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SOFTWARE FOR TECHNICAL OPERATIONS

Vortex Software

Corporate presentation — one unified platform for field service, maintenance and assets

WWW.VORTEXSUITE.COM

WHAT CHANGES WITH VORTEX

~~Paper~~	→	**Digital**
~~Reactive~~	→	**Planned**
~~Scattered teams~~	→	**Connected teams**
~~Missed SLAs~~	→	**On-time service**
~~Guesswork~~	→	**Data**

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SOFTWARE FOR
TECHNICAL OPERATIONS

WHO WE ARE

VORTEX SOFTWARE

An innovative software company — a unique ecosystem of business applications for **Technical Operations** that empowers organisations to succeed in their digital transformation by enhancing collaboration and productivity.

Vortex Suite is a comprehensive ecosystem of integrated, purpose-specific applications, bundled with configuration, training and support services to meet each organisation's operational requirements.

AWARD-WINNING







WHAT IS VORTEX

One unified platform

A **unified software platform** setting the standard in Technical Operations excellence.

Unifies Field Service, Maintenance, CRM, Projects, Inventory and Helpdesk in one ecosystem.

Plan, execute and optimise asset, maintenance and field-service work in one intelligent environment.



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 operations



Every asset, site and job in one place

Plan and dispatch
Scheduling and automatic task assignment

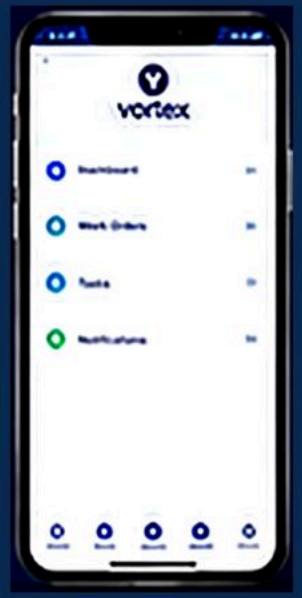
Track in real time
Live progress of every job and technician

Control SLAs
Response clocks and escalations per contract

Analyse
Dashboards per site, asset and contract

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. **Sign-off**
   Signature on screen, live status to the office

TICKETING WEB PORTAL

Requests raised online, tracked to closure



Customers and staff 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



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 and offers
- Deals tracked to closing
- Customer contracts

vortexPM
PROJECT MANAGEMENT

PROJECT MANAGEMENT

- Installation projects
- Phases and Gantt
- Budget vs actual

vortexHT
HELPDESK TICKETING

TICKETING MANAGEMENT

- Email to ticket
- SLA monitoring
- Escalation workflows

VORTEX FSM

Field Service Management

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THE FSM PROMISE

The right technician, at the right place, at the right time.

- **Faster response times**
- **More jobs per day**
- **SLAs met**
- **Happier customers**

Facilities & Equipment
Customer sites and assets registered

Scheduling & Dispatch
Automatic task assignment

Real-time Tracking
Live progress of every job

Preventive & Corrective
Maintenance of facilities and assets

Mobile App
GPS, photos and signatures

Contracts & Warranties
Recurring tasks and warranties

Web Portals
Ticketing for customers, portal for partners

SLA & KPIs
SLA reporting and analytics

VORTEX CMMS

Maintenance Management

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THE CMMS PROMISE

Everything you need to run digital maintenance, in one system.

- Less downtime
- Longer asset life
- Controlled costs
- Audit-ready records

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 on site

Inspections & Compliance
Traceable, audit-ready records

Downtime & Failure Analysis
Causes recorded per asset

KPIs & Dashboards
MTBF, MTTR, PM compliance, costs

VORTEX CM

Inventory & Commercial Management

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THE CM PROMISE

Invoicing, warehousing and purchasing in one system.

- Controlled stock
- Linked invoicing
- Secure transactions
- Real-time visibility

Inventory Management
Warehouses and items in one place

Purchasing & Vendors
Purchases and vendor management

Stock Tracking
Stock levels and movements

Invoicing
Billing linked to completed work

Customer Management
Clients and their transactions

Real-time Analytics
Live commercial reporting

VORTEX CRM

Customer Relationship Management

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THE CRM PROMISE

Capture the lead.
Record your pipeline.
Generate sales.

- **Full customer view**
- **No missed follow-ups**
- **Sales and service connected**
- **Real-time insight**

Leads & Pipeline
Capture leads, record your pipeline

Customer Profile
Meetings, documents and history

Quotations
Track every offer you send

Opportunities
Follow every deal to closing

Contracts
Customer contracts in one place

Follow-ups
Notifications and reminders

Integrations
Outlook, Google Calendar and ERP

Real-time Analytics
Live sales reporting

VORTEX PM

Project Management

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THE PM PROMISE

Control the cost and progress of every project.

- Clear budgets
- Phased planning
- Cost control
- Live progress

Multiple Projects
All projects in one view

Phases & Gantt
Work orders planned in phases

Budget vs Actual
Cost against the baseline

Expenses Monitoring
Materials and manpower spend

Technical Progress
Progress against the plan

Task Management
Tasks assigned and tracked

VORTEX HT

Helpdesk & Ticketing

THE HT PROMISE

Every customer request captured, assigned and followed through.

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

Email to Ticket
Incoming emails become tickets

Automated Replies
Instant acknowledgement

Ticket History
Full record of every request

Workflows & Escalations
Allocated to the right operator

Progress Monitoring
Customers follow progress online

SLA Monitoring
Response times under control

INDUSTRIES WE SERVE

Service providers

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Facility Management


Security Systems


HVAC Systems


MEP Services


Fire Safety Systems


Solar PV


Refrigeration


Telecom


EV Charging Stations


Medical Equipment


Water Treatment & Pumps


Industrial Equipment


Automation Systems

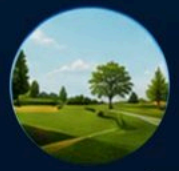

Printing Services


Coffee Machines


Vending Machines


Pest Control


Cleaning Services


Landscaping


Construction Services


Electrical Works


Elevators


Swimming Pools


Ship Repair

INDUSTRIES WE SERVE

Asset owners

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Manufacturing & Factories


Heavy Industry


Food & Beverage


Pharma & Cosmetics


Chemicals & Petrochemicals


Steel & Metal


Construction Materials


Mining & Minerals


Oil & Gas


Power & Renewables


Water & Utilities


Hotels & Hospitality


Hospitals


Malls


Supermarkets


IT & Data Centres


Public Sector


Aquaculture


Logistics & Warehouses


Plastics & Packaging


Railways & Transport


Banking & Retail Networks


Airports & Ports


Commercial Real Estate & Offices

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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Why Vortex Suite

THE VORTEX DIFFERENCE

Built for the way technical operations really work.

Six reasons maintenance and service teams choose Vortex.

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

Purpose-built
Designed for maintenance and service 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 you prefer

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