Falco SWAS – After Sales: 40 Engineers. 5000 Machines. One System

Every machine you dispatch carries your brand, your promise — and a long trail of future calls, parts, claims, and service visits. But how many OEMs manage this post-dispatch phase with the same rigour as their production?
Most don't.
What starts as a quick warranty call often turns into a chase — missing documents, unclear status, spare part confusion, field team miscommunication, and lost AMC trails. It's not a service problem. It's a system problem.

That's where **Falco SWAS** comes in.

🔧 The After-Sales Black Hole

The typical post-dispatch cycle involves at least six disconnected silos.

Here's what typically goes wrong:
- ❖ Service calls tracked on WhatsApp
- ❖ Warranty slips lost in physical folders
- ❖ Spare part pricing not aligned with actual BOM
- ❖ AMC data buried in Excel files
- ❖ No visibility into which machine had which issue
- ❖ Zero linkage between past service and future design correction.

Result? Escalations, rework, and worst of all — customer trust erosion..

✅ Falco SWAS Fixes This Entire Chain

Falco SWAS — Service, Warranty, AMC, Spares — is more than just another module. It's your digital command center for the entire after-sales lifecycle.

1. Warranty & AMC Management
- ❖ No more missed coverage or expired AMCs.
- ❖ Auto alerts when warranty is about to end
- ❖ Service logs tracked per machine serial number
- ❖ AMC contracts managed with defined SLAs

2. Spare Part Quoting & Tracking
- ❖ Service teams can quote spares on the spot.
- ❖ Link quotes directly to machine BOM
- ❖ Use standard rates or customer-specific pricing
- ❖ Track dispatch and consumption

3. Mobile Access for Service Teams
- ❖ Your field engineers can:
- ❖ View service history of any installed machine
- ❖ Record issue, action taken, and spares used
- ❖ Upload images, notes, and completion sign-offs — right from their phone

4. Install Base Visibility
- ❖ View all machines in the field — by model, client, region, or status.
- ❖ This becomes your real-time install base tracker — for both service planning and future product feedback.

5. Connect to DOIT
- ❖ All field data flows back into DOIT (Device-Operations-Insights-Tracker), creating a feedback loop for product design and quality teams.

❓ Why This Matters Now

Most OEMs treat after-sales like a back-end function — until something goes wrong. But in reality, this is where the long game is played:
- ❖ Recurring revenue from AMCs and spares
- ❖ Higher customer retention
- ❖ Rich data for continuous product improvement
- ❖ Stronger margins from efficient field service

Falco SWAS helps you shift after-sales from reactive to proactive.

Real-World Impact

- ❖ 5000+ machines managed
- ❖ 4500+ service calls closed
- ❖ 40+ service engineers
- ❖ ₹60 Cr (US$ 7M) worth of spares quoted
- ❖ 3 Regions — India, Africa, SAARC
- ❖ Zero data errors

With **Falco SWAS**, every call, claim, and component is part of a structured system — one that talks to your production, inventory, and engineering teams.

No more isolated firefighting.

Just clear roles, data-driven actions, and faster response.