

Falco SaaS - OPS



X

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

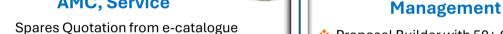
Falco OPS – connects dots across your equipment lifecycle. From Customer Need to Machine-feedback, Technicians, Sales, Service Teams sync thru one Platform.

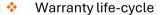


Core Modules of Field Service Suite

SWAS – Spares, Warranty, AMC, Service







- 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



- 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