vortex

danaos PROJECTS

The Benefits of DANAOS VORTEX

The solution to
your efficient Field
Service Management!

www.vortexsuite.com

WORKFORCE MANAGEMENT /
ASSET MANAGEMENT /
REAL-TIME STATISTICS

MAXIMUM EFFICIENCY

Automated processes allow greater
efficiency and time control for each
technician

SAVE TIME

Efficient planning of external operations
reduces significantly the time interval
between appointments

ACCESS FROM EVERYWHERE

Provides real time and secure access
to authorized technicians about
information related to the customer

CUSTOMER SATISFACTION

Automated procedures, accurate
information and optimized management,
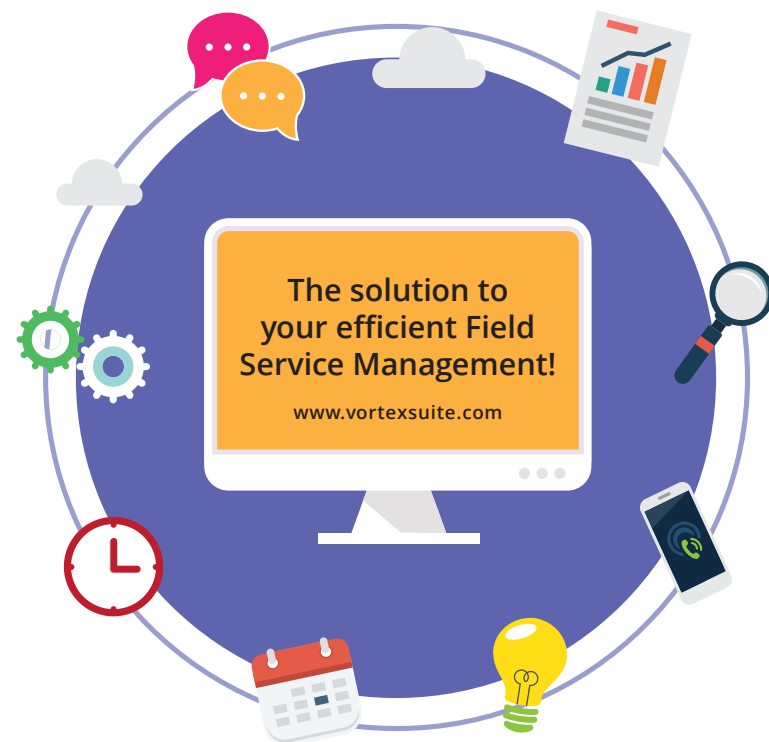lead to satisfied and loyal customers

EASE OF USE

In addition to its operational features,
Vortex is specially designed to offer ease
of use for all people involved

GET ORGANIZED

Enhances operational flexibility
with appropriate management of
human resources

vortex

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About DANAOS VORTEX

DANAOS VORTEX is a Field Service Management Software addressed to any company that owns a technical department having as a main objective the maintenance and service of customers' equipment, the optimization of their customer support service as well as their operational flexibility and efficiency through optimal human resources management.

It is an integrated program for managing projects and technical facilities, monitoring asset configuration, managing in-house and on-the-field technicians and for providing in depth statistics per client, technician and project.

Asset Configuration Management

vortex
DEMO SA

New Costumer Registration

vortex
- Manufacturer: JXC
- Guarantee Expiry: 11/05/2017
- Serial No: 478954-3
- Connectivity: USB
- Color: Black

Product Configuration Indexing

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PROJECT A   PROJECT B   PROJECT C

Project Creation Per Customer

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PROJECT A
- Product: JCX 1010
- Category: PRINTERS
- Subcategory: LASER

Asset Indexing per Project Grouped by:
- Category
- Subcategory

BENEFITS OF DANAOS VORTEX

1. QUICK & EASY PRODUCT SEARCH

2. ASSET CONFIGURATION MANAGEMENT PER CLIENT

3. CUSTOMER SUPPORT SERVICE OPTIMIZATION

Vortex features that make it unique

- Project Management
- Asset Management CMDB
- Job Assigning Procedure
- Workorder Management
- Technician Mobile Application
- Outsourced Partners Management
- Product Guarantee Monitoring
- Contract & SLA Management
- Task Calendar
- Recurrent Task Management
- Incoming Emails Management
- Real-time Communication
- Leave Management
- Route Map
- CRM / ERP Integration
- Productivity Statistics
- Knowledge Base
- User Access Rights
- Maintenance Plans

Workorder Procedure

The Impatient Client and the Helpful Call Center Agent

Technician Assignment based on:
- Skills
- Area
- Availability

Live Update about Appointment Status

The ever-present Dispatcher

The Skilled Technician

BENEFITS OF DANAOS VORTEX

1. PRODUCTIVITY INCREASE

2. OPTIMIZED CUSTOMER SUPPORT SERVICE

3. ERROR MINIMIZATION

4. LIVE STATISTICS

5. TECHNICIANS EVALUATION

12:30   95%

Assignment Details
User: 1

Assignment ID: 3147

29/11 18:00 - 19:00
Service Description: (OnSite) Monthly Maintenance Check
AIRCONDITION PASSION | Apartment A2
Product Description: AIRCONDITION PASSION | Apartment A2
Problem: no heating
Custom Fields:
Picking List:
Customer: DAMAC
Customer Business:
Project Description: 3147 | Flora at Golf Verde
Contact:
Address: , Dubai
Phone: 2102916001
Mobile: