

When the Sale is Over, the Real Test Begins)



How smart service workflows can make or break your customer relationships.?

For OEMs, selling a machine is only half the journey. The real relationship begins after the dispatch.

Yet, too often, this phase is where things fall apart — delayed AMCs, wrong spares, missed warranty claims, and overworked service teams scrambling without structure.

Field service in many organizations still depends on scattered Excel sheets, manual coordination, and reactive firefighting.

And customers notice.

Falco Field Service Suite is built to address exactly that.



Field Realities That Cost You Trust.

What typically happens:






- ❖ No clear AMC visibility: Teams rely on memory or emails to know when contracts expire. By the time you realize it's due — it's already lapsed.
 - ❖ Spares chaos: A technician visits the customer only to realize the part isn't available. The visit fails. Credibility drops.
 - ❖ Warranty and service silos: Sales has one version. Service has another. No one has the full picture.
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Systematize the Service Side with Falco.

Falco OPS – Field Service Suite brings structure, speed, and visibility to your entire after-sales service cycle.

With **Falco Field Service**

- ❖  Auto-link AMC & warranty to service workflows
- ❖  Trigger spares request based on service visit input
- ❖  Track customer install base with real-time asset registry
- ❖  Coordinate field technicians and reduce first-time fix failures
- ❖  Connect to DOIT module for machine health insights.



Your Service Doesn't Need More People. It Needs More System.

With Falco, even a lean service team can handle more customers with greater efficiency. That's because:

- ❖ Every service call is logged and trackable
- ❖ Spare consumption patterns are visible
- ❖ AMC alerts never slip
- ❖ Service quality becomes measurable



Protect: Don't Let Service Slip Through the Cracks.

In today's competitive market, your field service is not a back-end operation — it's your brand in action.

Falco helps you protect it.