



Falco SaaS - OPS

Smart OPS | Strong Outcomes



Falco OPS – Field Service Suite

Quotation to Installation – One Platform for Real-time field execution

Quote to Order, Deliver On-Time, Quick Field Response – Installation, Spares, Warranty, AMC and Service, Remote Monitoring - Real-Time Data



What's Broken Today

- ❖ Disconnected tools across quotation, service, and CRM lead to delays and errors
- ❖ Manual updates, delayed call closure, and inconsistent follow-ups
- ❖ No real-time machine data or warranty sync with Service Engineer Workflows



What Falco Field Service Suite Enables

Falco OPS – connects dots across your equipment lifecycle. From Customer Need to Machine-feedback, Technicians, Sales, Service Teams sync thru one Platform.



Core Modules of Field Service Suite

SWAS – Spares, Warranty, AMC, Service



- ❖ Spares Quotation from e-catalogue
- ❖ Warranty life-cycle
- ❖ Customer Specific AMC Plans
- ❖ Assign or Que Service Calls
- ❖ Geo-Tagging Service Engineers
- ❖ Upload Reports, Trigger Spares Quotation from Inspection reports
- ❖ >5000 Machines, 5000 Service Calls, 40+ Engineers

CEM – Customer Experience Management



- ❖ Proposal Builder with 50+ Config Points + ERP Integrated BOM/Cost
- ❖ Funnel Tracking, Lost Orders, Visit Report and Action Tracking
- ❖ Knowledge Repository for BOM Validation
- ❖ Competitor and Market Intelligence
- ❖ Mobile Interface for Approvals and Intelligence capture

DOIT –Data Over Internet Transfer



- ❖ IoT Module Embedded in Machine PLC
- ❖ Real-time data from machines in the field
- ❖ Alerts for exceptions, trend visualization
- ❖ 5000+ hits/min | 7M+ Records | Data across 7 States

Why Falco Field Service Suite?



- ❖ 40% Faster Service Call Closure
- ❖ Seamless Quote-to-Call Integration
- ❖ Real-time machine visibility
- ❖ Field-to-Feedback Cycle Tracking
- ❖ Insights for New Product Development