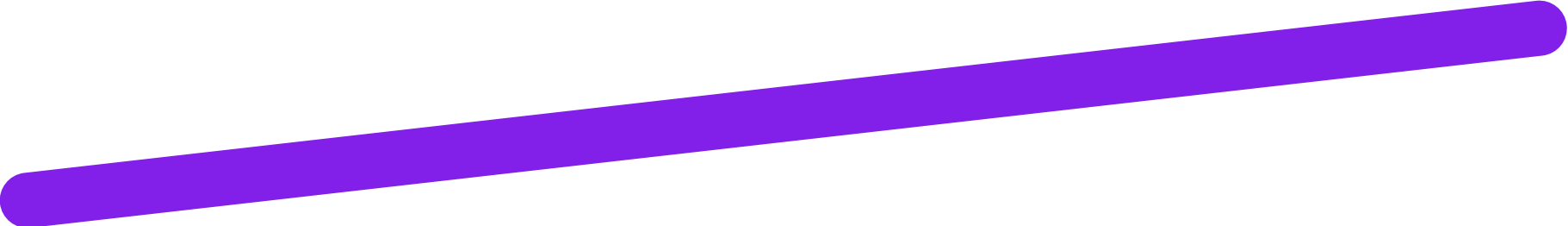
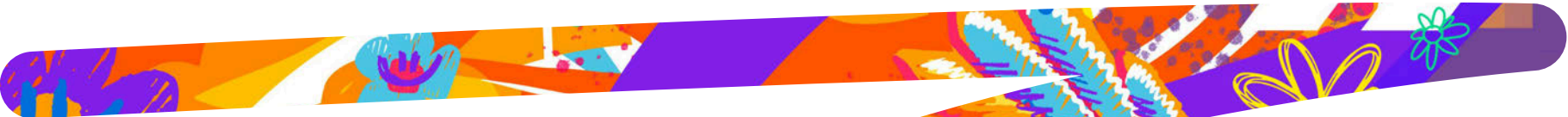


divalto



BE ON THE FRONT LINE *FOR YOUR CLIENTS*

divalto **field service**



ERP - CRM SOFTWARE
PERFORMANCE
IS PROVEN IN THE FIELD

ICONIC!
WWW.DIVALTO.COM

DIVALTO FIELD SERVICE

SERVICE PROVIDERS & MANUFACTURING COMPANIES WITH EXTENDED FIELD SERVICES AND INSTALLATION ACTIVITIES



Building finishing trades



Heating, ventilation
and air conditioning (HVAC)



Elevator companies



Professional kitchen installers



Energy



Fire prevention



Building enclosure
and automation



Industrial maintenance

PERFORMANCE IS PROVEN IN THE FIELD

Divalto field service, an ERP-CRM software for field service, adapts to your processes and methods: **contracts**, **installed assets**, **parts**, **quotes**, **reports**, **invoicing**. Schedules are smooth,

resources are optimised, information always available wherever you are. You gain **in speed**, **in precision**, **in confidence** and your field service becomes sustainably **"iconic"**.

A SOLUTION

THAT MEETS FIELD CHALLENGES

You are a service company with strong installation, maintenance and after-sales activities. You manage technician teams, equipment fleets, contracts, spare parts and complex schedules. You need a tool that is agile, connected and reliable to boost your operational performance.

OPTIMISE THE SCHEDULING OF YOUR INTERVENTIONS

Divalto field service anticipates the workload, manages urgencies and improves the scheduling of your field technicians interventions.

- Easily manage technician schedules for multi-agency fleets and increase the number of interventions completed.
- Assign missions to the closest and most qualified technicians.
- Reduce travel time, costs and carbon footprint to maximise profitability.

FACILITATE TECHNICIANS WORK ON SITE

Divalto field service centralises data (contracts, warranties, etc.) for site tracking and after-sales management of your equipment fleets.

- Anticipate needs, simplify after-sales management and get a complete view of logistics supply for spare parts and operation procedures to perform. Track services in real time until the intervention report is validated.

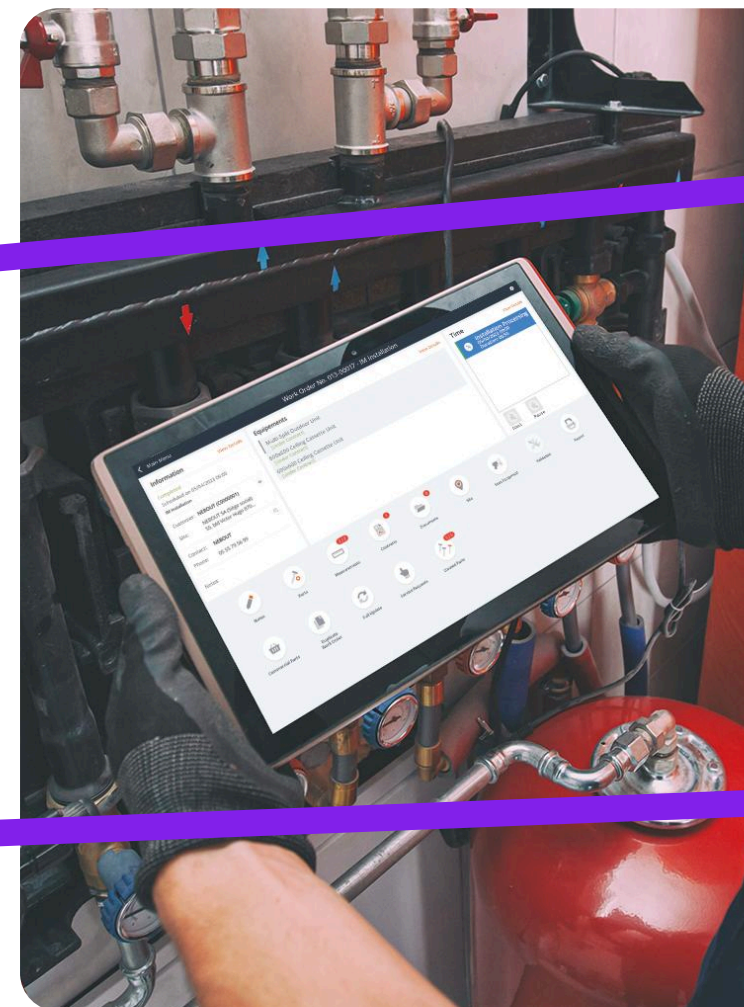
TRACK OPERATIONS AND PRODUCT LIFECYCLE

Track the progress of installation projects and quickly generate work quotes based on necessary adjustments. Stock management, in warehouse and in vehicles, is optimised to ensure immediate parts availability.

Component identification and lot or serial number traceability strengthen service reliability, especially for reconditioning or retrofitting operations.

INVOICE WITHOUT DELAY

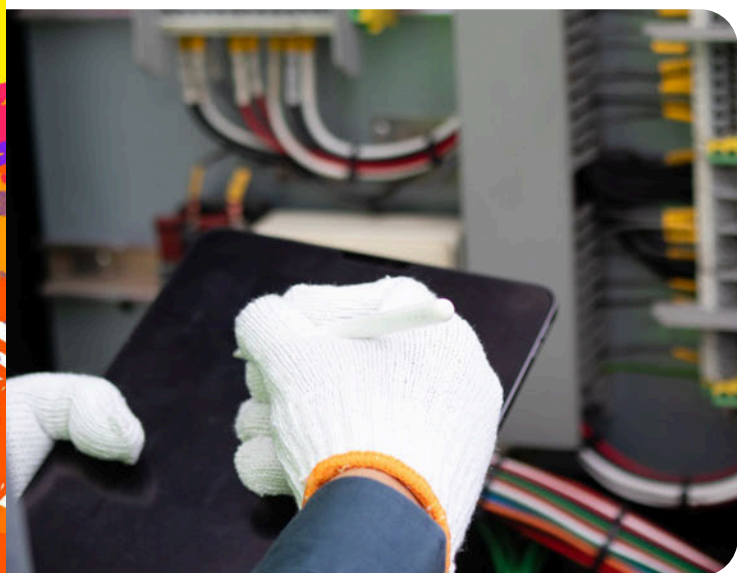
Thanks to its integrated accounting, Divalto field service automates the invoicing process upon intervention validation, reducing errors, delays and simplifying financial management. You control your cash flow and working capital with full transparency.



SYNERGY

TECHNICIANS & BACK OFFICE

Divalto supports companies towards a new era of customer service, combining operational excellence and premium technical support, powered by artificial intelligence.



CUSTOMER RELATIONSHIP MANAGEMENT

Simplify your customer relationship and secure every step of your commercial processes. CRM sales, 360° customer-site records, opportunity management, pricing, work quotes, after-sales quotes, orders, delivery notes, business profitability, intervention traceability.

WORK QUOTES

Master every detail of your work quotes, from initial costing to progress tracking. Version management, options and variants, chapters and sub-chapters, multi-level works, cost breakdown, sales coefficients, global and lump-sum price breakdown (DPGF), progress billing management, retention guarantees, additional items management.

WORKS AND ITEMS MANAGEMENT

A structured management of business information to gain consistency and precision. Works and sub-works library, sub-references (size, color, etc.), supplier catalogs.

PURCHASING AND PROCUREMENT

Anticipate, optimise and secure your purchasing, from request to receipt. Supplier management, pricing, requirements calculation, purchase requests, calls for tender, direct and received counter-orders, EDI.

INTERVENTION SCHEDULING

Manage your field operations with optimal control of resources and priorities. Installation and maintenance, curative, preventive, predictive intervention types and analysis, operation procedure management, parts and labor management, resource scheduling, route planning, geoptimisation, travel time management, team composition, on-call management, resource skills and certifications, priority management.

FIELD INTERVENTION

The connected field, for faster, better documented and controlled operations. Quote requests, technical document queries, mobile intervention reports, mobile equipment addition, material search by lot, serial, site or customer number, installed equipment history, technician-created interventions during operations.

STOCK MANAGEMENT

The visibility and control needed for stocks always at the right level, in the right place. Multi-warehouse management, vehicle stock, stock returns, safety stock, optimisation rules, reservations, pre-reception, inter-agency transfers, inventories, valuation, equipment loans between agencies.

PROJECT MANAGEMENT

Operational and financial project tracking, intervention and procurement management by milestones, site workflow management (costing, on-site installation, procurement, supplier invoices, receipts, progress billing, etc.), project profitability.

EQUIPMENT FLEET TRACKING

Equipment and sub-equipment families, warranty tracking, history and lifecycle of materials, lot and serial number management, symptom management by equipment type.

CONTRACT MANAGEMENT

Contract types and warranties for each customer, site, equipment, validity period, billing frequency, indexation, termination notice, contract profitability, intervention management with recurring deadlines and curative component with associated billing.

INVOICING

Invoicing within a contract or not, progress billing (deposits, retention guarantees), final general statement (DGD), DPGF, billing frequency, invoicing

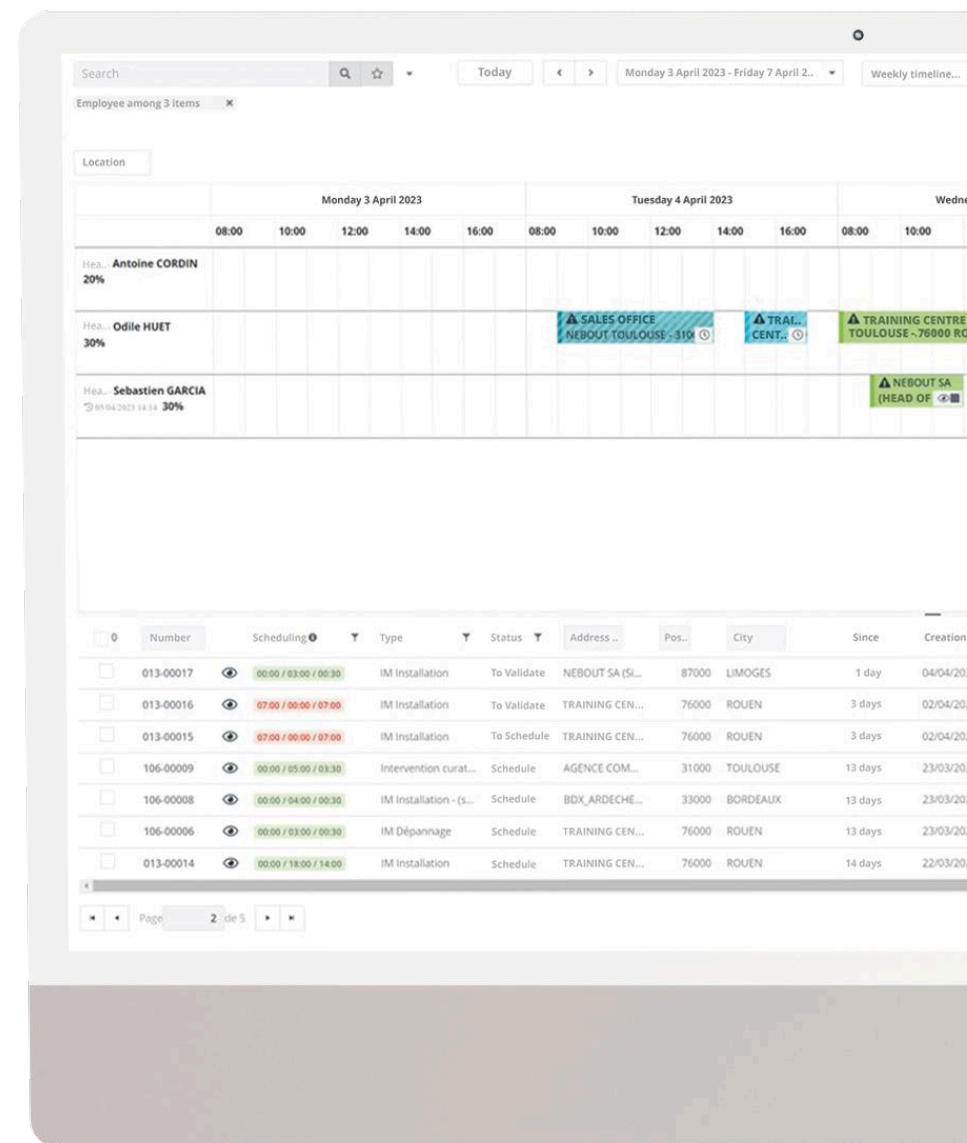
recurring based on consumption, fixed rate concept, duration management, invoice control, reminders and collection.

MOBILITY FOR YOUR SALES REPS AND FIELD TECHNICIANS

Divalto field service integrates a mobile solution enabling sales reps and agents to access data and take orders at any time. Field technicians have an ergonomic application dedicated to their needs (schedules, stocks, contracts, equipment, quotes, reports, photos, signatures), usable online or offline on any type of mobile device.

TECHNOLOGY SOLUTIONS MARKETPLACE

Divalto collaborates with a network of technology partners to quickly deliver your development projects, whether with specialised business tools for prospecting and marketing campaigns or simply to connect your machines (IoT, document management).



ARTIFICIAL INTELLIGENCE AT THE SERVICE OF FIELD PERFORMANCE

- AI assistant integrated into the ERP.
- Automatic content generation (summary, description, information structuring for increased productivity, etc.).
- Relevant insights to guide analysis and decision-making.
- A more responsive organisation with more relevant interactions.

DISCOVER
DIVALTO AI
IN ACTION



THE CONNECTED AND OPEN ERP FOR INNOVATION

THE ANSWER TO YOUR CHALLENGES

- Centralised data flowing between all your systems.
- **EDI, API and web services** for simple and immediate interoperability.

Open to the best expert tools Divalto field service integrates naturally with your business solutions:

- **Configurator.**
- **IoT** - *Internet of Things, Configuration and quote generation tool.*
- **Marketing campaigns** - *Prospecting & marketing campaign tools.*
- **BI** - *Business Intelligence.*
- Etc.

**COMPLETE DIGITAL CONTINUITY, BETWEEN
HEADQUARTERS, SUPPORT AND THE FIELD.**

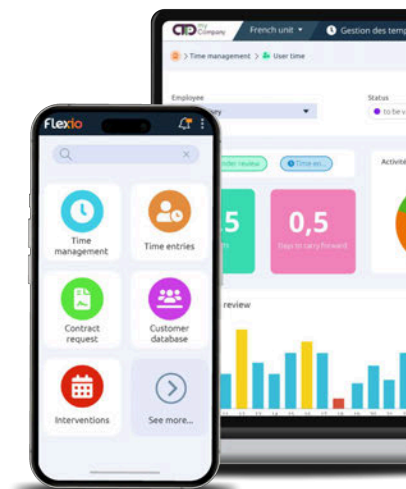
PERSONALISED DASHBOARDS & INTEGRATED DATAVIZ

- Access a **clear, real-time view** of your business with an **integrated no-code dataviz tool.**
- **Create your dashboards and charts independently**, track your key KPIs and manage your business at a glance.

FLEXIO THE AI PLATFORM AND NO-CODE TO GO EVEN FURTHER IN THE DIGITALISATION OF YOUR BUSINESS PROCESSES

With Flexio, the **no-code AI application-building platform** enriched with a store of ready-made business application templates, creating applications becomes simple, fast and cost-effective.

Flexio allows operational teams (maintenance, quality, production, HSE, etc.) **to extend the ERP by designing their own business applications and then developing them independently.**

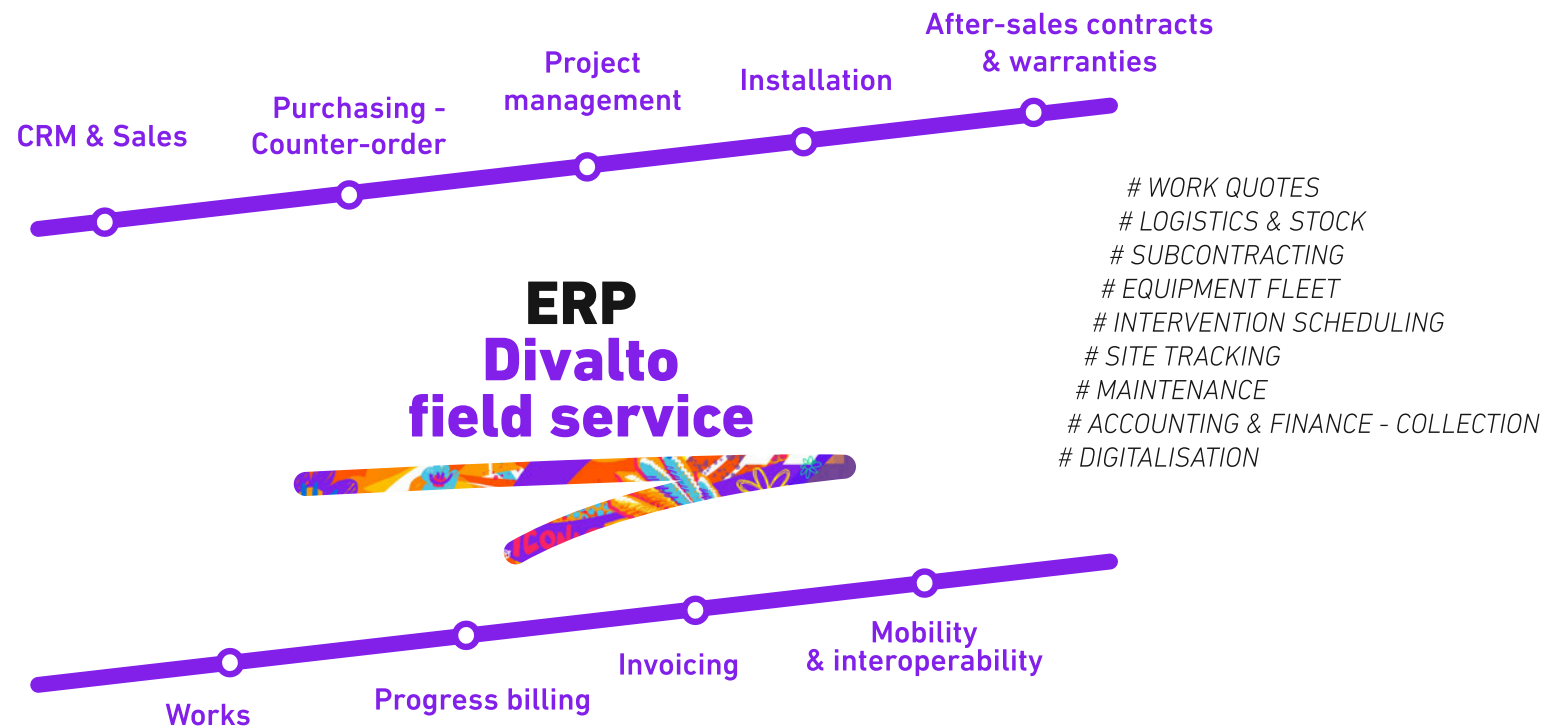


THE SOFTWARE

OF FIELD SERVICE 4.0

A SCOPE

COMPREHENSIVE AND AI-POWERED TO MANAGE YOUR BUSINESS PROCESSES



A collaborative solution integrating artificial intelligence perfectly adapted to your organisation.

INDUSTRY-SPECIFIC ERP

FEATURES

CRM AND SALES

- Contact and third-party management
- Lead and opportunity management
- Cost price and margin management

PURCHASING AND PROCUREMENT

- Purchase request, order and pricing management
- Supplier and subcontractor management
- Calls for tender
- Deadline management

PRODUCTION

- Manufacturing order (MO) management

QUALITY AND TRACEABILITY

- Lot and serial number traceability
- Product system quality management (ISO 9001)
- Non-conformance report / action plan - PDCA
- Supplier rating, evaluation

PROJECT MANAGEMENT

- Costing
- Scalable project tree (parent, child - additional works, template)
- Project Requirements Calculation (PRC)
- Graphical planning - GANTT
- Billing plan
- Project review (forecast vs. actual comparison)

SUPPLY CHAIN AND LOGISTICS

- Stock movement management, inter-warehouse
- Receipt, preparation and shipment management
- Safety stock
- Reservation management
- Inventories

REPORTING - BI

- Contract profitability
- CRM dashboards & commercial steering
- Customisable widgets
- Power BI / My Report

ACCOUNTING AND FINANCE

- General & analytical accounting
- Agency and site analysis
- Fixed assets
- Budget
- Cash management
- Consolidation (group)

WORKFLOW - BPM

- Cross-functional process management

AFTER-SALES - FIELD SERVICE MANAGEMENT

- Maintenance contract and warranty management
- Multi-agency technician fleet management
- Operational team schedule management
- Technician warehouse and vehicle stock management
- After-sales quote, order and invoicing management
- Customer calendar
- Workshop return
- After-sales contract tracking

CMMS FOR EQUIPMENT ON CUSTOMER SITES

- Equipment lifecycle records and fleet management
- Maintenance scheduling

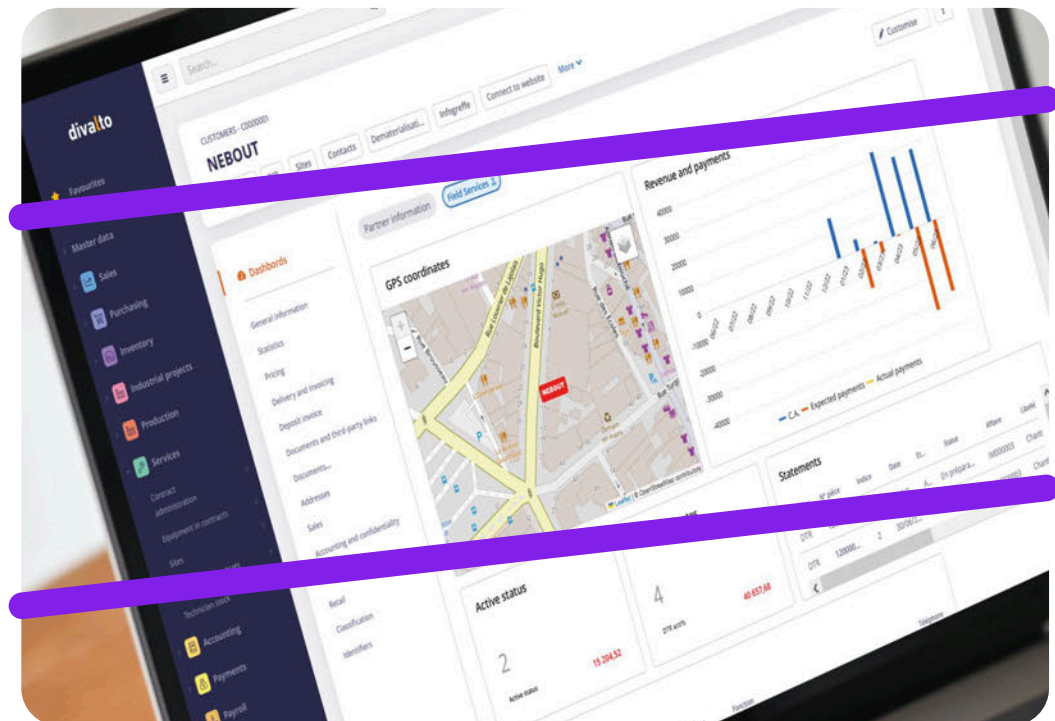
MOBILITY AND INTEROPERABILITY

- EDM
- Field CRM mobility
- Offline field mobility for after-sales technicians and field service management

TECHNOLOGY PARTNERS

- Connection kit available to interface **Divalto field service** with IoT, BI, EDI, prospecting & marketing campaign solutions...

MULTI-COMPANY, MULTI-SITE, MULTILINGUAL



THE POWER OF AN ERP SAAS

PERFORMANCE, AGILITY, SECURITY

- Ergonomic Full Web ERP, hosted in a leading Cloud.
- **High availability** and regular backups to ensure operational continuity.
- **Scalable infrastructure**, always up to date, effortlessly, to support growth.

CONTROLLED COSTS, MAXIMUM MOBILITY

- Infrastructure and maintenance cost reduction.
- Optimised TCO (Total Cost of Ownership).
- Real-time data access, everywhere and on all devices.

A MODERN AND RESILIENT ARCHITECTURE

- Monitored cloud environment for stable and lasting performance.
- **Enhanced security** to protect your data and your expertise.
- **Native flexibility and scalability** to follow your business transformations.

**ALWAYS CONNECTED,
ALWAYS PERFORMING
WITH DIVALTO FIELD SERVICE IN SAAS,
YOUR COMPANY STAYS AGILE AND OPTIMISES
ITS TCO.**

E-INVOICING COMPLIANCE (FRANCE)

A READY-TO-USE RESPONSE TO THE E-INVOICING REFORM (FRANCE)

Our packaged e-invoicing solution is designed to combine regulatory compliance, security, and operational simplicity. It is based on an integrated approach built on two pillars:

- Fully integrated ERP processes covering the complete e-invoicing and e-reporting workflow end to end.
- Certified partner platform: an approved

platform service operated by Docoon, ensuring compliance, reliability and service continuity

In practical terms, you benefit from:

- **Guaranteed compliance:** automated invoicing and e-reporting, fully aligned with French regulations.
- **Secure data:** sovereign, certified hosting that meets the highest standards.
- **Simplified control:** monitoring, signing and full traceability of your invoices, directly from your ERP.



DIVALTO

A LEADING FRENCH SOFTWARE VENDOR

|| Divalto is a strong and inspiring French company, built on a rich history and a dynamic, loyal ecosystem. It draws on the strength of its network and its people, their skills, enthusiasm and creativity, to keep advancing its solutions and deliver the best possible experience to its users every day.

||

Jérôme VIREY - President



DIVALTO

€34 M

REVENUE (2025)

1 250+

**ECOSYSTEM EXPERTS
ACROSS FRANCE**

280

EMPLOYEES

85 000

**USERS OF OUR
SOLUTIONS**

Divalto is a leading French ERP and CRM software vendor specialising in business solutions for SMEs and mid-sized companies. For over 40 years, we have supported wholesale distributors, industrial companies, and field service organisations with agile, reliable, and scalable solutions.

We place performance, efficiency, and trust at the core of our commitment, helping our customers grow sustainably.





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