



**BOOST THE PRODUCTIVITY  
OF YOUR COMPANY**





## WE ARE DANAOS

### WE ARE SPECIALISTS IN A WORLD OF GENERALISTS

We acknowledge that Enterprise Vertical Software requires the right blend of technology and industry-specific knowledge. With unwavering expertise and a customer-centric approach, we are committed to standardizing end-to-end processes from engineering to construction and facility operations.

### ABOUT DANAOS PROJECTS SOFTWARE SOLUTIONS

DANAOS Projects Software Solutions is a trusted leader in Facility and Construction software, empowering companies to thrive in today's challenging market. With over 25 years of expertise in developing and deploying business software globally, we enable customers to work efficiently and sustainably. As Construction & Property Technology innovators, we disrupt our industries and revolutionize complex project management through our commitment to integration, expertise, and agility. By implementing our software solutions for our clients, we lay the foundation for their digital transformation.



In the cornerstone of our philosophy lies the principle of providing efficient trustworthy and scalable services that optimize processes, adapt to the ever-growing needs and generate value across the entire work functions of any company size, anywhere, any time. Our philosophy is to consider each company as unique, analyze its needs and implement suitable solutions. Building long-term and transparent business relationships through effective communication and trust, constitute our key advantages.

## EXPLORE OUR INDUSTRY - SPECIFIC SOLUTIONS

Our unique value proposition for each sector will help you re-imagine how technology is adapted and change how operations are conducted and managed in an efficient manner



FACILITY  
MANAGEMENT



MAINTENANCE  
MANAGEMENT



REAL ESTATE  
DEVELOPMENT



SHIPYARD  
MANAGEMENT

## Indicative Clients List Middle East - Global


# Software Solutions for your Business

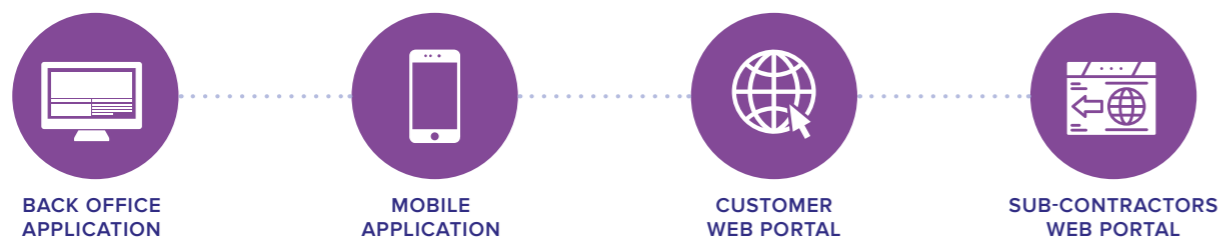
 <p><b>vortexFSM</b> FIELD SERVICE MANAGEMENT</p> <p>An innovative Asset Maintenance and Field Service Management System that facilitates Preventive and Corrective Maintenance of Facilities and Assets, increasing Field Technicians efficiency through the optimization of the dispatching process with the use of Mobile Application.</p>	 <p><b>vortexCMMS</b> MAINTENANCE MANAGEMENT SYSTEM</p> <p>An innovative Asset Maintenance Management Software that facilitates the processes of maintenance operations, monitors Preventive and Corrective Maintenance of Equipment and Fixed Assets, improves the reliability and efficiency of equipment, reduces downtime, and saves money on maintenance costs by increasing technicians operational efficiency via an easy-to-use Mobile Application.</p>	 <p><b>vortexCM</b> COMMERCIAL MANAGEMENT</p> <p>A comprehensive commercial lifecycle operations system that facilitates Invoicing, Warehousing and Purchasing while assists companies in transacting securely with Clients and vendors. Provides the functionalities and automations that will enhance the daily transactions of an organisation.</p>	 <p><b>vortexCRM</b> CUSTOMER RELATIONSHIP MANAGEMENT</p> <p>A friendly and flexible environment to manage and improve the relationship with your customers and partners, existing or prospective. It's the ideal solution for your daily sales opportunities and follow-ups, while assists in the Sales and Commercial Strategy of your company.</p>	 <p><b>vortexPM</b> PROJECT MANAGEMENT</p> <p>A comprehensive system that facilitates the Planning, Coordination and Implementation of a Project. Establishes the budget of each Project, analyzes the estimated execution time of each work-order, checks the cost and delivery time, as well as the minimum amount of disruptions, overlaps and conflicts.</p>	 <p><b>vortexHT</b> HELPDESK TICKETING</p> <p>A user-friendly HelpDesk &amp; Trouble-Ticketing system for submitting and managing customer requests. Aims at the effective Customer Service Quality and cross-team collaboration. A seamless and omnichannel solution to track and handle Customer issues effectively.</p>
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## THE ONLY ALL-IN-ONE CAFM (COMPUTER-AIDED FACILITY MANAGEMENT) COMPREHENSIVE AND FULLY INTEGRATED SOFTWARE SUITE

- ✓ Field Service Management (FSM)
- ✓ Maintenance Management (CMMS)
- ✓ Commercial Management (CM)
- ✓ Customer Relationship Management (CRM)
- ✓ Project Management (PM) and
- ✓ HelpDesk - Ticketing (HT)

User-friendly applications that offer a feature-rich collaborative environment in the office and the field, fully tailor-made to the needs of the client and with a medium cost.



### USER INTERFACE



### Benefits



### CUSTOMER REVIEWS

 <p><b>Jaya Prakash</b> SENIOR CAFM ADMINISTRATOR, AZIZI DEVELOPMENTS</p> <p>AZIZI Implementing the full Vortex Suite has transformed our operations, providing seamless project management, asset control, and customer engagement. The system's efficiency and ease of use have significantly improved our productivity, decision-making and transparency in operations.</p>	 <p><b>George Makris</b> KÄRCHER</p> <p>By monitoring the daily operational data through VORTEX, we are in a position to evaluate all of our activities. We can identify the services that deliver more and know how long it takes us to solve each problem, while constantly striving to improve our services.</p>
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OPTIMIZE THE MAINTENANCE OF YOUR ASSETS  
LIKE NEVER BEFORE!

VORTEX FSM is an innovative and specialized **Asset Maintenance and Field Service Management System** that facilitates preventive and corrective maintenance of facilities and assets, increasing Field Technicians efficiency through the optimization of the dispatching process with the use of Mobile Application.

Either as a modern FSM or a CAFM software or a CMMS, VORTEX FSM provides full Asset Registrar, Trouble-Ticketing Web Portal, incorporating the related maintenance history as recorded by field technicians through a **Mobile Application** or a Sub Contractor's Web Portal and further presented via dynamic reports and specialized business analytics dashboards.

BENEFITS VORTEX FSM

- ECONOMIES OF SCALE
- CUSTOMER SATISFACTION
- MAXIMUM EFFICIENCY
- OVERALL VIEW
- EFFECTIVE DECISION MAKING
- EASY ACCESS

FEATURES VORTEX FSM

- PROJECT MANAGEMENT
- ASSET MANAGEMENT
- TASK ASSIGNMENT PROCEDURE
- WORK ORDER TRACKING
- TECHNICIAN MOBILE APPLICATION
- CONTRACT MANAGEMENT
- SLAs MANAGEMENT
- MAINTENANCE PLANS
- GUARANTEE MONITORING
- RECURRING TASK MANAGEMENT
- ROUTE MAP
- LEAVE MANAGEMENT
- REAL-TIME COMMUNICATION
- INCOMING EMAIL MANAGEMENT
- TECHNICIAN CALENDAR
- SUB-CONTRACTORS
- PRODUCTIVITY STATISTICS
- CRM / ERP INTEGRATION
- CUSTOMER TICKETING PORTAL
- KNOWLEDGE BASE
- USER ACCESS RIGHTS



OPTIMIZE THE MAINTENANCE OF YOUR ASSETS  
LIKE NEVER BEFORE!

VORTEX CMMS is an innovative Asset Maintenance Management Software that facilitates the processes of maintenance operations, monitors **Preventive and Corrective Maintenance** of Equipment and Fixed Assets, improves the reliability and efficiency of equipment, reduces downtime, and saves money on maintenance costs by increasing technicians operational efficiency via an easy-to-use Mobile Application.

Integrated with all the other VORTEX Suite applications, VORTEX CMMS provides full **Asset Registrar, Work-Order management, Materials and Inventory** monitoring as well as a dedicated Trouble-Ticketing Web Portal, incorporating the related maintenance history as recorded either through the technician's Mobile Application or a Sub-Contractor's Web Portal and further analyzed through KPIs and personalized Business Analytics dashboards.

BENEFITS VORTEX CMMS

- ECONOMIES OF SCALE
- CUSTOMER SATISFACTION
- MAXIMUM EFFICIENCY
- OVERALL VIEW
- EFFECTIVE DECISION MAKING
- EASY ACCESS

FEATURES VORTEX CMMS

- ASSET MANAGEMENT
- ASSET REGISTRY
- WORK ORDER ASSIGNMENT
- PREVENTIVE MAINTENANCE PLANS
- CORRECTIVE MAINTENANCE
- TECHNICIAN MOBILE APPLICATION
- SUB-CONTRACTORS MANAGEMENT
- SPARE PARTS MANAGEMENT
- TICKETING WEB PORTAL
- WORK ORDER PRIORITIZATION
- TECHNICIANS CALENDAR
- LEAVES MANAGEMENT
- WARRANTIES MONITORING
- BARCODE & QR CODE SCANNING
- TECHNICIANS GEOLOCATION
- KPIs & DYNAMIC REPORTS
- API INTEGRATION
- KNOWLEDGE BASE



## SIMPLE & EFFICIENT PROCESSING OF YOUR COMMERCIAL OPERATIONS

A comprehensive commercial lifecycle operations system that facilitates invoicing to warehousing, and purchasing while assists companies in transacting securely with the clients and vendors.

Integrated with all the other VORTEX Suite applications, VORTEX CM enhances transparency and increases just-in-time delivery of goods and services, aligning demand with supply and controlling cost and time.

### BENEFITS VORTEX CM

- MODERN & USER FRIENDLY INTERFACE
- DYNAMIC STATISTICS
- CLOUD & ON-PREMISE OPERATION
- INTEGRATED CRM FUNCTIONALITY
- UNLIMITED CUSTOMISATION
- ACCESS FROM ANYWHERE

### FEATURES VORTEX CM

- ACCOUNTS
- INVENTORY
- SALES
- PURCHASES
- ORDERS
- COLLECTIONS / PAYMENTS
- BANKNOTES
- SALESPERSONS MANAGEMENT
- STATISTICS - REPORTS
- ECOMMERCE
- INTEGRATION
- MOBILE INVOICING



## GIVE YOUR CUSTOMER THE ATTENTION THEY DESERVE

Seize the opportunity. Capture the Lead. Record your Pipeline. Generate Sales. Vortex CRM is the ideal software to Manage and Improve the relationships with your customers, prospects and partners. Following the customer-service concept, VORTEX CRM is the starting point for your daily follow-ups and sales endeavors.

Integrated with all the other VORTEX Suite applications, VORTEX CRM is a new kind of a Customer Relationship Management software that provides sales clarity and assists in the Sales and Commercial Strategy of your company.

### BENEFITS VORTEX CMMS

- SALES INCREASE
- ERRORS MINIMIZATION
- PRODUCTIVITY INCREASE
- AUTOMATED STATISTICS
- COMPLETE OVERVIEW FOR EVERY CUSTOMER
- BUSINESS COHESION

### FEATURES VORTEX CMMS

- CUSTOMER MANAGEMENT
- SALES CONSULTANTS
- QUOTES MANAGEMENT
- ACTION MANAGEMENT
- MEETINGS MANAGEMENT
- CALL FORWARDING
- MAIL MANAGEMENT
- CONTRACT MANAGEMENT
- DOCUMENT MANAGEMENT
- MOBILE APPLICATION
- PRODUCT GUARANTEE MONITORING
- SWOT ANALYSIS
- TASK CALENDAR
- KNOWLEDGE BASE
- GOOGLE & OUTLOOK CALENDAR
- ERP INTEGRATION
- SMS MARKETING
- CALLER ID RECOGNITION
- REPORTS & STATISTICS
- FLOW RULES
- BIRTHDAYS & NAMEDAYS CALENDAR
- LEAVE MANAGEMENT
- SUB-CONTRACTORS
- USER ACCESS RIGHTS
- PROJECT MANAGEMENT
- RECURRENT TASKS
- MARKETING CAMPAIGNS





## MANAGE PROJECTS & RESOURCES IN A SIMPLE AND EFFICIENT WAY

Set up each project's budget by associating your resources (materials and manpower), create work-orders in phases and setup each projects baseline as essential parameters for controlling the cost and progress.

Integrated with all the other VORTEX Suite applications, VORTEX PM enhances project control, cost control, field productivity and facilitates the timely delivery of goods and services of each project.



### BENEFITS VORTEX PM



EFFICIENCY INCREASE



CUSTOMER SATISFACTION



OPTIMUM RESOURCE ALLOCATION



AUTOMATED STATISTICS



EFFECTIVE GROUP COOPERATION



RISK EVALUATION

### FEATURES VORTEX PM



MULTIPLE PROJECTS MANAGEMENT



PHASE MANAGEMENT



GANTT CHART



PROJECT SCHEDULING



PHASE DEPENDENCY



COST MANAGEMENT



RESOURCE MANAGEMENT



PHASE PRIORITIZATION



COST BUDGETING



TIMEFRAME CALCULATION



EXPENSES MONITORING



PROJECT COMPLETION RATE



WORK ORDER ASSIGNMENT



REPORTS & STATISTICS



## A SEAMLESS AND OMNICHANNEL SOLUTION TO HANDLE CUSTOMER ISSUES EFFECTIVELY

A HelpDesk & Ticketing system for submitting and managing customer requests either for support, sales or accounting issues. Each request creates a "Ticket", a case which, which is allocated to an operator for further arrangements and escalation, as required, while allows Customers to monitor the progress of their requests, online.

Integrated with all the other VORTEX Suite applications, VORTEX HT assists in the expedient Ticket resolution, while the Customer has the option of rating the Quality-of-Service provided and the Management to generate the necessary statistics and KPIs via dynamic reports and business analytics.

### BENEFITS VORTEX HT



EASY MONITORING OF REQUESTS



AGILITY FOR YOUR ORGANIZATION



EFFICIENCY FOR AGENTS



CONVENIENCE FOR CUSTOMERS



COST REDUCTION



DYNAMIC STATISTICS



### FEATURES VORTEX HT



TICKETING MANAGEMENT



INTERDEPARTMENTAL CONNECTIVITY



REQUESTS REDIRECTION



SEAMLESS COMMUNICATION



MONITORING OF PROCESSING REQUESTS



DETAILED REQUEST HISTORY



PRIORITIZATION OF REQUESTS



AUTOMATIC REPLY TO CUSTOMERS



TECHNICAL SUPPORT 24/7



REPORTS + STATISTICS



QUALITY OF SERVICE EVALUATION



INTEGRATION (FSM/ CMR/ PORTAL)

# Smart Analysis

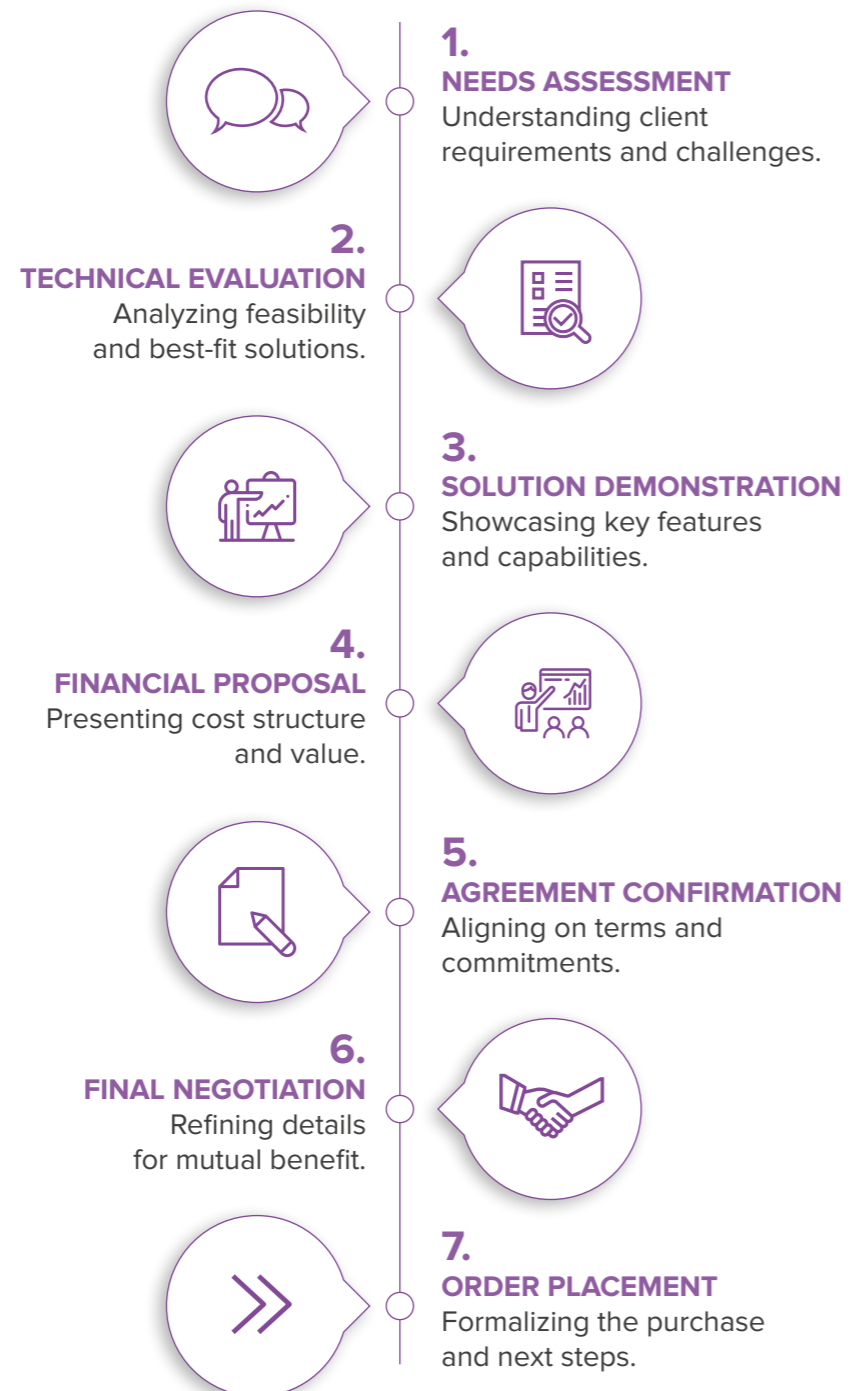
» Smooth Implementation

» Successful Delivery



## SEVEN STAGES SALES PROCESS FOR BETTER ACCURACY

At Danaos Vortex Software, we follow a structured six-stage sales process designed to ensure precision, transparency, and alignment with our customers' needs. From the initial project evaluation to the final order placement, each step is carefully executed to deliver the best possible solution. Our approach enhances accuracy, minimizes risks, and ensures a seamless transition from analysis to implementation.



## IMPLEMENTATION PHILOSOPHY

Danaos - Vortex Software is committed to completing your project on schedule, within the defined scope, and within budget. To achieve this, we utilize a well-established implementation methodology that serves as a strategic roadmap for success. This approach fosters close collaboration between your company and Danaos - Vortex Software, ensuring that your project aligns with your expectations at every stage. By promoting clear communication and teamwork, we facilitate a seamless progression through each phase of the project.

- ✓ DEDICATED PROJECT TEAM
- ✓ DOMAIN EXPERTISE
- ✓ FOCUS ON KNOWLEDGE TRANSFER
- ✓ PROJECT GOVERNANCE
- ✓ ACCURATE PROJECT REPORTING
- ✓ ACTIVE STEERING COMMITTEE

## OUR PEOPLE



## VORTEX PROJECT METHODOLOGY

Five Implementation phases



## SUSTAIN PHASE

This stage focuses on transitioning the system into full operation, providing post-implementation support, and ensuring long-term success. It includes performance optimization, system upgrades, and enhancements to continuously improve the delivered solution.

- Danaos Vortex Support
- Software Maintenance Contracts
- Prepaid support hours bundles
- Strong Experienced Team
- Goal to solve root issues, not just symptoms
- Internal advanced ticketing system through Danaos Vortex CRM
- Multiple contact Methods (Phone, email, Customer portal, remote calls)



## Danaos Projects Software Solutions

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