



Co-located with:



Introducing:



18 – 21 FEBRUARY 2023

RIYADH FRONT EXHIBITION AND
CONFERENCE CENTER (RFECC)

A HOLISTIC APPROACH VIA AN END-TO-END FACILITY MANAGEMENT ERP

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DANAOS Projects

Project Management Talks | 19/02/2023

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FIELD SERVICE MANAGEMENT

What is VORTEX FSM

FIELD SERVICE MANAGEMENT

VORTEX FSM is an advanced and specialized software for:

- Preventive and Corrective Maintenance of Facilities and Assets
- Work Orders & Field Service Management
- Asset Management & Asset Registry
- Trouble - Ticketing & Request Web Portal
- Mobile Application for field technicians to update work orders in real time
- Partners Web Portal for Subcontractors access
- Dynamic reporting and business analysis statistics

What is VORTEX FSM

FIELD SERVICE MANAGEMENT

Asset
Management 01

Work Orders
Management 02

ASSET MANAGEMENT

MONITOR ASSET BASED ON: _____

- Asset List
- Asset Configuration (S/N, Warranty Expiration)
- Asset Maintenance Plans
- Asset History
- Measurements
- BMS Integration
- ERP Integration

01



Create one or multiple companies

02



Create multiple sites with map location

03



Create multiple zones/sections and installations

04

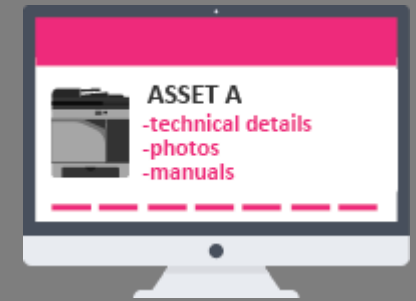


Register multiple assets/equipment for each site with:

- group/subgroup
- photo
- contracts
- maintenance plans
- work history

ASSET MANAGEMENT

05



Detailed information of technical attributes of each asset like:

- Technical details
- warranty expiration
- manuals
- photos
- etc.

WORKORDERS MANAGEMENT

ASSIGN WORK ORDER BASED ON: _____

- Technicians Skills
- Corrective or Preventive Maintenance
- Asset Category
- Asset location
- Technicians Live Map Location
- Technicians Availability
- Available Slots

01



Client creates new request through:

- Incoming call
- Customer portal
- Incoming email

02



Work order assignment to a technician based on:

- Availability
- Skills
- Area

03



Technician's Mobile Application

- update workorder status
- speech-to-text comments
- spare parts
- Photos
- Check-in/out

04



Work orders monitoring by the dispatcher

WORK ORDERS WORKFLOW

05



Back Office live update about the workorder result

WHY VORTEX

ASSET MANAGEMENT:

- ✓ Detailed info on Assets History & Location
- ✓ Accurate Service planning (avoid breakdowns)
- ✓ Inventory Monitoring
- ✓ Spare Parts Usage
- ✓ Measurements History
- ✓ Photos of Assets

WHY VORTEX

MAXIMUM COLLABORATION: ---

- ✓ Capture incoming calls and associate incidents to SLAs
- ✓ Enhance collaboration providing real-time communication between office managers and field teams
- ✓ Provide higher quality corrective maintenance services

WHY VORTEX

INCREASED CAPACITY:

- ✓ Increase visibility of technicians positioning
- ✓ Optimize dispatching process by managing Technicians / Work Orders on Google Maps
- ✓ Increase capacity of technicians per day by optimizing work order dispatching

WHY VORTEX

REDUCED COSTS:

- ✓ Reduce travel costs by optimizing workorders scheduling
- ✓ Accelerate travel time between workorders

WHY VORTEX

CUSTOMER SATISFACTION: ---

- ✓ Monitor Quality of Service/Technician assessment (Rating)
- ✓ Assure Quality through predefined checking lists
- ✓ Get Customer verification with electronic signature
- ✓ Reports on Performance, Productivity, Efficiency and Quality of Service

WHY VORTEX

WORK ORDERS SCHEDULING:

- ✓ Automate all processes
- ✓ Seamless scheduling optimization
- ✓ Real-time monitoring of tasks
- ✓ Smart Reporting
- ✓ Easy Reporting for Technician
- ✓ Easy access to information
- ✓ Preventive Checklists

WHY VORTEX

IMPROVED DECISION MAKING: ---

- ✓ Asset life-cycle evaluation
- ✓ Technicians' Response time
- ✓ Technicians' Qualitative Rating
- ✓ SLA Monitoring & Productivity Assessment
- ✓ Smart Reporting & KPI's
- ✓ Spare Parts Budgeting
- ✓ Work hours Spent & Paid



INTERFACE

01

BACKOFFICE

02

MOBILE
APPLICATION

03

CUSTOMER
WEB PORTAL

04

SUBCONTRACTORS
WEB PORTAL



INTERFACE - BACKOFFICE

01

BACKOFFICE

02

MOBILE
APPLICATION

03

CUSTOMER
WEB PORTAL

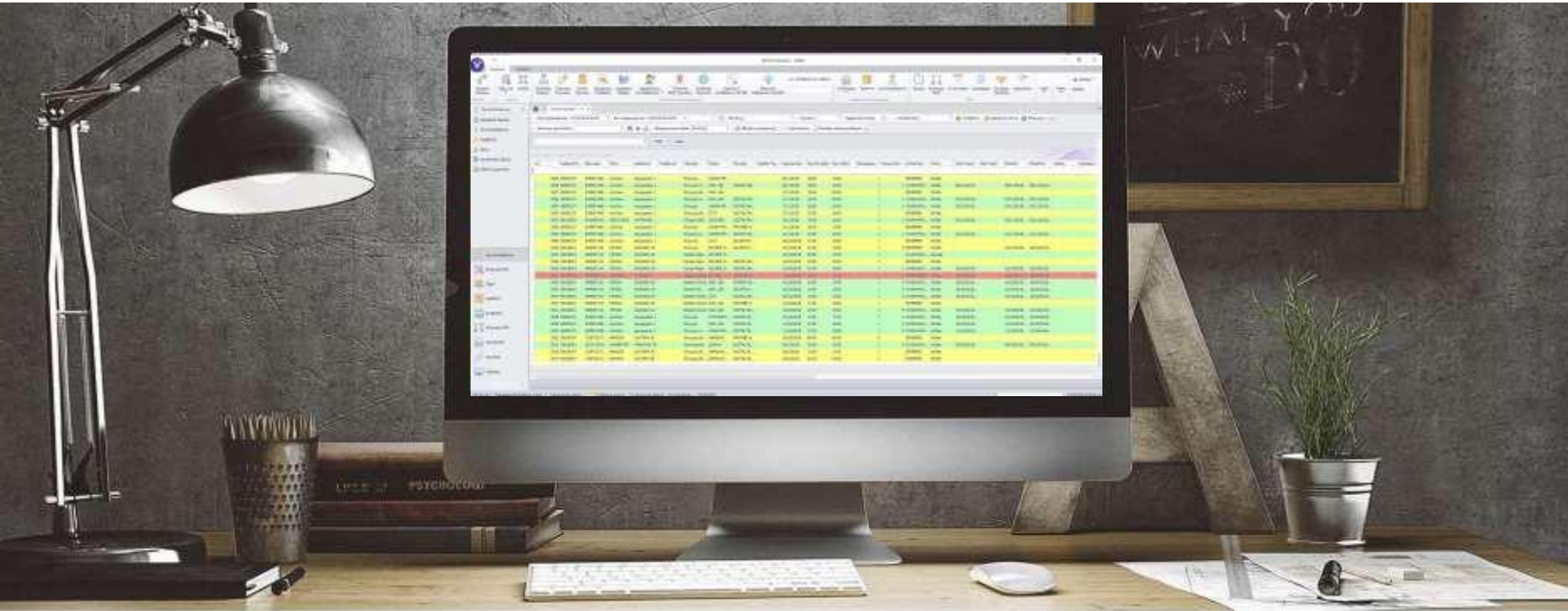
04

SUBCONTRACTORS
WEB PORTAL



BACK OFFICE SYSTEM

- Detailed Asset List
- Asset Maintenance History
- Asset Technical Attributes & Configuration



BACK OFFICE SYSTEM

- Work Orders List
- Status Color Indication
- Filtering and Grouping
- Real-time Overview



BACK OFFICE SYSTEM

- Automated Scheduling Processes
- Availability Overview
- SLA's Monitoring
- Notifications & Alerts



BACK OFFICE SYSTEM

- Multiple Calendars (Month/Week/Day)
- Status Color Indication
- Filtering
- Drag 'n Drop Reassignment



BACK OFFICE SYSTEM

- Work Order Result Overview
- Proof of Completion
- Spare Parts Used



BACK OFFICE SYSTEM

- Technicians' Real Time Map Location
- Route Calculation
- Last Update Timestamp



BACK OFFICE SYSTEM

- Dynamic Reporting
- Performance KPIs
- Asset KPIs
- Technicians KPIs



INTERFACE – MOBILE APPLICATION

01

BACKOFFICE

02

MOBILE
APPLICATION

03

CUSTOMER
WEB PORTAL

04

SUBCONTRACTORS
WEB PORTAL



TECHNICIAN MOBILE APPLICATION

- Work Orders' List
- Start Travel button
- Check-in/Out
- Google Maps Navigation
- Add Spare-parts
- View/Edit Asset list
- Status Update & Work Order Completion



INTERFACE – CUSTOMER WEB PORTAL

01

BACKOFFICE

02

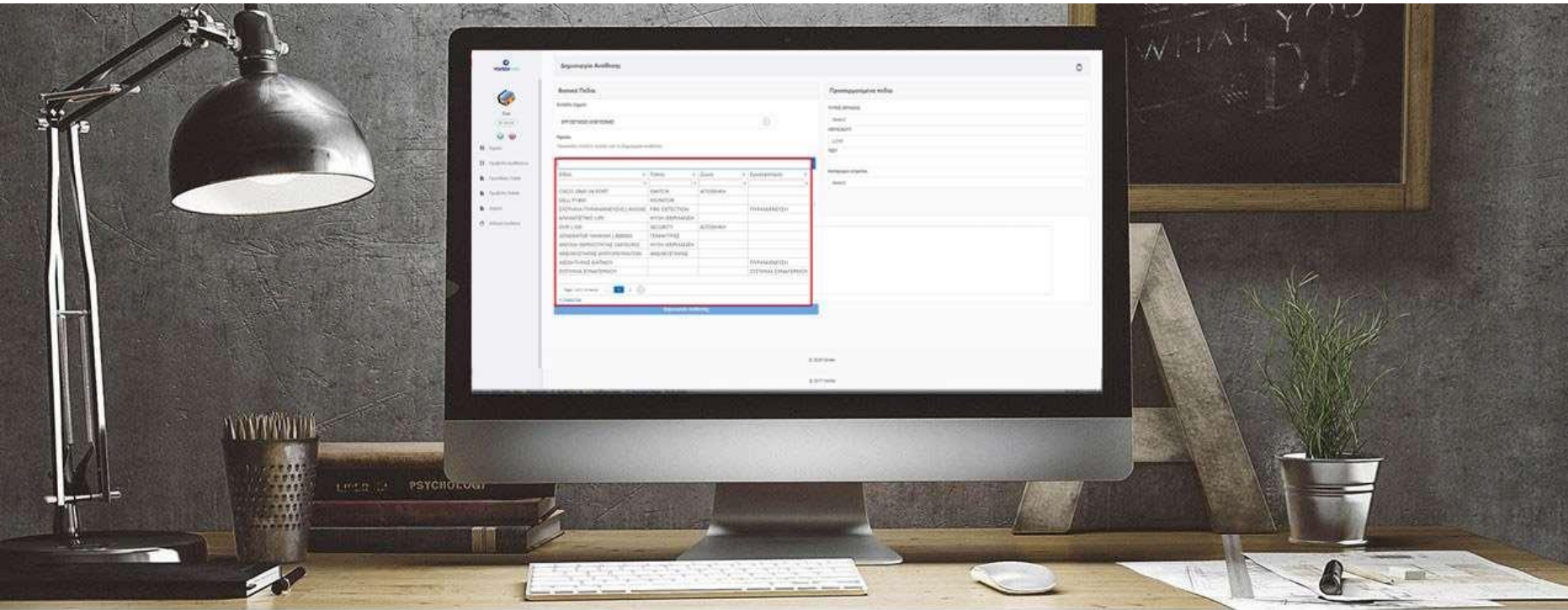
MOBILE
APPLICATION

03

CUSTOMER
WEB PORTAL

04

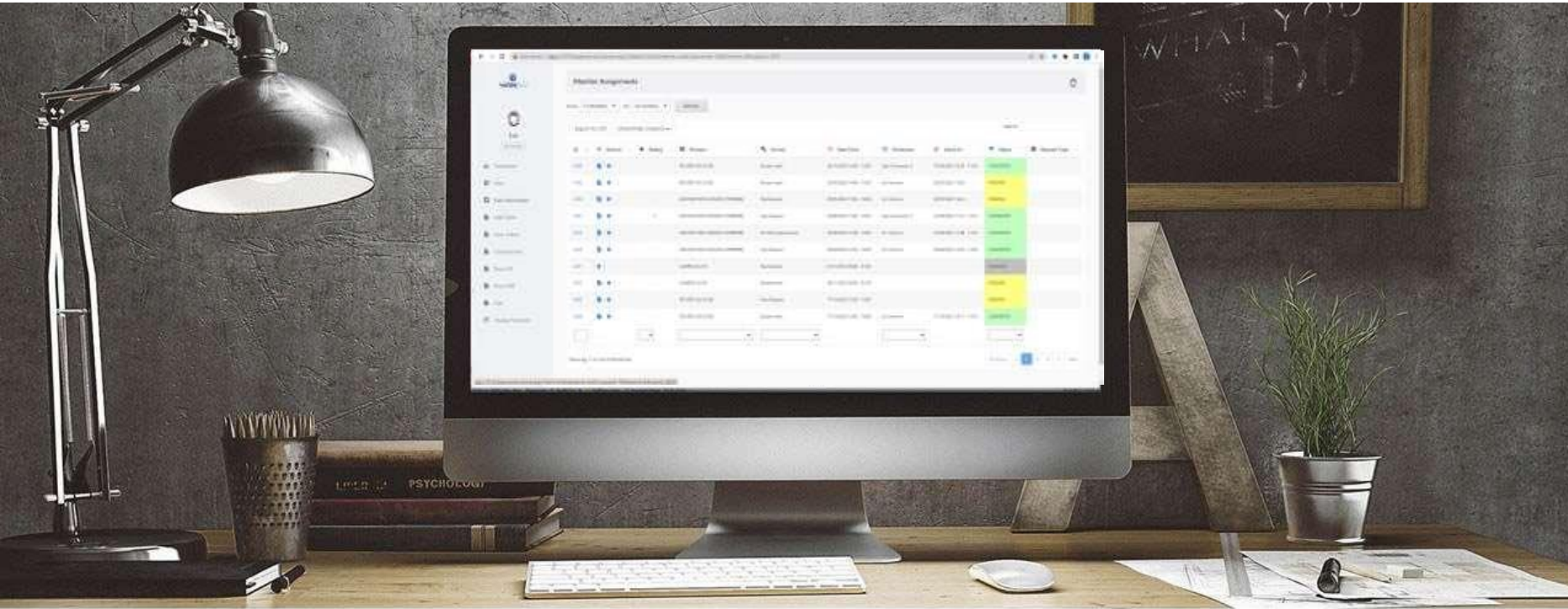
SUBCONTRACTORS
WEB PORTAL



CUSTOMER WEB PORTAL

Raise New Request:

- Select Equipment from Asset List
- Describe Request
- Add Attachment



CUSTOMER WEB PORTAL

List of Past & Future Workorders:

- View Workorder Details
- Download Reports
- Quality of Service Evaluation/Rating



INTERFACE – SUBCONTRACTORS WEB PORTAL

01

BACKOFFICE

02

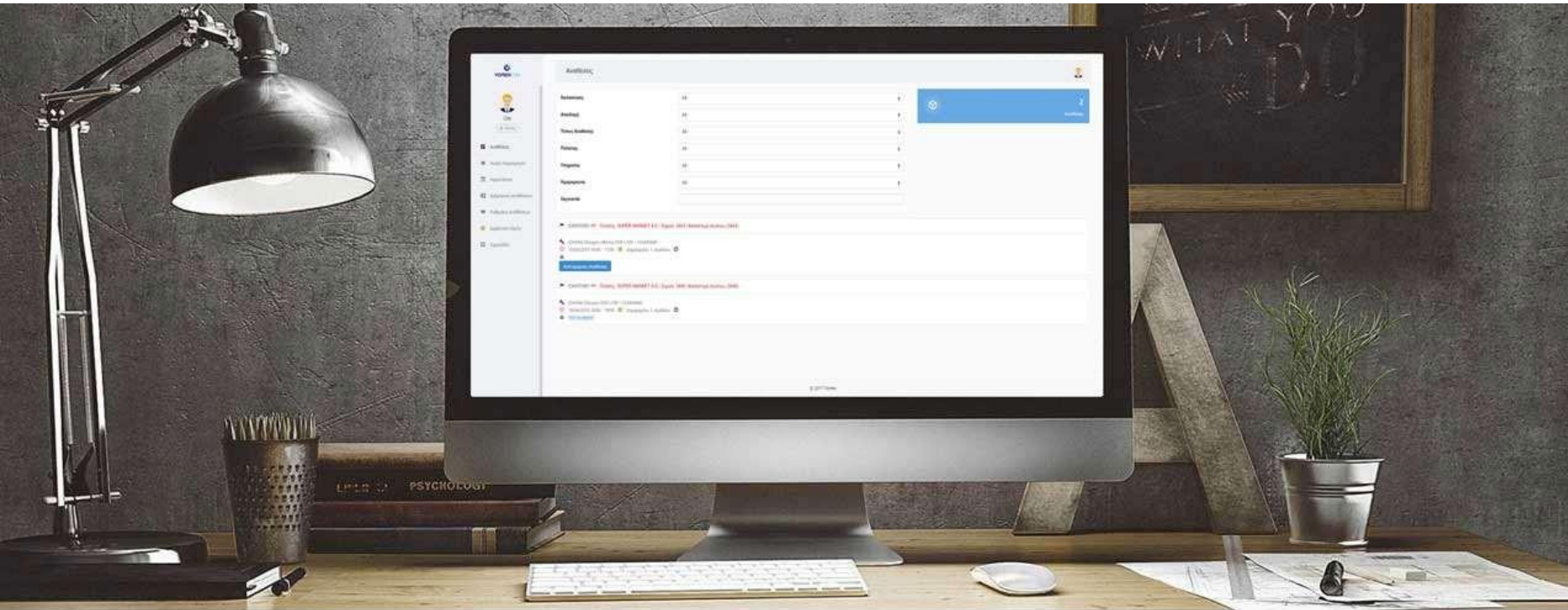
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CUSTOMER
WEB PORTAL

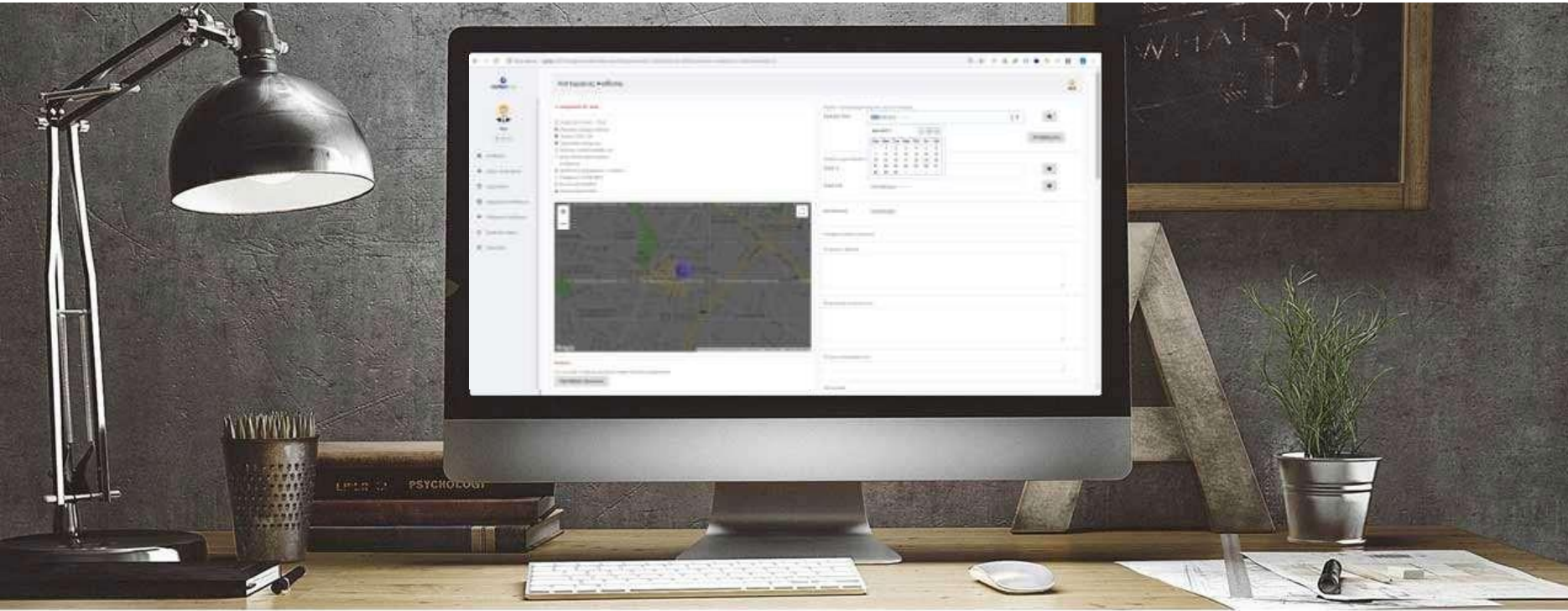
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SUBCONTRACTORS
WEB PORTAL



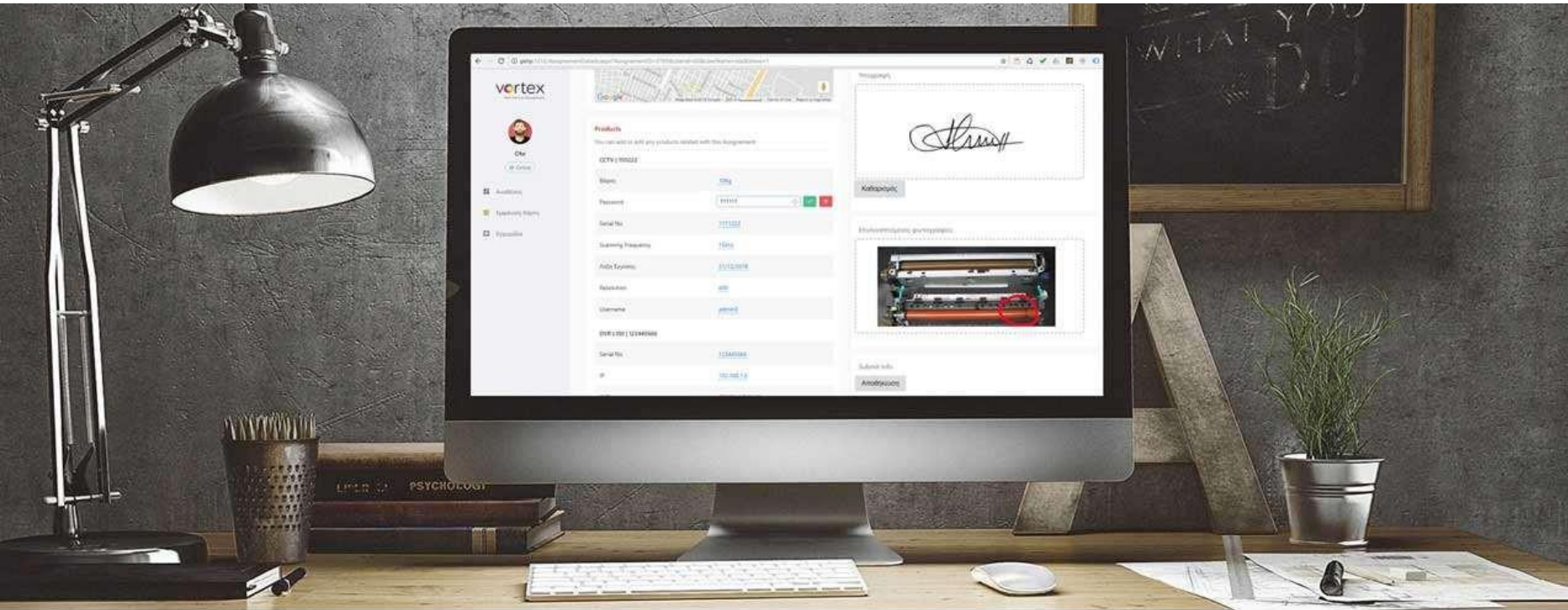
SUB CONTRACTORS WEB PORTAL

- Workorder List & Details
- Accept Workorder
- Filtering



SUB CONTRACTORS WEB PORTAL

- Schedule Date & Time
- Assign Technician
- Set Availability



SUB CONTRACTORS WEB PORTAL

- Complete Workorder
- Set Check-in/Out Time
- Add Photos
- Take Customer Signature



**WHY
VORTEX**

BENEFITS



■ DETAILED ASSET
MANAGEMENT



■ WORKORDER
HISTORY



■ OPTIMIZED ASSET
MAINTENANCE



■ MINIMIZED
COSTS



■ DYNAMIC
STATISTICS



■ INCREASED
PRODUCTIVITY



Customer
Satisfaction

Maximized
Efficiency

Operational
Excellence





Thank You!

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THANK YOU

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