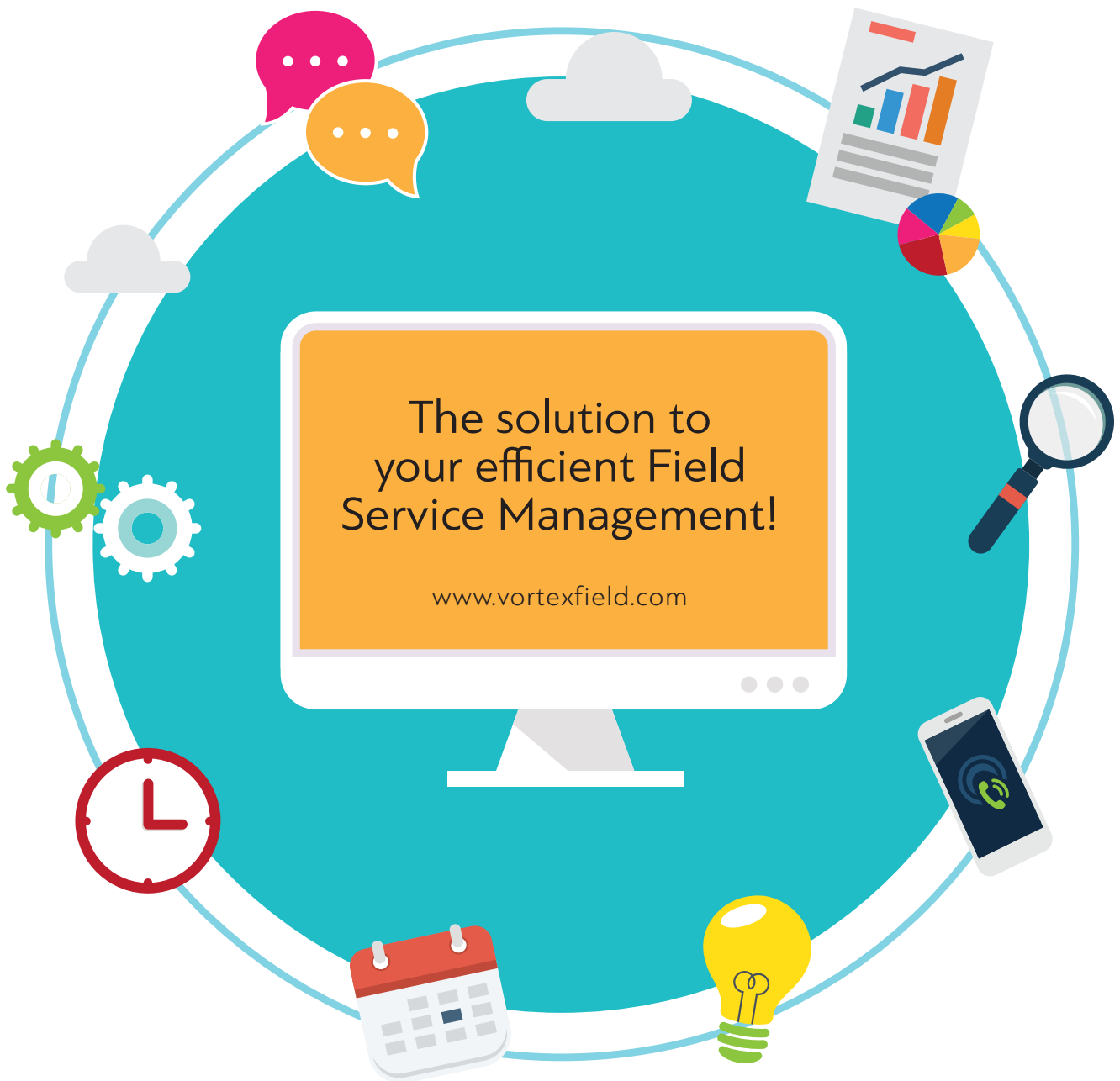


vortex

Field Service Management



TECHNICIANS' MANAGEMENT / ASSET CONFIGURATION INDEXING / REAL-TIME STATISTICS

About Vortex

Vortex is a Field Service Management Software addressed to any company that owns a technical department having as a main objective the maintenance and service of customers' equipment, the optimization of their customer support service as well as their operational flexibility and efficiency through optimal human resources management.

It is an integrated program for managing projects and technical facilities, monitoring asset configuration, managing in-house and on-the-field technicians and for providing in depth statistics per client, technician and project.

Asset Configuration Management



BENEFITS OF VORTEX

1 QUICK & EASY PRODUCT SEARCH

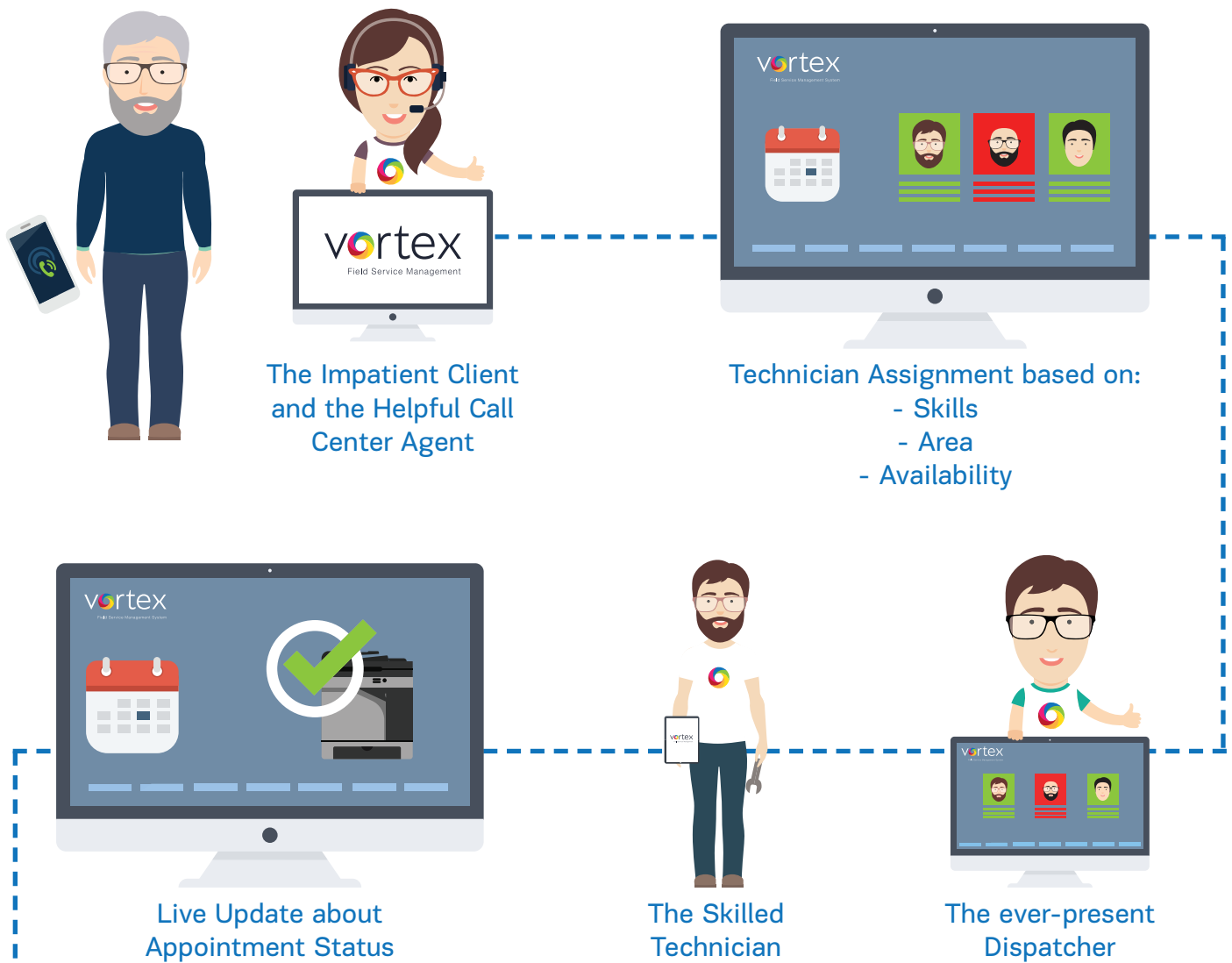
2 ASSET CONFIGURATION MANAGEMENT PER CLIENT

3 CUSTOMER SUPPORT SERVICE OPTIMIZATION

Vortex features that make it unique

- Project Management
- Asset Configuration Management CMDB
- Job Assigning Procedure
- Assignment Management
- Technician Visit Form Application
- Outsourced Partners Management
- Product Guarantee Monitoring
- Contract Management
- Task Calendar
- Recurrent Task Management
- Incoming Emails Management
- Online Bidirectional Communication
- Leave Management
- Route Map
- CRM / ERP Integration
- BI Statistics - Reports
- Knowledge Base
- User Access Rights

Job Assigning Procedure



--- BENEFITS OF VORTEX

- 1 PRODUCTIVITY INCREASE
- 2 OPTIMIZED CUSTOMER SUPPORT SERVICE
- 3 ERROR MINIMIZATION
- 4 LIVE STATISTICS
- 5 TECHNICIANS EVALUATION



Field Service Management

The Benefits of Vortex



MAXIMUM EFFICIENCY

Automated processes allow greater efficiency and time control for each technician



SAVE TIME

Efficient planning of external operations reduces significantly the time interval between appointments



ACCESS FROM EVERYWHERE

Provides real time and secure access to authorized technicians about information related to the customer



CUSTOMER SATISFACTION

Automated procedures, accurate information and optimized management, lead to satisfied and loyal customers



EASE OF USE

In addition to its operational features, Vortex is specially designed to offer ease of use for all people involved



GET ORGANIZED

Enhances operational flexibility with appropriate management of human resources



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