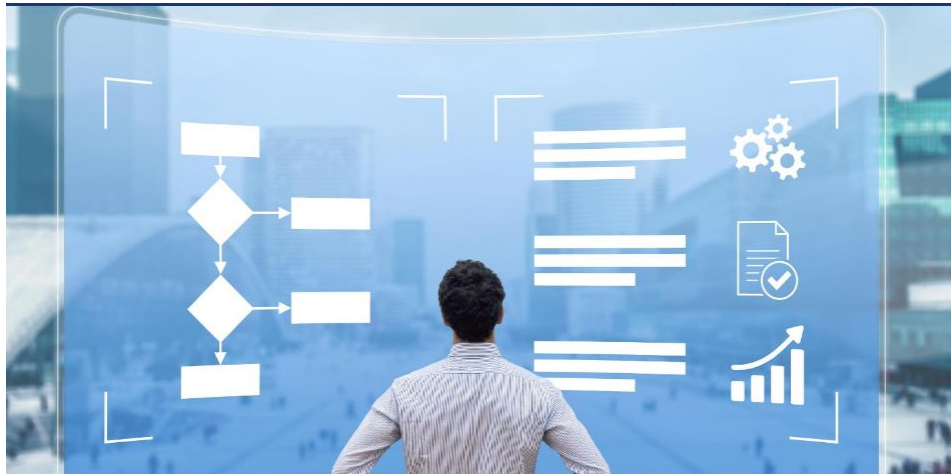


Admin Is Not a Side Function — It's the Foundation

Why Most ERP Admin Modules Break Down — and How Falco Gets It Right



Admin is nobody's favourite module, in an ERP or SaaS.

- ❖ It doesn't run production.
- ❖ It doesn't manage inventory.
- ❖ It doesn't send invoices or close sales.
- ❖ But when it breaks, everything else bends.
- ❖ That's because **admin isn't a side function — it's the foundation.**

The problem? Most systems treat it like an afterthought



What's broken in the typical ERP admin layer?

In most ERP or SaaS setups, the admin configuration panel is little more than a control board — designed more for compliance than usability.

Here's what usually goes wrong:

♦ **Access chaos:**

User access is poorly controlled, often copied and pasted from one role to another. No visibility across sites. No real hierarchy.

♦ **Alert fatigue or total silence:**

There's either too much noise (irrelevant alerts) or complete gaps — no triggers when escalation is actually needed.

♦ **Governance gaps:**

Platform-wide settings like holidays, delegation, workflows, or ticket handling are buried in screens only one IT guy understands. Governance? Optional.

♦ **Disconnected helpdesk workflows:**

Support tickets are either handled manually or plugged into third-party tools that don't speak the same language as your ERP.

\$\$ The cost of weak admin isn't always visible — but it's real

You don't feel it until:

- ❖ A user leaves but still has access to plant dashboards.
- ❖ A helpdesk request loops without response for 5 days.
- ❖ Two different teams create holiday calendars — and both are wrong.
- ❖ Managers have no way to override or track escalations.
- ❖ Organization hierarchy mismatch. No option to add dual reporting Matrix
- ❖ Geographic Area of Responsibility cannot be configured

These aren't glitches. They're signs of a broken foundation.



That's where Falco Admin Central is different

At Falco, we didn't treat admin as a leftover tab.

We built Admin Central as the silent power layer — quietly orchestrating access, control, governance, and support.

Here's what it brings:



User Management That Understands Hierarchy

- ❖ Create, manage, and control users across multiple plants or locations
- ❖ Map reporting structures with dual reporting Matrix
- ❖ Assign roles based on function, location, or level
- ❖ Assign geographic area of responsibility
- ❖ Control user lifecycle cleanly — from onboarding to exit



Platform-Wide Alert & Escalation Engine

- ❖ Trigger smart alerts — not noise
- ❖ Configure escalation chains based on workflow type
- ❖ Set rules by function, not just by screen
- ❖ No missed tickets. No "lost in loop" emails. Everything traceable.



Granular Governance Controls

- ❖ Define holiday calendars across geographies
- ❖ Control platform-wide behaviours from one screen
- ❖ Assign super-admins and delegation logic
- ❖ Role-based access to platform settings — with clear audit trails



Integrated Helpdesk Control

- ❖ Built-in support ticket routing across modules
- ❖ Prioritize, track, and auto-escalate based on rules you define
- ❖ Reduce manual follow-ups — and improve SLA compliance



The result? Admin stops being a bottleneck. It becomes a backbone.

- ❖ Access is secure and structured
- ❖ Alerts are clear and purposeful
- ❖ Governance is no longer a guessing game
- ❖ Helpdesk becomes reliable, not reactive

And your team can stop managing the system — and start using it.



Why does this matter to MSMEs?

- ❖ Because in growing organizations, chaos hides in admin.
- ❖ Most MSMEs don't have large IT teams.
- ❖ They don't want complex permission matrices.
- ❖ They just want control — without confusion.
- ❖ Falco Admin Central delivers exactly that.

No noise. No drama. Just calm control.

Falco Admin Central is part of the integrated Falco OPS suite — built as a cohesive, full-stack solution for manufacturing teams