

Field Service Chaos? Falco's Mobile-First Approach Fixes It

Field Ops Deserve Better: Why Mobile-First Isn't Optional Anymore



Field service operations in manufacturing aren't glamorous — they're gritty, fragmented, and often neglected. But they're also mission critical.

Think of the technician juggling WhatsApp instructions, scribbling notes on paper, manually updating Excel sheets *after* a long field visit. A service ticket assigned in the morning may close in the evening — or not at all. Travel claims, spares used, site actions. Often undocumented, unverifiable, or delayed.

This isn't a technology gap. It's a design gap



The Ground Reality No One Talks About

Most ERP or SaaS systems treat field teams as an afterthought. The interface isn't mobile-ready. The features aren't practical. And the assumptions — “technicians will update the system later” — ignore how work actually happens on the ground.

The result?

- ❖ Service SLAs missed due to late updates.
- ❖ No traceability of on-site actions.
- ❖ Zero visibility on spare part usage or delays.
- ❖ Overloaded team leads constantly chasing status.

If your frontlines are still running on patchwork tools and follow-up calls, your backend reports are fiction



Enter Falco OPS: Mobile First

Falco OPS is built on one core belief:

Teams in the field deserve software that moves with them.

Our Mobile-First layer is not an add-on. It's an operating mindset — crafted for service engineers, technicians, and operations teams who don't sit behind desks.

We're talking about:



Unified Mobile Access

One app. All functions. From service ticketing to inspections, preventive maintenance to travel tracking — everything in one place.



Platform-Wide Alert & Escalation Engine

Whether it's accepting a ticket, logging a visit, or scanning a QR — every action is timestamped and location-verified. No more guesswork.



Offline Capability

No signal? No problem. Falco continues to track, log, and sync when back online.



Real-Time Field Visibility

Know what's happening, where, and by whom — without picking up the phone.



Built-In Travel Expense Tracking.

- ❖ Plan Local Trip, Select Mode, Know time and Distance in real-time
- ❖ Auto-capture distances, locations, and actual vs claimed metrics.
- ❖ Zero manual entries. Zero disputes.
- ❖ Alerts are clear and purposeful
- ❖ Fill expense report for outstation travel and upload receipts
- ❖ Helpdesk becomes reliable, not reactive



Edge Computing for Smart Calibration

Machine service doesn't wait. Falco enables in-app calibration and edge recording — even in isolated areas

No More “Update Later” Excuses

Falco Mobile-First simplifies what field teams *actually* need:

- ❖ Accept or reject tickets on the go.
- ❖ Access past history before visiting a customer.
- ❖ Upload reports, click images, log outcomes — instantly.
- ❖ Get smart alerts. Escalate if idle. Close loops faster.

Everything that used to need three tools, four reminders, and five hours — now takes minutes

Designed for the Way Manufacturing Moves

Our users aren't reading dashboards at desks. They're climbing machines, crossing plant zones, or fixing breakdowns 50 kilometres away. Falco honours this reality — by removing friction, not adding layers.

This is not a “mobile-friendly” version of a desktop tool.

It's a **mobile-first command centre** for operations.