

divalto



**NEVER LOSE
*THE THREAD***
divalto weavy **services**

**FIELD SERVICE
MANAGEMENT SOFTWARE**
A STRONGER THREAD
WITH EVERY JOB

ICONIC!
WWW.DIVALTO.COM



DIVALTO WEAVY



Industrial maintenance



Special-purpose machinery



Heating, ventilation and air conditioning (HVAC)



Lift installation and maintenance



Commercial kitchen specialists



Energy



Fire safety



Building closures and automated systems



Building fit-out trades



Medical equipment

A STRONGER THREAD WITH EVERY JOB

In an environment where operational excellence is won in the field, **Divalto weavy services** weaves a continuous thread between your teams, your data and your customers.

Every job is better prepared, better executed and better valued. Thanks to artificial intelligence, technicians have the right context, the right recommendations and the right information at the right time.

From the back office to the field, everything is connected. Information flows freely, processes are synchronised and decisions are faster. You no longer simply manage jobs: you orchestrate a consistent, high-performing and sustainable service experience.

And it is this permanent connection between everyone involved in service delivery that makes your customer relationship truly "iconic".

A SOLUTION THAT ANSWERS THE CHALLENGES OF THE FIELD!

THE REALITY IN THE FIELD

YOUR TECHNICAL TEAMS FACE THIS FRICTIONS EVERY DAY:

Scheduling still runs on a spreadsheet or on paper. At the slightest disruption, every change cascades through the plan and nobody has a reliable view of the day any more. The office loses track of what is happening in the field. It becomes impossible to know how far a technician has got, or whether a job is progressing as planned, without picking up the phone.

On site, the work order report is often written twice: once by hand during the job, then again at the office to re-key it into the system. This double entry costs time, opens the door to errors and omissions, and slows down invoicing.

The result: customer commitments become difficult to meet without genuine real-time tracking, and the profitability of each job (time spent, travel, costs incurred) remains a rough estimate rather than an indicator you can steer by.

FINDINGS THAT ARE WELL DOCUMENTED

- 30% of a technician's time is currently absorbed by non-billable administrative tasks (Field Service Trends, 2024)
- 6.3 hours a week can be given back to every technician by automating this administrative workload (Fieldservicesoftware.io, 2025)
- +29% more time genuinely spent on jobs once scheduling is optimised by AI (McKinsey, utilities sector case study, 2022)

**Divalto weavy services
has been designed
to turn each of these
findings into
an operational
advantage.**





SOFTWARE

THAT ORGANISES YOUR BUSINESS

CENTRALISE

With **Divalto weavy services**, your core business records (customers, equipment, contracts, teams) sit in a single database, shared by the office and the field. No more double entry, no more information sitting idle in an isolated file on one workstation.

- **360° customer record:** company, sites, contacts, contracts, installed equipment base and complete job history, viewed identically by everyone.
- **Every item of equipment** can be broken down into sub-assemblies and found in a single action by serial number, barcode or NFC tag.
- **Maintenance contracts** defined by customer, site or item of equipment, automatically triggering preventive work orders.
- **Each technician's skills and certifications** held centrally, for intelligent scheduling.

SCHEDULE

Customer portal, email, telephone, entry in the field: wherever they come from, requests are centralised into a single flow and arrive pre-filled on the office side.

- **Pre-filled requests**, automatically linked to the relevant customer.
- **Automatic preventive maintenance**, triggered according to contracts and warranties, with no separate schedule to maintain.
- **A clear multi-branch view:** resources, skills, certifications, availability and mapping.
- **Pivot work order** to reorganise an emergency or a cancellation in just a few actions.

SOFTWARE

THAT SECURES EVERY JOB

CARRY OUT THE JOB

Even before ringing the customer's doorbell, with **Divalto weavy services**, the technician knows exactly what is waiting for them: the nature of the request, the equipment concerned, the history, and the contract and warranty in force.

They arrive prepared, with the right parts and the right instructions, without having to call the office or hunt for last-minute information.

- **Guided jobs:** task checklists, standard operating procedures, measurement readings and diagnostic support.
- **Locked mandatory steps:** a job cannot be closed if a critical check has been skipped.
- **Automatic work order report,** generated from data entered in the field and signed on screen by the customer.
- **Van stock managed from the tablet:** goods in, goods out and transfers.

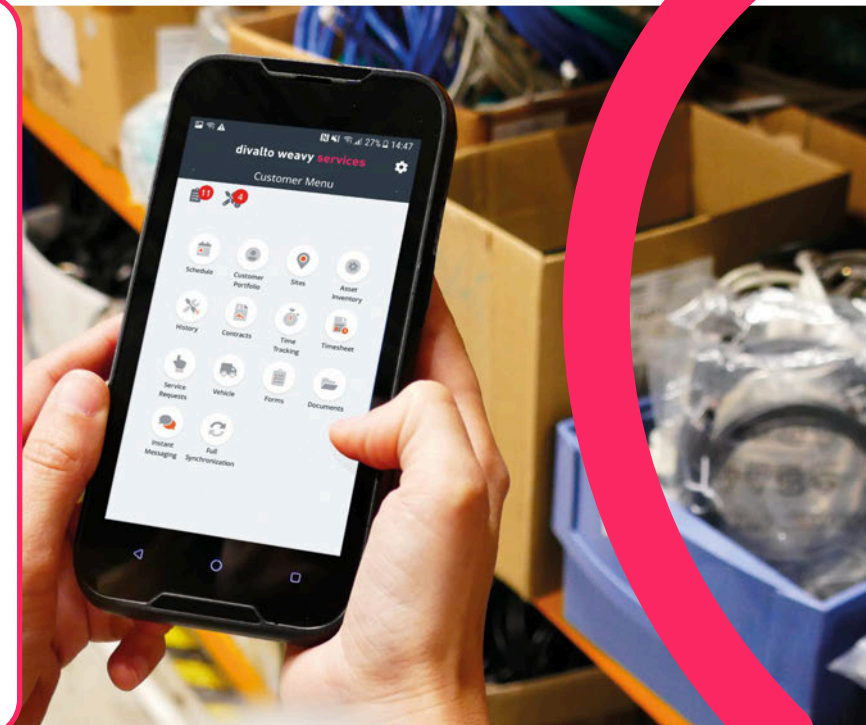
MONITOR AND STEER

A round is played out as much on the map as in the diary. And when an appointment falls through, the challenge is not to lose the day: the **Divalto weavy services** app lets you reschedule slots efficiently in real time.

- You can see how far each job has progressed, who is out in the field and what is still to be dealt with, without making a single phone call.
- **Time recorded automatically:** travel, work on site and breaks.
- **Quality control** at head office before the document is sent to the customer, so it is always reliable.

Highly customisable dashboards: costly jobs, contracts to renegotiate, you define your own indicators or use those we suggest!

Customer portal: customers view and raise their own requests, in complete autonomy.



ARTIFICIAL INTELLIGENCE AT THE HEART OF FIELD PERFORMANCE

Divalto weavy services builds artificial intelligence into the very core of the software, designed to save time without ever replacing technical expertise: **the AI suggests, the user reads, corrects and validates.**

In natural language, technicians and managers alike can query their data, find key information without complex navigation, and have the essentials drafted for them: work order reports, activity summaries and equipment descriptions.

Thanks to the MCP protocol, the platform opens up to an agentic approach: AI agents can orchestrate several actions in sequence (qualifying a request, assigning it, generating a report) without manual intervention at every step.

Every organisation tailors this behaviour to its own business through configurable skills, set per user or across the company, and chooses the AI engine best suited to its requirements in terms of speed, quality of writing or confidentiality.

DISCOVER
DIVALTO AI
IN ACTION



AI

IN THE SERVICE OF FIELD PERFORMANCE

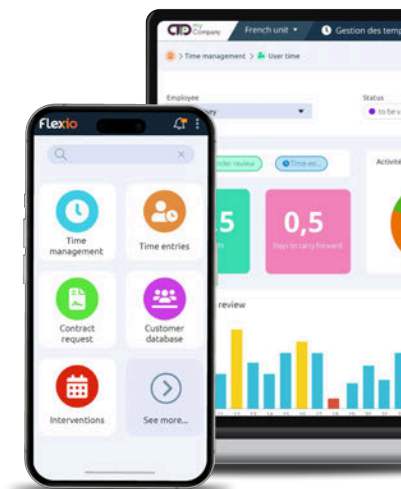
CUSTOMISABLE DASHBOARDS & BUILT-IN DATA VISUALISATION

- Get a clear, real-time view of your business thanks to a built-in no-code data visualisation tool.
- Create your own dashboards and charts, track your key KPIs and steer your business at a glance.

FLEXIO THE NO-CODE AI PLATFORM TO TAKE THE DIGITALISATION OF YOUR BUSINESS PROCESSES EVEN FURTHER

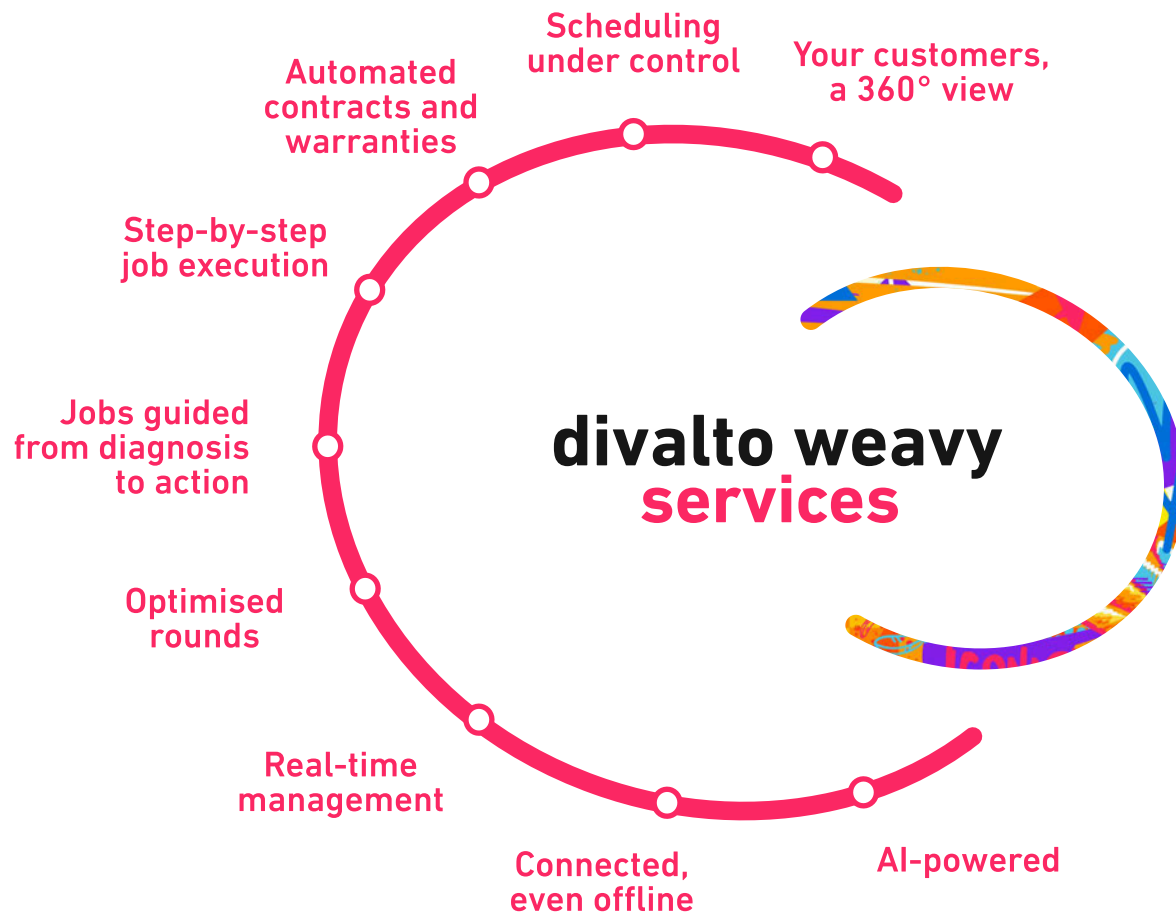
With Flexio, the **no-code AI application-building platform enriched with a store of ready-made business application templates**, creating applications becomes simple, fast and cost-effective.

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



COMPLETE

FUNCTIONAL SCOPE AND AI TO MANAGE YOUR SERVICE PROCESSES



Divalto weavy services
is a collaborative solution built
around artificial intelligence
and designed to adapt to your
organisation.

FIELD SERVICE MANAGEMENT IN DETAIL

CUSTOMER RELATIONSHIP

- 360° customer record (sites, contacts, contracts, equipment, history)
- Customer areas and portals
- GDPR compliance (consent traceability)

CONTRACTS & WARRANTIES

- Contract types by customer, site or item of equipment
- Validity periods and levels of cover
- Automatic generation of preventive work orders
- Deadline tracking

SCHEDULING & MOBILITY

- Multi-resource, multi-branch scheduling
- Skills, certifications and availability
- Map view and geoptimisation
- Push notifications for technicians and SMS/email for customers

WORK IN THE FIELD

- Task checklists and standard operating procedures per item of equipment
- Diagnostic support
- Annotated before/after photos
- Work order report generated automatically, signed on screen
- Offline operation with synchronisation

EQUIPMENT BASE

- Equipment records that can be broken down into sub-assemblies
- Search by serial number, barcode or NFC tag
- Equipment history and life cycle
- Associated documentation and warranties

STOCK MANAGEMENT

- Van stock managed from the tablet
- Goods in/out and transfers between vans
- Stock counts and tracking of parts used
- Parts quotations and orders signed on screen

INVOICING

- Connected to your ERP
- Time tracking (travel, job, breaks)
- Expense claims and administrative forms
- Fewer delays and fewer data-entry errors

REPORTING & MANAGEMENT

- Customisable dashboards
- Data visualisation tools
- Quality control before sending to the customer
- Profitability indicators by work order and by contract

AI & AUTOMATION

- Generation of work order reports and summaries
- Business prompts configurable in no-code
- AI agents orchestrating multiple actions (MCP)
- Choice of AI engine according to your requirements



THE MOST FLEXIBLE SOFTWARE ON THE MARKET

OPEN AND CONNECTED TO YOUR INFORMATION SYSTEM

Divalto weavy services is never an island. Designed to be open and interoperable, it integrates naturally with your existing tools through APIs and web services. The connection to the ERP is central to the whole approach: work order reports, quotations and parts used recorded in the field are fed back automatically, with no re-keying, while key information (contracts, stock, pricing) flows back down to mobile devices. This continuity between the field and head office is what makes data reliable and speeds up invoicing. On smartphone (iOS, Android), PC or tablet, it goes with you everywhere.

AN OPEN APPLICATION ECOSYSTEM

More than 50 third-party applications can be interfaced (IoT, geolocation, telephony, data enrichment, BI, collaboration) to extend the power of Divalto weavy services and connect your equipment and your business processes.

A CUSTOMER PORTAL IN THEIR OWN HANDS

Through their extranet area, your customer can view their information, contracts and equipment base, follow their job history and upcoming schedule, and raise their own requests, which arrive pre-filled in your schedule. Fewer inbound calls, greater autonomy and more transparency.

ONE FAMILY, TWO MOBILITY SOLUTIONS

Divalto weavy services (FSM) has a twin: Divalto weavy sales (CRM), dedicated to field sales teams. Same platform, same application, same "designed in the field" thinking.

The result: if your technicians also wear a commercial hat (on-site quotations, order taking, opportunity tracking), they find everything in a single tool.

TO GO FURTHER ON
CRM AND SALES:
[Divalto weavy sales](#)



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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