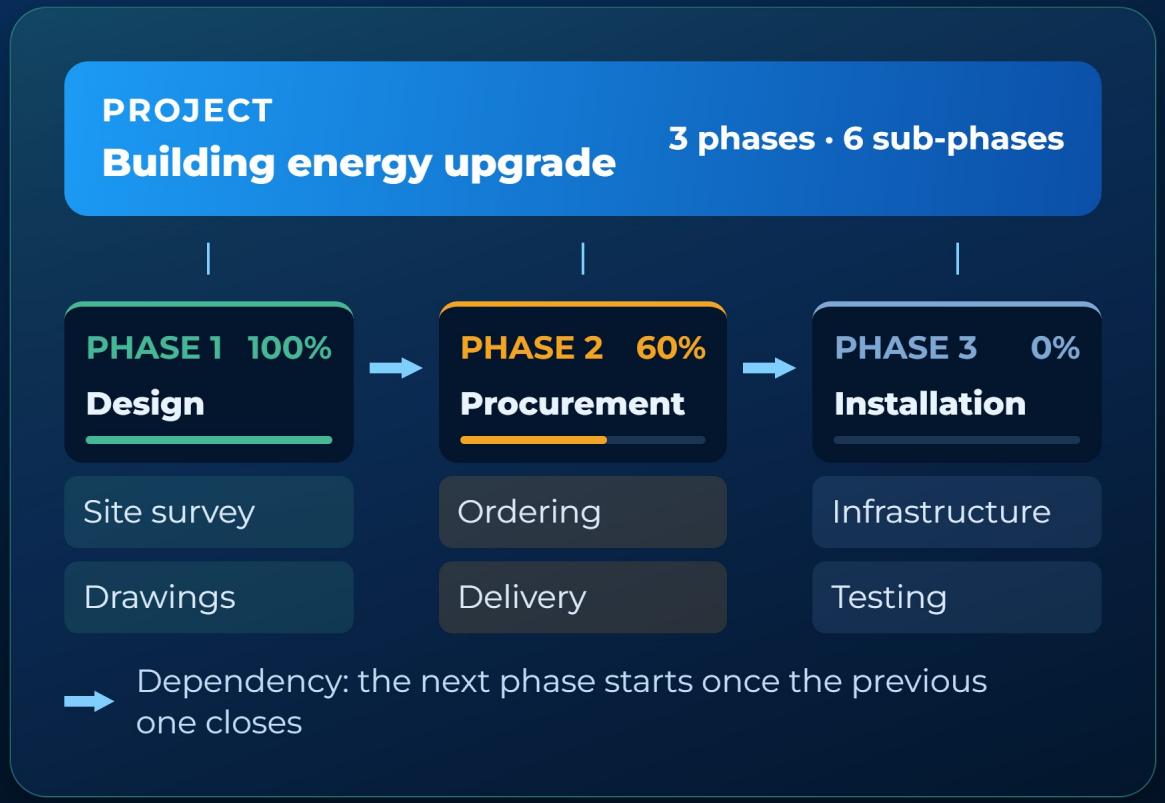
01

Phases, sub-phases, dependencies and schedule tracking with Gantt charts.

PM FSM CRM CM

SUB-MODULE 1 · VORTEX PM

Phases, sub-phases and schedule



Multiple projects
Parallel projects, well-coordinated resources

Phases and sub-phases
As many levels of detail as the project needs

Phase dependencies
No phase starts before the previous one closes

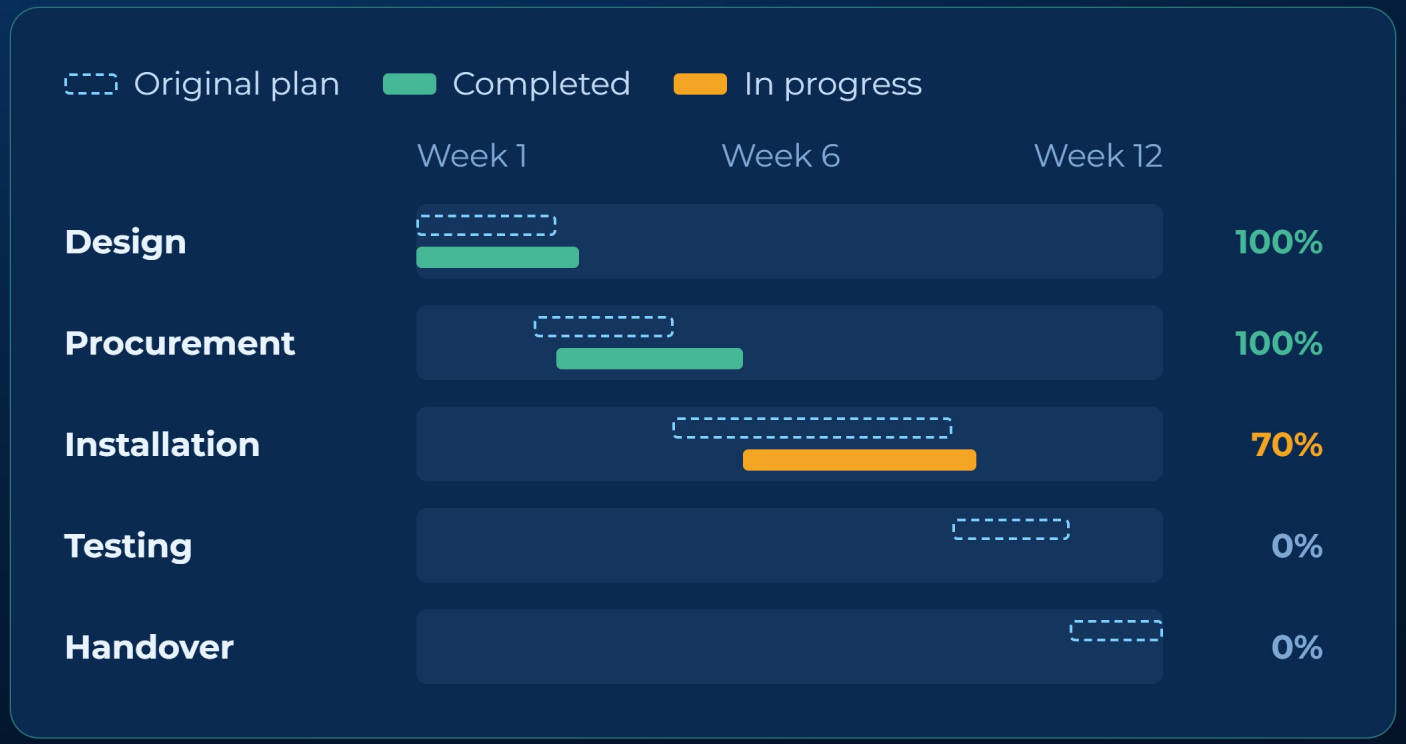
Prioritisation
Execution order and critical phases

Gantt chart
Duration and completion on a calendar

Gantt comparison
Original plan against actual execution

SUB-MODULE 1 · VORTEX PM · GANTT COMPARISON

Plan against execution



Planned and actual
Every phase with its planned and actual dates on the same chart.

Completion rate
Each phase's progress on a calendar, with its percentage complete.

Early response
Deviations are spotted before they affect delivery.

vortexFSM
FIELD SERVICE MANAGEMENT

SUB-MODULE 2 OF 4

Technical progress

02

Work orders per phase, a work calendar, labour hours and their cost.

PM | FSM | CRM | CM

SUB-MODULE 2 · VORTEX FSM

Technical progress, work order by work order

PROJECT

Office facilities refurbishment

PHASE 1
Strip-out

- **WO-101** 16 labour hours
- **WO-102** 24 labour hours

PHASE 2
Electrical

- **WO-201** 32 labour hours
- **WO-202** 40 labour hours
- **WO-203** 24 labour hours

PHASE 3
Finishing

- **WO-301** 20 labour hours
- **WO-302** 16 labour hours

Multiple work orders per phase

Each phase is split into as many work orders as it needs.

Work calendar

Schedule and assign technicians by availability.

Execution in the field

Technicians record tasks and time in the mobile app.

SUB-MODULE 2 · VORTEX FSM · LABOUR HOURS

Every hour in the field, a cost on the project

Phase	Orders	Hours	Cost
Strip-out	4	96	€2,880
Electrical	7	210	€7,350
Plumbing	5	140	€4,900
Finishing	6	168	€5,040
Project total	22	614	€20,170

Cost is calculated from the hours on each work order and each technician's hourly cost.

By technician, phase and project

Labour hours are recorded against the technician and the phase they belong to.

Straight into cost control

Labour cost flows into CM and counts against the project's profit.

vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT

SUB-MODULE 3 OF 4

Internal tasks

Assign and track the team's tasks for every phase of the project.

PM FSM CRM CM

03

SUB-MODULE 3 · VORTEX CRM

Internal tasks, phase by phase

vortexCRM
CUSTOMER RELATIONSHIP MANAGEMENT

TO DO · 2

- **Order materials**
  Phase 2 · Purchasing
- **Work permit**
  Phase 3 · Office

IN PROGRESS · 2

- **Technical report**
  Phase 1 · Engineer
- **Client update**
  Phase 3 · Project manager

DONE · 2

- **Design approval**
  Phase 1 · Management
- **Subcontractor quote**
  Phase 2 · Purchasing

Assign to the team

Tasks for colleagues, with an owner and a due date, linked to a phase.

Progress by phase

What is pending, running and closed in every phase of the project.

Full history

Every action stays on record in the project.

vortexCM
COMMERCIAL MANAGEMENT

SUB-MODULE 4 OF 4

Cost control

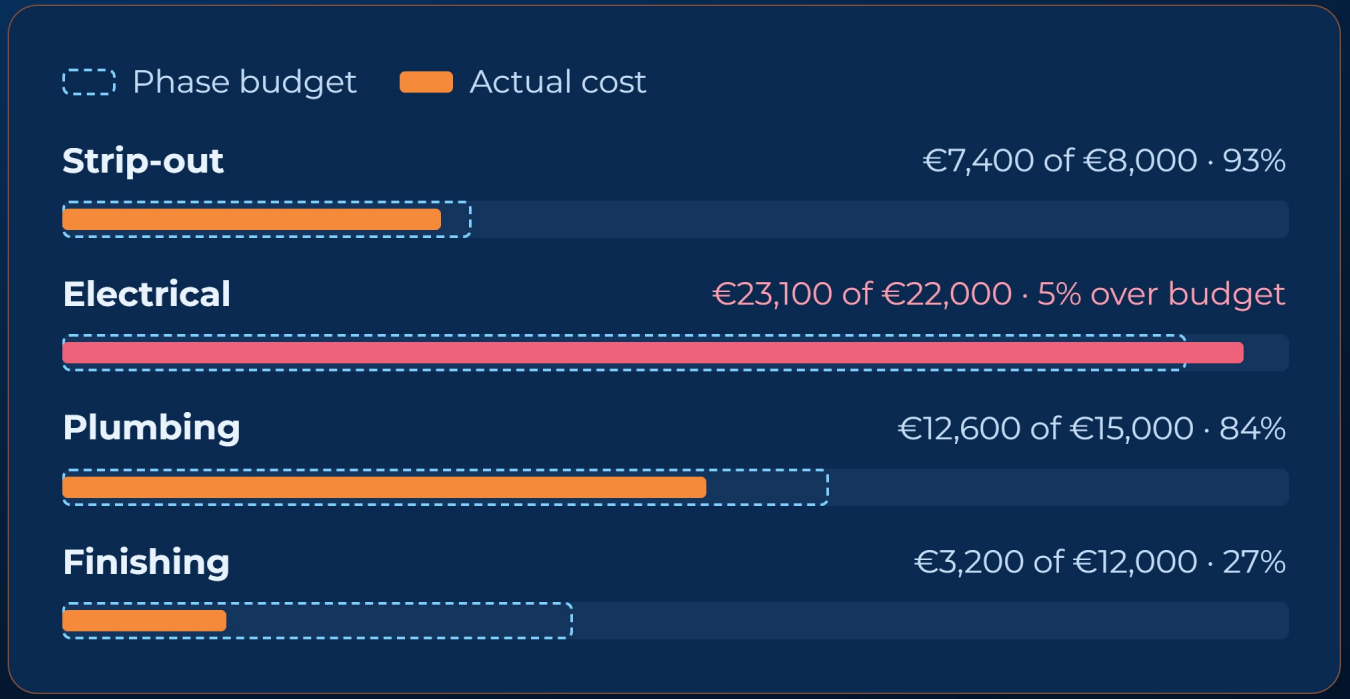
04

Budget per phase, expense and purchase documents, and the project's real profit.

PM FSM CRM CM

SUB-MODULE 4 · VORTEX CM

Budget and cost control

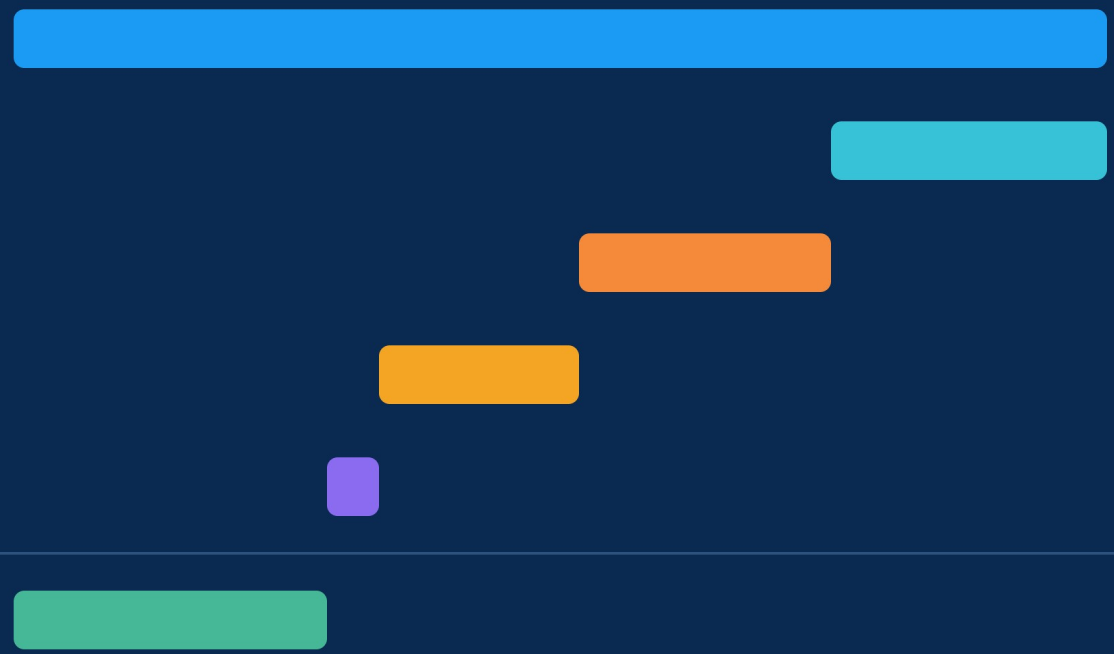


Budget per phase
Labour, materials and expense budget for every phase.

Linked documents
Purchase and expense invoices are costed to a project and a phase.

Real-time actuals
Budget and actual cost, side by side.

The project's real profit



Project sale value Contract with the client	€80,000
Labour cost From FSM work orders	– €20,170
Project materials Materials used on site	– €18,400
Purchases & expense invoices Documents linked to the project	– €14,600
Other expenses Travel, expense claims and more	– €3,830
Project profit 28.8% margin	€23,000

KPIs · ALL SUB-MODULES TOGETHER

The indicators that keep the project on track

vortex

PROJECT DASHBOARD Live data

Project completion
65%

Budget variance
+5%
Over budget in 1 phase

Profit margin
28.8%
€23,000 profit

Labour hours
614
€20,170 cost

PM **Time**
Project and phase completion · Schedule variance

FSM **Field execution**
Labour hours by phase and technician · Labour cost

CRM **Team**
Open and overdue internal tasks by phase

CM **Cost and profit**
Budget variance · Materials and purchases · Profit margin

REPORTS · BY ROLE

Reports for every decision

vortex

PROJECT MANAGER
Time and execution

- PM — Gantt comparison of plan and execution
- FSM — Work order history for the project
- CRM — Internal task progress by phase
- PM — Delayed projects and phases

FINANCE
Cost and documents

- CM — Budget against actuals by phase
- CM — Purchase and expense documents by project
- FSM — Labour cost by project and phase
- CM — Projects over budget

MANAGEMENT
Profitability and resources

- CM — Profitability by project and client
- CM — Profit margin by period
- FSM — Labour hours by technician and project
- PM — Progress across all projects

A dashboard for every role, with what matters to them on one screen.

BENEFITS

Why Vortex PM

vortex

Efficiency
Less manual work on every project

Customer satisfaction
On-time delivery and transparent updates

Resource allocation
Technicians and materials where they are needed



Automated statistics
Indicators and reports without spreadsheets

Team collaboration
Office and field work on the same project

Risk assessment
Delays and overruns caught early

vortex

SOFTWARE FOR
TECHNICAL OPERATIONS

WHO WE ARE

VORTEX SOFTWARE

Vortex Software specialises exclusively in software for **Technical Operations**: maintenance, field service, facility management and project management. It supports organisations in their digital transformation, strengthening collaboration and operational efficiency.

Vortex Suite is a single ecosystem of connected applications, delivered with configuration, training and support services so that it meets each organisation's operational requirements.

AWARD-WINNING







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 DIFFERENCE

Built for the way technical operations really work.

Six reasons maintenance and service teams choose Vortex.

01 — All-in-one suite
One platform for all your technical operations

02 — Purpose-built
Designed for maintenance and service teams

03 — Modular
Use and pay only for what you need

04 — Subscription-based
Flexible on the number of users

05 — Cloud or on-premise
Deployed the way you prefer

06 — 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.

01 Market leader

Leader in multiple markets, niche expert in others

02 Built in-house

Designed and developed by us, for flexibility

03 Operations focus

Software exclusively for technical operations

04 Think global, act local

Global experience, local business agility

05 Customer-centric

A customer-first approach to tailored solutions

06 Continuous innovation

Committed to constant improvement

vortex

Thank you.

Setting the standard in Technical Operations Excellence.

www.vortexsuite.com