



# Falco SaaS - OPS

## Smart OPS | Strong Outcomes



### Falco – Admin Central



#### The Control Layer for Secure , Scalable Operations

From Access Rights to Alerts, from Location Charts to Helpdesk – Falco Admin Module ensures operational deployment is safe, centralised, and fully governed.

### What ‘s Broken Today



- ❖ Disconnected Admin Setup across Locations
- ❖ Inconsistent or poorly enforced Access Control
- ❖ Ad-hoc or No Alerts, Non-existent or jumbled escalation process

### What Falco – Admin Central Enables



- ❖ Single Point Console to manage People, Locations, Permissions
- ❖ Platform Settings, Workflows, Help Desk, Alerts
- ❖ Holidays and Work Calendar



### Core Features

#### User Management



- ❖ Create/Delete Users
- ❖ Access Control
- ❖ Approve users based on Access Rights
- ❖ Bind Country>Region>Plant
- ❖ Assign Reporting Manager (Line and Functional)
- ❖ Geo-tag and assign work geography

#### Workflow Management



- ❖ Workflow and Exception
- ❖ Set Alerts across all modules
- ❖ Assign recipient to each alert
- ❖ Configure triggers for breaches in amount, delays, discounts
- ❖ Exception handling with Escalation

#### Helpdesk



- ❖ Users can log support request by subject
- ❖ Route to recipient responsible for the issue
- ❖ Upload documents to support
- ❖ Track Resolution and Trigger Alerts
- ❖ Auto-escalate to Falco if needed

#### Why It Matters



- ❖ Granular Control over Users, Screens, Actions
- ❖ Configurable Role-driven platform operations
- ❖ Enterprise scale governance built from day one