Falco SaaS - OPS

Smart OPS | Strong Outcomes

Falco OPS – SWAS – After Sales Suite

Spares ,Warranty, AMC, Service – One Connected Platform

From e-Catalogue to Call Closure, SWAS – Digitizes the full after sales workflow with speed and traceability

What 's Broken Today

- ❖ Spares Quotations takes day, Contracts are not tracked, Quote accuracy low
- ❖ Warranty issue get missed, Root Cause Analysis hardly done, Zero Cost tracking manual
- ❖ AMC Revenue remains missed opportunity. Service Call Lifecyle uncontrolled and delays

What Falco SWAS Fixes

- ❖ Unified quotation to closure for all your service interactions
- ❖ Fast Response, better Warranty Control, Intelligent AMC Execution
- ❖ Permanent Corrective Actions and Valuable Inputs for New Product Development

Core Capabilities

Spares Management

- ❖ Build Spares Quote e-Catalogue or bulk upload part lists
- ❖ Link component drawings with hot spots to create cart – easy for end users of machines
- ❖ Apply Customer Contracts and Payment Terms
- ❖ Online approvals and gateway ready quotations

Warranty Management

- ❖ Track Warranty from Invoicing or Installation
- ❖ Auto alerts for nearing expiry
- ❖ Raise Zero Cost Spares request
- ❖ Track Closure Cycle-time
- ❖ Track Root Cause Closure thru Multi-function participation

AMC Management

- ❖ Create customer specific AMC plans
- ❖ Schedule and Alert routine calls
- ❖ Track Scheduled and Unscheduled call consumption
- ❖ Assign Engineer, Log Visits and Service Reports

Service Call Management

- ❖ Raise Assign Service Call
- ❖ Accept/Reject by engineer and, real-time que management
- ❖ Geo-tag attendance, upload reports, photos – Mobile first features
- ❖ Trigger Spare quote from the site
- ❖ Happy Customers

Why Choose SWAS

- ❖ Be a part of family of 5000 + machines spread across India, Africa and SAARC
- ❖ Fastre Turnaround of Service calls and Spares Quotes
- ❖ Build strong AMC revenue stream
- ❖ Happy Customers

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