Falco SaaS - OPS

Smart OPS | Strong Outcomes

Falco OPS – Customer Engagement – CEM

Accurate Proposals, Deeper Visits, Intelligent CRM

Move beyond spreadsheets and generic CRMs. Falco CEM enables building highly accurate quotations, track funnels, -- all in one integrated system

What 's Broken Today

- ❖ Sales Teams quoting wrong or outdated BOMs
- ❖ Wrong quotation BOMs causing serious bottlenecks in engineering and production
- ❖ Visit Reports and actions lost in excel. Broken feedback from field to Engineering

What Falco CEM Delivers

- ❖ From Customer Requirement Capture to accurate BOM and Cost to Quotation
- ❖ Dedicated workflow to create quotation for Non-Standard requirements
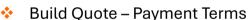- ❖ Integrate Visit Action Plans, Product Information and Market Intelligence

Core Capabilities

Proposal Engine

- ❖ Pull accurate BOM to match customer requirements
- ❖ Build Quote – Payment Terms
- ❖ Build and Track Non-Std requests
- ❖ Complete visibility of Quote Funnel
- ❖ Mobile Support to track and approve

CRM & Visit Reporting

- ❖ Pull accurate BOM to match customer requirements
- ❖ Build Quote – Payment Terms
- ❖ Build and Track Non-Std requests
- ❖ Complete visibility of Quote Funnel
- ❖ Mobile support to create, OCR to read cards, add contacts,

Knowledge Repository

- ❖ Knowledge from people to system
- ❖ Knowledge Base – Machine, Components, Product
- ❖ Show matching BOMs for past orders
- ❖ Configuration alerts based on similar use cases

Market Intelligence

- ❖ Capture Competitor Specs, Pricing, Configurations and Offers
- ❖ Upload photos over mobile
- ❖ Record New Product sightings
- ❖ Trigger internal NPD Team for New Product Ideas

Why CEM Stands Apart

- ❖ It is not just CRM. It is full scale Proposal Generator Engine
- ❖ Zero misquotes – BOMs tied to ERP and validated history
- ❖ Field Visits become feedback loops, not just formalities

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