

## Why OEMs Need a Smarter Backbone: Manage Unclear Scope to Field Failure



Behind every installed machine lies a story. A story that often begins with vague or missing requirements — and ends with delays, rework, and frustrated customers.

For most Original Equipment Manufacturers (OEMs), this is not an exception — it's the norm. And it begins long before the machine is even built.

**Falco OPS** is built to address exactly that.



### The Real Problem Begins at Requirement Capture

Most OEM headaches don't start on the shopfloor — they start in the meeting room. Sales teams push to close the order. Customers aren't always clear about what they want — or worse, they hold back key specs. As a result, engineering receives vague or incorrect inputs **after** the PO is booked. That's when the chaos begins.

- ❖ BOMs are drafted based on assumptions
- ❖ Non-standard parts become the norm
- ❖ Vendors are looped in late, and charge a premium
- ❖ Incoming parts don't fit, don't work, or need rework
- ❖ Assembly lines struggle with first-time fits
- ❖ Testing takes forever
- ❖ And even after shipping, field engineers face weeks of proving.

No one wins. Not the customer, not the vendor, not the OEM

## **Falco OEM Suite: Fixing the Chain, Not Just a Link**

Falco OEM isn't just a post-sales tool. It's a **full-spectrum operational backbone** — addressing the **entire lifecycle** from quotation to commissioning, and beyond. Here's how it breaks the pattern:



### **Get the Quote Right — the First Time (with Falco CEM)**

At the quoting stage, Falco's CEM (Configurable Estimation Module) ensures no BOM is locked without clarity.:

- ❖ If the customer requirement is unclear or non-standard, CEM auto-flags engineering
- ❖ Quote generation halts until the technical team reviews and validates
- ❖ No quote goes out until feasibility and cost are locked

**Outcome:** No more margin-killing surprises after order confirmation. OEMs get paid for complexity, and engineering gets time to plan



### **Plan Realistic Deliveries (with Falco Production Planning)**

Once the order is in, Falco's capacity planning engine kicks in:

- ❖ Takes into account existing workload, planned downtimes, absenteeism patterns
- ❖ Matches delivery timelines to real capacity
- ❖ Flags bottlenecks before they hit production.

**Outcome:** Promises you can keep. No overcommitments. No panic jobs.



### **Structured After-Sales Support (via Falco SWAS)**

Service and warranty needs are captured, organized, and routed through the SWAS module:

- ❖ Warranty validations, service requests, escalations — all tracked centrally
- ❖ Engineers have instant context and history
- ❖ Parts and responses are pre-approved based on rules.

**Outcome:** Customers get fast, professional support — and service teams aren't left scrambling.



## Field Feedback Becomes Engineering Gold (via DOIT)

Once the machine is installed, DOIT brings it into your digital fold:

- ❖ Live install-base maps across all customers
- ❖ Real-time feedback loops from field performance
- ❖ Visibility into issues **before** the customer call

**Outcome:** Your teams know what's failing, where, and why — helping improve product design, vendor coordination, and service speed.

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## A Platform That Thinks Like an OEM

Falco OEM Suite is not generic ERP. It's built for the messy, moving world of equipment manufacturers — where every order is different, every install is tricky, and every delay costs real money.

It connects the **quoting room**, the **design bench**, the **shopfloor**, and the **customer site** into one continuous loop — with intelligence at every step

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## Time to End the Firefighting

The real cost for most OEMs is not just in poor delivery or rework. It's in **lost time**, **strained teams**, and **burned-out reputations**.

Falco OEM turns post-sales chaos into structured flow. And upstream pain into downstream clarity.

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