Falco SaaS - OPS

Smart OPS | Strong Outcomes

Falco OPS – Mobile First

Built for Field Force – Trusted by Operations

Service engineers, technicians, plant teams don't sit behind their desks. Falco OPS is designed to work ON THE GO – across remote zones, and complex workflows

What 's Broken Today

❖ Field Teams juggling WhatsApp, Paper Reports and Excel

❖ Missed Service SLA due to delayed call closure and manual logs

❖ Zero traceability in Spares, Travel, or On-Site activity

What Falco Mobile-First Enables

❖ Unified Mobile access across Service, Maintenance, Travel and Inspection

❖ Geo-Tagged Actions, QR Scanning, Offline-ready tracking

❖ Real-time field visibility, alerts, cycle-time tracking

Key Mobile First Features

Field Service Execution

❖ Assign, Accept / Reject Service Tickets on App

❖ Geo-tag attendance, upload reports

❖ Access past call history before customer visit

❖ Edge Computing for machine calibration

Maintenance Workflows

❖ QR Scan to raise breakdown ticket

❖ Assign tickets to technicians

❖ Close Ticket and Confirm Equipment Handover.

❖ Run Scheduled Maintenance with full Checklist

Travel Expenses

❖ Plant and Track multilocation trips

❖ Auto capture distance, time and halt time

❖ Geo-fencing and Geo Tagging

❖ File and Approve expense claims and upload receipts

Pre-Delivery and IoT Apps

❖ Pre-delivery inspection with over 5000 BOM-linked checkpoints

❖ Scan nameplates via OCR to capture Sr No.s /Makes

❖ Real-time machine data

❖ Exception Alerts

www.decintell.com