

ORCA
Service Technologies

**Maximise asset
revenue, limit
downtime.**

Service software
that drives
performance.



Who are ORCA

Born from Field Service

ORCA Service Technologies limited, is a software business located in Maidenhead, United Kingdom. ORCA began as the in-house development team for MCFT, a commercial kitchen maintenance company operating across Europe, Middle-East, and Asia.

From 1996 to 2019, the team built custom IT systems for MCFT. In 2020, the team launched Phoenix, a modern, all-in-one software platform designed to replace legacy systems and streamline business operations. By 2021, Phoenix was deployed in select MCFT regions, prompting ORCA's spin-off from MCFT to focus on external sales.

Today, ORCA supports over 1,200 daily active users in 9 countries.



Meet our Senior Team



Chris Craggs
Chairman



George Roberts-Smith
CEO



Terence Horsman
COO



Adam Stroud
Software Architect



Colin Platt
Systems Development Manager



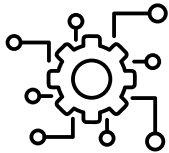
Luke Hembling
Data Team Lead

Simple & Powerful

ORCA offers a comprehensive suite of cloud based, SaaS solutions specifically developed for the facilities service market. We have developed software that is modular by design, allowing you the freedom to choose solutions to support your business needs. With a strong foundation and over 1,200 daily active users, ORCA stands at the forefront of innovation, delivering lasting value through its scalable and customisable software ecosystem.



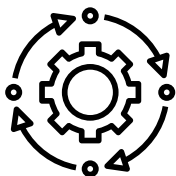
Ensure contractors complete tasks to YOUR standards.



Unprecedented insights from your assets.



Reduce overheads by automating repetitive processing tasks.



Fits your existing processes and systems.



Estate & Facilities Management

Do you have real-time insights into job status and contractor performance?

Are your assets and contractors meeting regulatory compliance standards?

How much time is wasted managing work orders and tracking maintenance records?

Facility and estate managers struggle with fragmented systems, lack of real-time visibility, and compliance risks. Coordinating maintenance teams, tracking asset reliability, and ensuring regulatory compliance often rely on outdated processes - leading to inefficiencies, costly downtime, and audit failures.

ORCA utilises a variety of platform modules to create the intended user experience.



Automated Work Orders & PPM Scheduling

Reduce downtime and keep assets running smoothly with predictive maintenance and auto-generated work orders.



Compliance at Your Fingertips

Ensure full regulatory adherence with built-in compliance tracking and instant audit-ready reporting. No more paperwork, no more manual follow-ups.



Golden Thread Asset History

Centralized Asset & Job Records - Manage all maintenance activity in one place. Track every job status, downtime event, and contractor performance in real-time.



Contractor Performance Monitoring

Hold service providers accountable with transparent performance tracking and automated KPI reporting.

Reactive Maintenance

15%

Reduce costs through better asset insights, predictive scheduling, and compliance automation.

Digital Transformation

~90%

Reduction in paperwork with digital job sheets and automated reporting.

Cost Efficiencies

£250k

Minimise downtime, optimise planned maintenance, and reduce contractor inefficiencies.

Modular by design

Our software ecosystem is designed to adapt and integrate with your business.

ORCA delivers an innovative and dynamic suite of modular, cloud based SaaS solutions, purpose-built for the facility service market.

These solutions have been designed to optimise operations, enhance efficiency, and enable data-driven decision-making across a wide spectrum of industry needs.

ORCA's modular software design ensures seamless integration and adaptability to evolving market demands.

ORCA Core

Our core ORCA modules, integrate seamlessly and provide immediate value to your facility service business. The foundation of ORCA's software ecosystem is its core modules, which are indispensable for the system's operation. These modules focus on essential business functionalities and are tailored for the facility service industry.



ORCA Checklist

Tasks, automations and job sheets

The Checklist module serves as the operational backbone, enabling users to manage tasks with precision and standardize workflows through facilitates compliance with industry standards.



ORCA Estate

Asset Management and Insights

The Estate module provides comprehensive asset management capabilities, allowing businesses to monitor, maintain, and optimize their asset portfolios. It delivers actionable insights to support data-driven decision-making, ensuring long-term asset value..



ORCA CRM

Company Records and Sales Pipeline

The CRM module is designed to manage customer relationships and sales pipelines effectively. By integrating client records, sales tracking, and communication tools, it enhances customer engagement and supports revenue growth..

Ancillary Modules

ORCA Plus

Our ancillary modules, extend capabilities providing specialised, tailored functionality.

In addition to its core components, ORCA offers a range of auxiliary modules, that can be purchased individually, that provide specialized functionalities.

These modules extend the platform's capabilities, enabling businesses to tailor solutions to their unique requirements:



ORCA Inventory

Stock and Item Management

The Inventory module facilitates the management of stock and other items, ensuring accurate tracking and efficient utilization of resources.



ORCA Fleet

Vehicle Management Software

The Fleet module supports vehicle management, including maintenance scheduling, daily van checks, usage tracking, and compliance monitoring, ensuring optimal performance of fleet operations.



ORCA Mail

Email Marketing

With the Mail module, businesses can create and execute targeted email marketing campaigns, driving customer engagement and promoting services effectively.



ORCA People

Human Resource Management + Holidays

Designed for workforce management, the People module covers HR functions such as employee records, shift scheduling, and holiday tracking.

Your data handled safely



Cyber Security

Regulates handling of personal data to avoid breaches. Audit logs & GDPR-compliant data handling. ISO 27001 and Cyber Essentials Certified



Cloud

Protects sensitive business and customer data. All ORCA software is hosted in the cloud; providing End-to-end encryption of all sensitive data.



Permissions

Prevents cyberattacks and ensures secure data storage. Role-based access control to prevent unauthorised use.



Compliance

Who changed what and when....Everything you do on ORCA software is logged, ensuring compliance history is always accessible for audits.

