



LiftDesk 360 by Sysfo Solutions

LIFT & ELEVATOR BUSINESS SOFTWARE

Run your entire lift business from one platform.

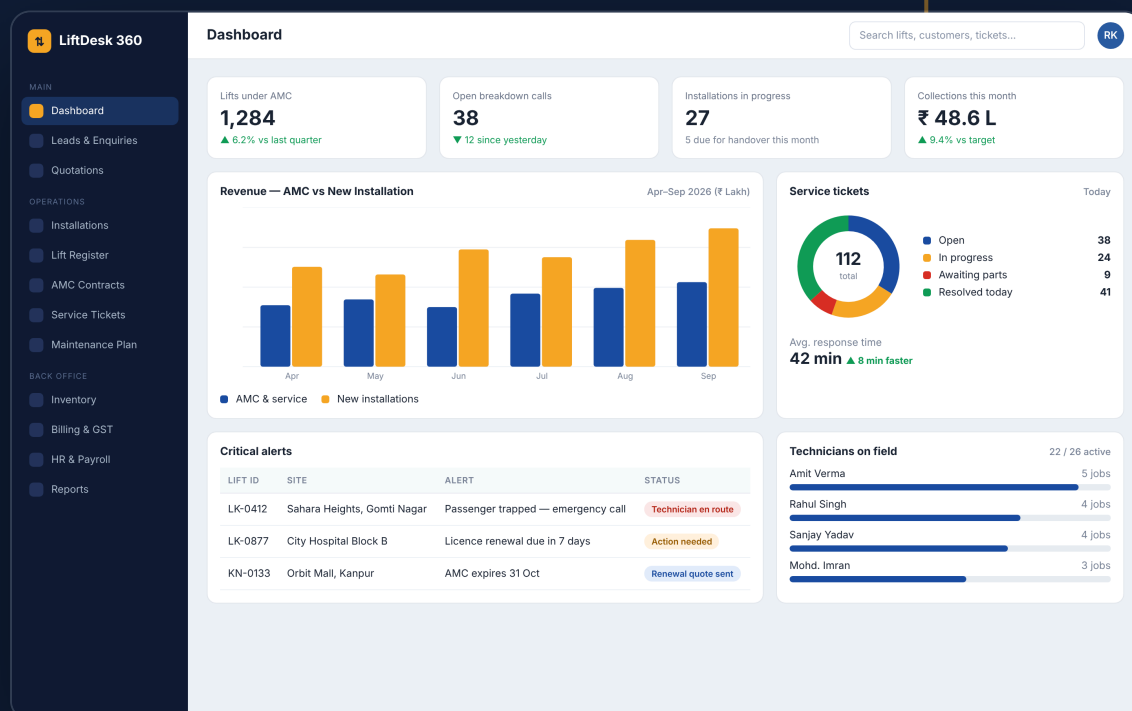
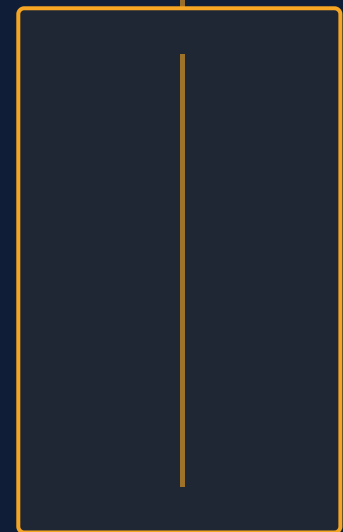
From the first enquiry to installation, AMC, breakdown service, billing and payroll — built specifically for lift and elevator companies.

14 integrated modules

Technician mobile app

Customer portal

GST-ready



Built for the way lift companies actually work

Generic ERPs and spreadsheets weren't designed for lifts. LiftDesk 360 understands AMCs, breakdowns, statutory licences and field technicians from day one.

The everyday challenges

Missed AMC renewals

Contracts expire silently and competitors take over your lifts.

Slow breakdown response

Complaints on paper registers and phone calls; no SLA tracking.

Paper job cards

Maintenance visits can't be proven, reports get lost.

Parts leakage

No link between parts issued and the lift they were used on.

Licence & inspection lapses

Statutory renewals tracked in Excel — or not at all.

Delayed billing

Milestones and AMC invoices raised late, collections slip.

How LiftDesk 360 solves them

Auto-renewal engine

Renewal quotes generated and sent 60 days in advance.

SLA-driven ticketing

Nearest technician auto-assigned, escalations on breach.

Digital checklists

Photo, GPS and customer signature on every visit.

Ticket-linked inventory

Every part tied to a lift, ticket or project.

Compliance calendar

Licence, inspection and insurance expiry alerts.

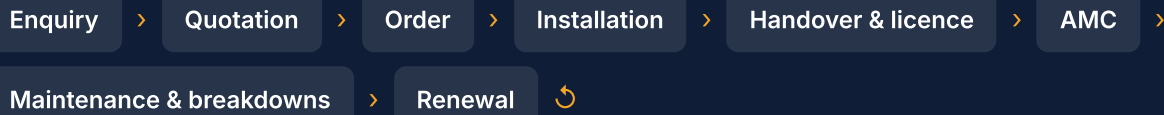
Automatic invoicing

GST invoices from milestones and contracts, with payment links.

14 modules. One connected system.

Every module shares the same customer, lift and contract data — information is entered once and flows everywhere it's needed.

THE COMPLETE LIFT LIFECYCLE



01

Management Dashboard

See your whole lift business on one screen

02

Leads & Enquiry CRM

Never lose a builder enquiry again

03

Quotation & Estimation

Professional, accurate quotes in under 10 minutes

04

Installation Project Management

Every lift, every stage, on schedule

05

Lift Register & Statutory Compliance

A complete digital history for every lift

06

AMC Contract Management

Turn maintenance into reliable recurring revenue

07

Breakdown & Service Tickets

Fastest response when a lift stops

08

Preventive Maintenance Scheduler

Every visit planned, every visit proven

09

Technician Mobile App

The whole service desk in your technician's pocket

10

Inventory & Purchase

The right spare part, in the right van, at the right time

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Billing, GST & Collections

Invoice faster, collect faster

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HR, Attendance & Payroll

Built for a field workforce

13

Customer Self-Service Portal

Give your customers 24×7 visibility

14

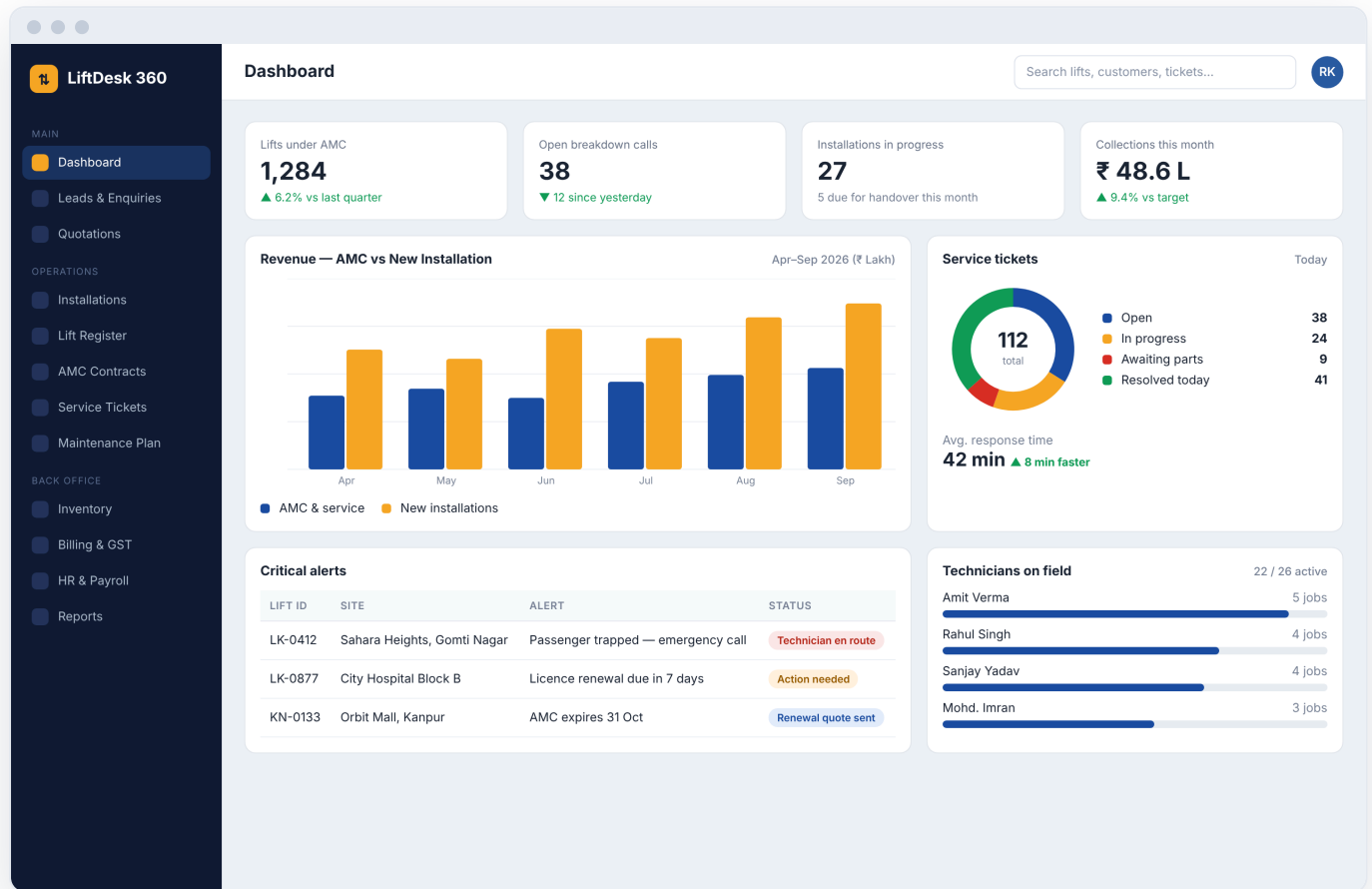
Reports & Analytics

100+ ready reports, one click away

01 MODULE Management Dashboard

See your whole lift business on one screen

Owners and managers get a live, real-time view of every lift, every technician and every rupee — the moment they log in. No more chasing supervisors for updates or waiting for month-end reports.



KEY FEATURES

- Live KPIs: lifts under AMC, open breakdowns, projects, collections
- AMC vs new-installation revenue trend, month on month
- Today's service tickets by status with average response time
- Critical alerts — trapped passengers, licence expiry, AMC expiry
- Technician workload and on-field status
- Role-based dashboards for owner, sales, service and accounts

BUSINESS IMPACT

Decisions in minutes, not days — every number is live and drills down to the source record.

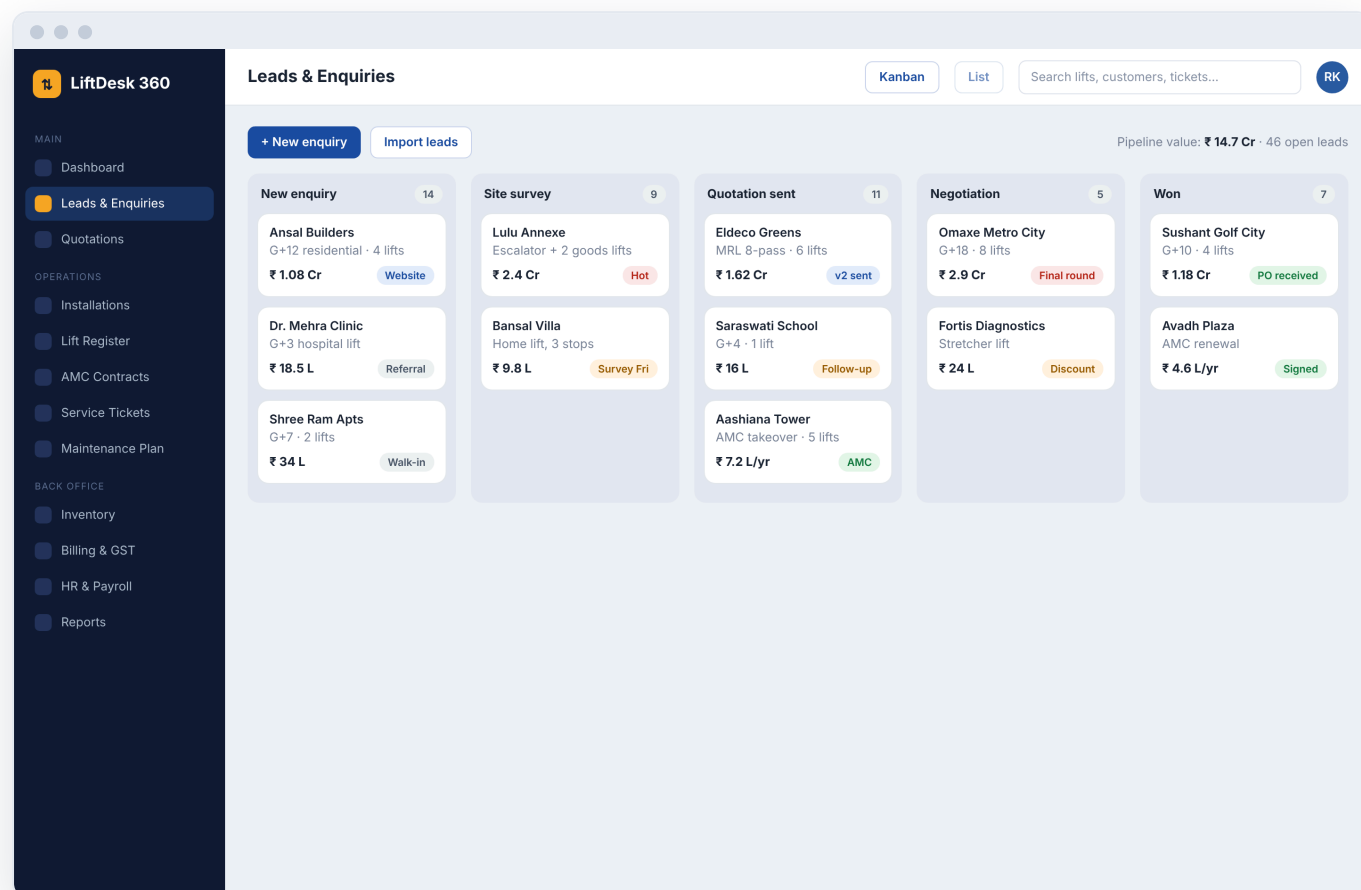
Works with

All modules — every KPI links back to the source ticket, contract or invoice.

02 MODULE Leads & Enquiry CRM

Never lose a builder enquiry again

Capture enquiries from your website, IndiaMART, JustDial, phone calls and walk-ins into one pipeline. Track every builder, architect and housing society from first call to purchase order.



KEY FEATURES

- Visual Kanban pipeline: Enquiry → Survey → Quote → Negotiation → Won
- Auto-capture from website forms, IndiaMART & JustDial
- Follow-up reminders and WhatsApp / SMS templates
- Site-survey scheduling with photo & measurement upload
- Lead source and salesperson-wise conversion analysis
- AMC takeover leads for lifts installed by other brands

BUSINESS IMPACT

Sales teams using a structured pipeline typically follow up faster and close more of the enquiries they already pay to generate.

Works with

Quotation · Installation · Reports

03 MODULE

Quotation & Estimation

Professional, accurate quotes in under 10 minutes

Build technically correct quotations from a lift configuration — type, capacity, speed, stops, door and cabin finish — and the system pulls rates from your price master automatically.

03

LiftDesk 360

MAIN

Dashboard

Leads & Enquiries

Quotations

OPERATIONS

Installations

Lift Register

AMC Contracts

Service Tickets

Maintenance Plan

BACK OFFICE

Inventory

Billing & GST

HR & Payroll

Reports

Quotation · QT-2026-0418

Rev 2

Search lifts, customers, tickets...

RK

Eldeco Greens — Tower C & D

Revision 2 · 12 Oct 2026

LIFT TYPE

CAPACITY

SPEED

STOPS / OPENINGS

Passenger · MRL

8 persons / 544 kg

1.0 m/s

11 / 11

#	ITEM & SPECIFICATION	QTY	RATE
1	Passenger lift MRL, 8 pax, 544 kg, 1.0 m/s, G+10 (11 stops)	4	₹ 18,40,000
2	Automatic centre-opening SS doors, hairline finish	44	₹ 38,500
3	Cabin — SS 304 mirror, LED false ceiling	4	₹ 1,65,000
4	ARD (auto rescue device) + 3-phase VVVF controller	4	₹ 92,000
5	Civil & electrical coordination, erection & commissioning	1	₹ 4,80,000
6	Comprehensive AMC — 1st year free	4	₹ 0

Summary

Sub-total

Discount (3%)

Taxable value

GST @ 18%

Grand total

Send via WhatsApp

PDF

₹ 1,37,32,000

- ₹ 4,11,960

₹ 1,33,20,040

₹ 23,97,607

₹ 1,57,17,647

Payment terms

Advance with order

On material dispatch

On commissioning

On handover / licence

30%

50%

15%

5%

Approval

Approved by Sales Head

Margin 22.4% · within policy

KEY FEATURES

- Configurator for passenger, goods, hospital, home lifts & escalators
- Price master with automatic BOM and margin calculation
- Revision history (Rev 1, Rev 2...) with change tracking
- Discount approval workflow based on margin policy
- Milestone-based payment terms and GST auto-calculation
- Branded PDF sent instantly by e-mail or WhatsApp

BUSINESS IMPACT

Consistent pricing across salespeople, and no quote goes out below your approved margin.

Works with

CRM · Installation · Billing & GST

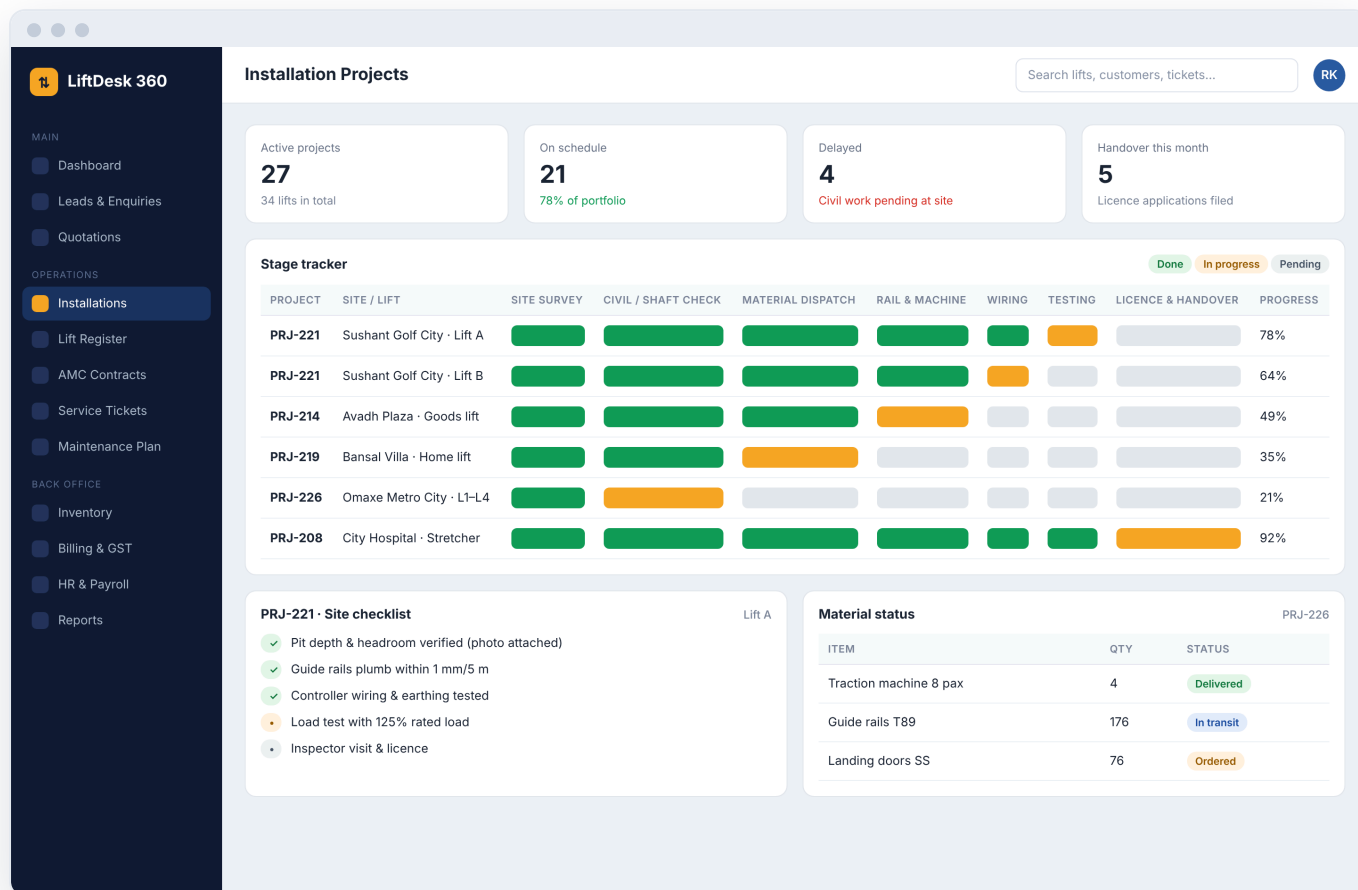
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6

04 MODULE Installation Project Management

Every lift, every stage, on schedule

Convert a won order into an installation project with one click. Track each lift through survey, civil check, material dispatch, erection, wiring, testing and handover — with site photos at every stage.



KEY FEATURES

- Stage-wise tracker for every lift in every project
- Site checklists: pit depth, headroom, rail alignment, load test
- Material requirement & dispatch linked to inventory
- Installer team allocation and daily progress updates
- Delay alerts when civil or electrical work is pending at site
- Handover documents and licence application pack

BUSINESS IMPACT

Fewer delayed handovers, faster final billing and a clear record for every customer dispute.

Works with

Quotation · Inventory · Lift Register · Billing

A complete digital history for every lift

Each lift gets a unique ID and QR tag. Scan it on site to see full specifications, the customer, licence and inspection status, and every breakdown and maintenance visit since installation.

The screenshot displays the LiftDesk 360 interface for a specific lift, LK-0412. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links for MAIN (Dashboard, Leads & Enquiries, Quotations), OPERATIONS (Installations, Lift Register, AMC Contracts, Service Tickets, Maintenance Plan), and BACK OFFICE (Inventory, Billing & GST, HR & Payroll, Reports).
- Header:** Shows 'Lift Register · LK-0412' and a search bar for lifts, customers, and tickets.
- Lift profile:** Includes a QR code and details: Site (Sahara Heights, Tower 2), Customer (Sahara Heights RWA), Type (Passenger · Traction), Capacity (13 persons / 884 kg), Floors (G+14 (15 stops)), Installed (Mar 2019), Controller (VVVF · Serial 7741-K), and QR tag (Scanned 3 times today). A status 'Under AMC' is shown.
- Statutory licence & inspection:** A table listing documents, numbers, valid till dates, and statuses.

DOCUMENT	NUMBER	VALID TILL	STATUS
Lift operating licence	UP/LKO/L/2019/0412	18 Mar 2027	Valid
Annual inspection report	INSP-26-1187	21 Oct 2026	Due in 7 days
Insurance (3rd party)	POL-88231	02 Jan 2027	Valid
- Service history:** A table showing the last 12 months of service.

DATE	TYPE	WORK DONE	BY
14 Oct	Breakdown	Door lock contact replaced	Amit V.
02 Oct	PM visit	Monthly checklist · 28/28 OK	Rahul S.
04 Sep	PM visit	Rope tension adjusted	Rahul S.
19 Jul	Repair	ARD battery replaced (₹ 6,800)	Sanjay Y.
- Summary Cards:**
 - Uptime (12 m): **99.2%** (Above SLA of 98%)
 - Breakdowns: **4** (▼ 3 vs previous year)
 - Spend on parts: **₹ 21,400** (Billed outside AMC)

KEY FEATURES

- Lift master: type, capacity, floors, controller, serial numbers
- QR code tag on every car for instant on-site lookup
- Lift licence, annual inspection & insurance with expiry alerts
- Complete service and parts history per lift
- Uptime and breakdown statistics per lift
- Document vault: drawings, test certificates, licence copies

BUSINESS IMPACT

Never miss a statutory renewal — and show customers proof of every visit and every part.

Works with

AMC · Service Tickets · Maintenance · Customer Portal

06 MODULE AMC Contract Management

Turn maintenance into reliable recurring revenue

Manage comprehensive, semi-comprehensive and non-comprehensive AMCs for your own lifts and for takeovers. The renewal engine makes sure no contract silently expires.

LiftDesk 360

AMC Contracts

Search lifts, customers, tickets... **RK**

Active contracts
412
1,284 lifts covered

Annual contract value
₹ 6.8 Cr
▲ 11% YoY

Renewals due (60 days)
38
₹ 54.2 L at stake

Renewal rate
91.4%
Industry avg ~80%

Contracts [+ New AMC](#)

CONTRACT	CUSTOMER	LIFTS	TYPE	VALUE / YR	EXPIRY	STATUS	BILLING
AMC-1042	Sahara Heights RWA	5	Comprehensive	₹ 6,40,000	31 Mar 2027	Active	Quarterly · auto
AMC-0988	Orbit Mall, Kanpur	8 + 2 esc.	Comprehensive	₹ 14,20,000	31 Oct 2026	Renewal due	Quarterly · auto
AMC-1101	City Hospital	6	Comprehensive + 24×7	₹ 11,50,000	15 Jun 2027	Active	Quarterly · auto
AMC-0912	Aashiana Tower	5	Non-comprehensive	₹ 2,10,000	20 Oct 2026	Expiring	Quarterly · auto
AMC-1077	Saraswati School	1	Semi-comprehensive	₹ 48,000	10 Jan 2027	Active	Quarterly · auto
AMC-1003	Avadh Plaza	3	Non-comprehensive	₹ 1,26,000	05 Nov 2026	Quote sent	Quarterly · auto
AMC-1120	Eldeco Corporate	4	Comprehensive	₹ 5,60,000	30 Sep 2027	Active	Quarterly · auto

Auto-renewal engine: 38 renewal quotes generated · 21 sent by WhatsApp & email · 9 accepted online this week

KEY FEATURES

- Comprehensive, semi and non-comprehensive contract types
- Lift-wise coverage, visit frequency and SLA terms
- Auto-generated renewal quotes 60 / 30 / 15 days before expiry
- Online acceptance of renewals by the customer
- Automatic monthly / quarterly / annual billing
- Contract profitability: AMC value vs actual service cost

BUSINESS IMPACT

AMC is the most profitable part of a lift business. Higher renewal rates go straight to the bottom line.

Works with

Lift Register · Maintenance · Billing · Customer Portal

Fastest response when a lift stops

Complaints arrive from the toll-free IVR, WhatsApp, customer portal or call centre and become tickets instantly. P1 emergencies like trapped passengers are escalated and routed to the nearest technician.

LiftDesk 360

Service Ticket · BRK-26-5531

Search lifts, customers, tickets... **RK**

Passenger trapped — Lift LK-0412 Priority P1

CALLER: Security desk · 98390 xxxxx **SITE:** Sahara Heights, Tower 2 **CHANNEL:** Toll-free IVR

COMPLAINT: Lift stuck between 7th and 8th floor with 2 passengers. Alarm working.

Buttons: Assign technician, Call customer, Escalate

SLA: 19 min
Response · target 30 min

Live map: Technician route showing Amit V. moving towards the Site.

Timeline:

- Ticket logged** (09:12): Auto-created from IVR, SLA 30 min
- Assigned to Amit Verma** (09:13): Nearest technician · 3.2 km away
- Reached site** (09:31): GPS check-in verified
- Passengers rescued** (09:36): Manual rescue via ARD — 19 min response
- Root cause** (10:05): Door lock contact worn — replaced

Parts used: Door lock contact DL-220 (1 × ₹ 1,450). Covered under comprehensive AMC.

KEY FEATURES

- Multi-channel complaint logging: IVR, WhatsApp, portal, phone
- Priority levels with SLA timers and auto-escalation
- Nearest-technician assignment using live GPS
- Full timeline: logged, assigned, reached, resolved
- Root-cause capture and parts consumed per ticket
- Chargeable vs AMC-covered work separated automatically

BUSINESS IMPACT

Shorter response times build trust with societies and hospitals — and protect you on safety.

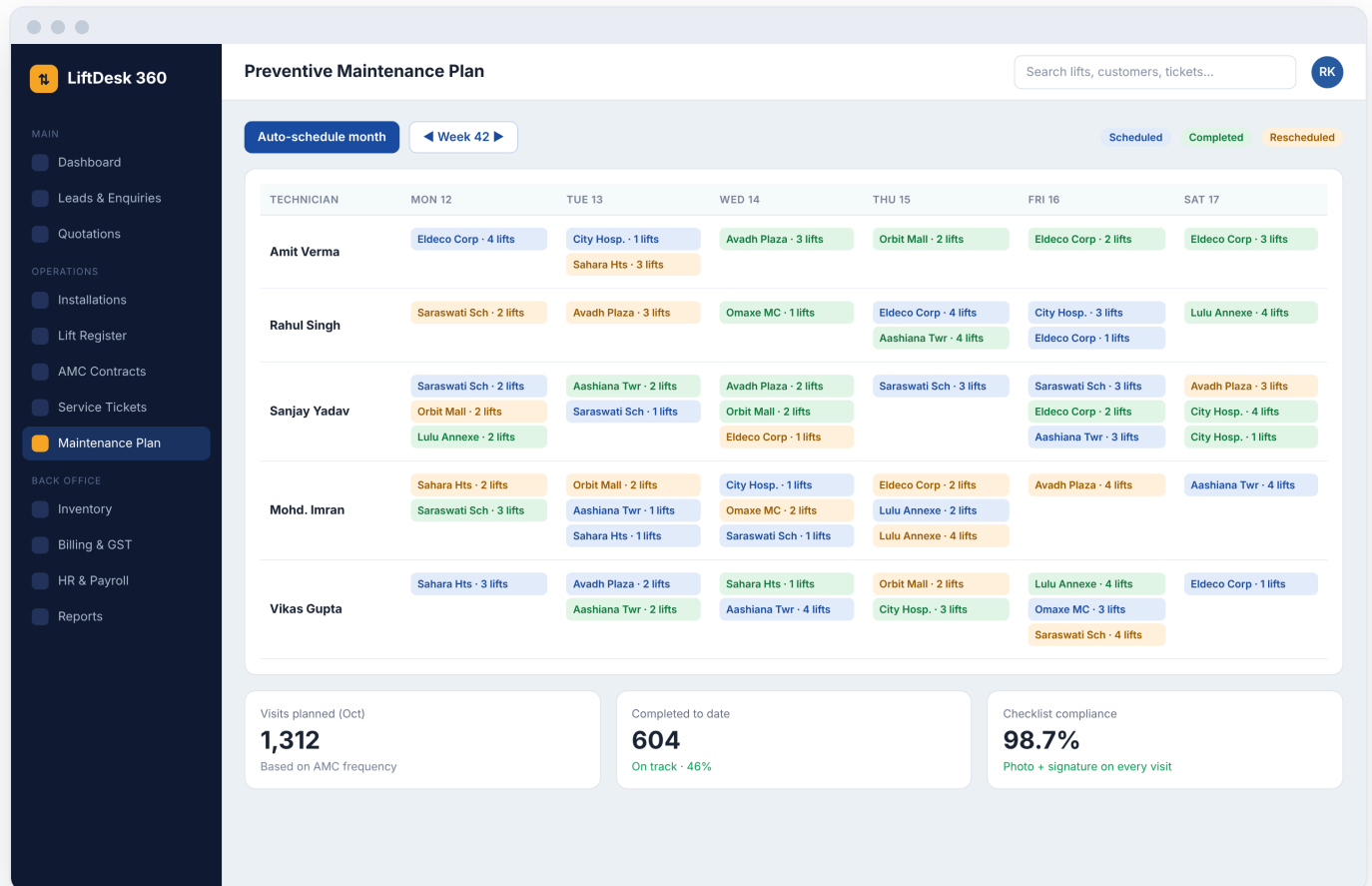
Works with

Mobile App · Inventory · Lift Register · Billing

08 MODULE Preventive Maintenance Scheduler

Every visit planned, every visit proven

The system creates the monthly maintenance plan automatically from your AMC visit frequencies and balances it across technicians by area and workload.



KEY FEATURES

- One-click monthly auto-scheduling from AMC terms
- Route-wise grouping of sites to cut travel time
- Drag-and-drop rescheduling on a technician calendar
- Lift-type specific digital checklists
- Photo and customer signature mandatory on closure
- Missed-visit and compliance reports

BUSINESS IMPACT

Proper preventive maintenance reduces breakdowns — the biggest driver of AMC cost and customer complaints.

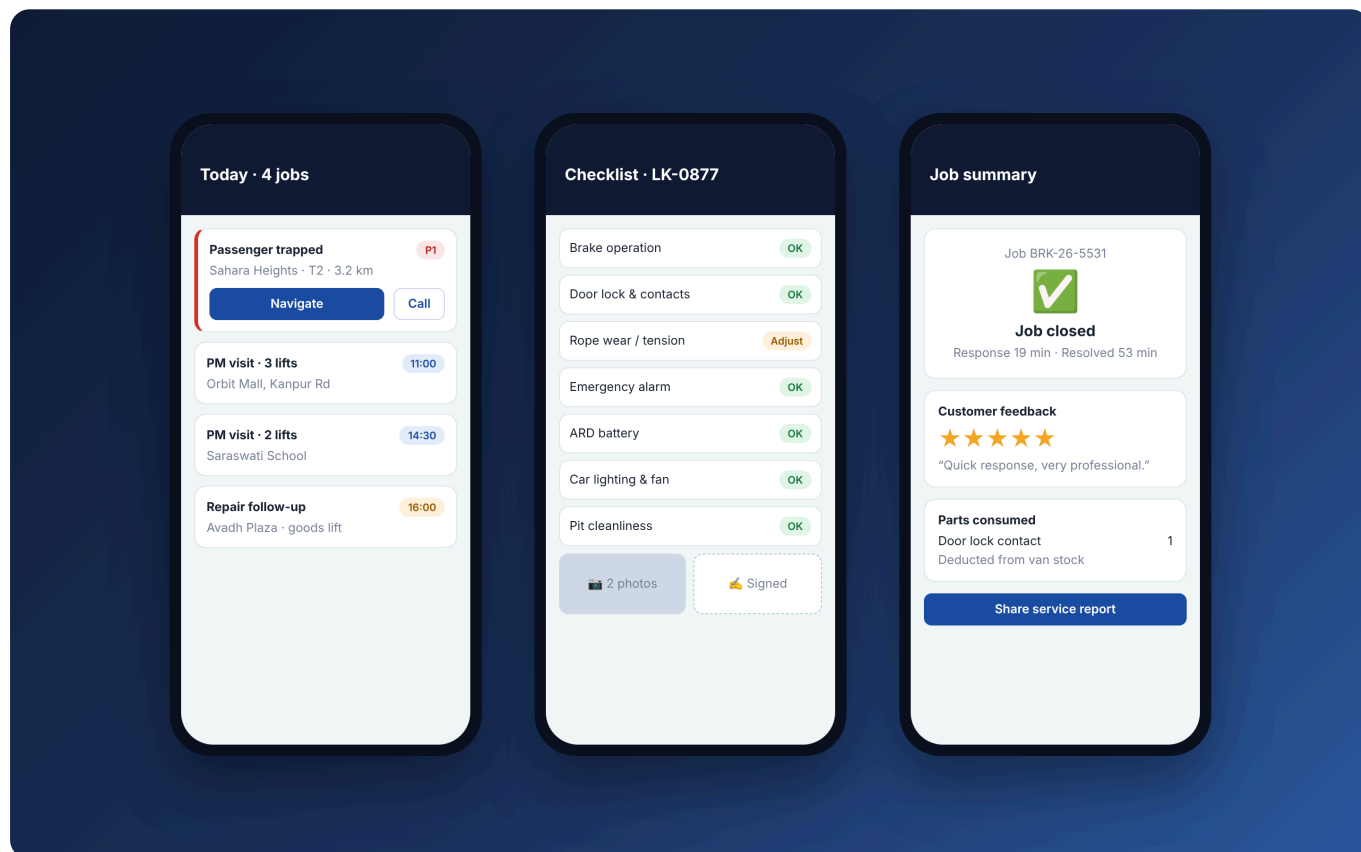
Works with

AMC · Mobile App · Lift Register

09 MODULE Technician Mobile App

The whole service desk in your technician's pocket

An Android app built for field technicians — simple, fast and usable even on weak networks. Jobs, navigation, checklists, parts and customer sign-off all happen on the phone.



KEY FEATURES

- Daily job list with emergency jobs pinned on top
- One-tap navigation and call to site contact
- Digital checklists with photo capture
- Customer e-signature and star rating on closure
- Parts consumption deducted from van stock
- GPS check-in / check-out and offline mode

BUSINESS IMPACT

No paper job cards, no lost reports — and service reports reach the customer before the technician leaves site.

Works with

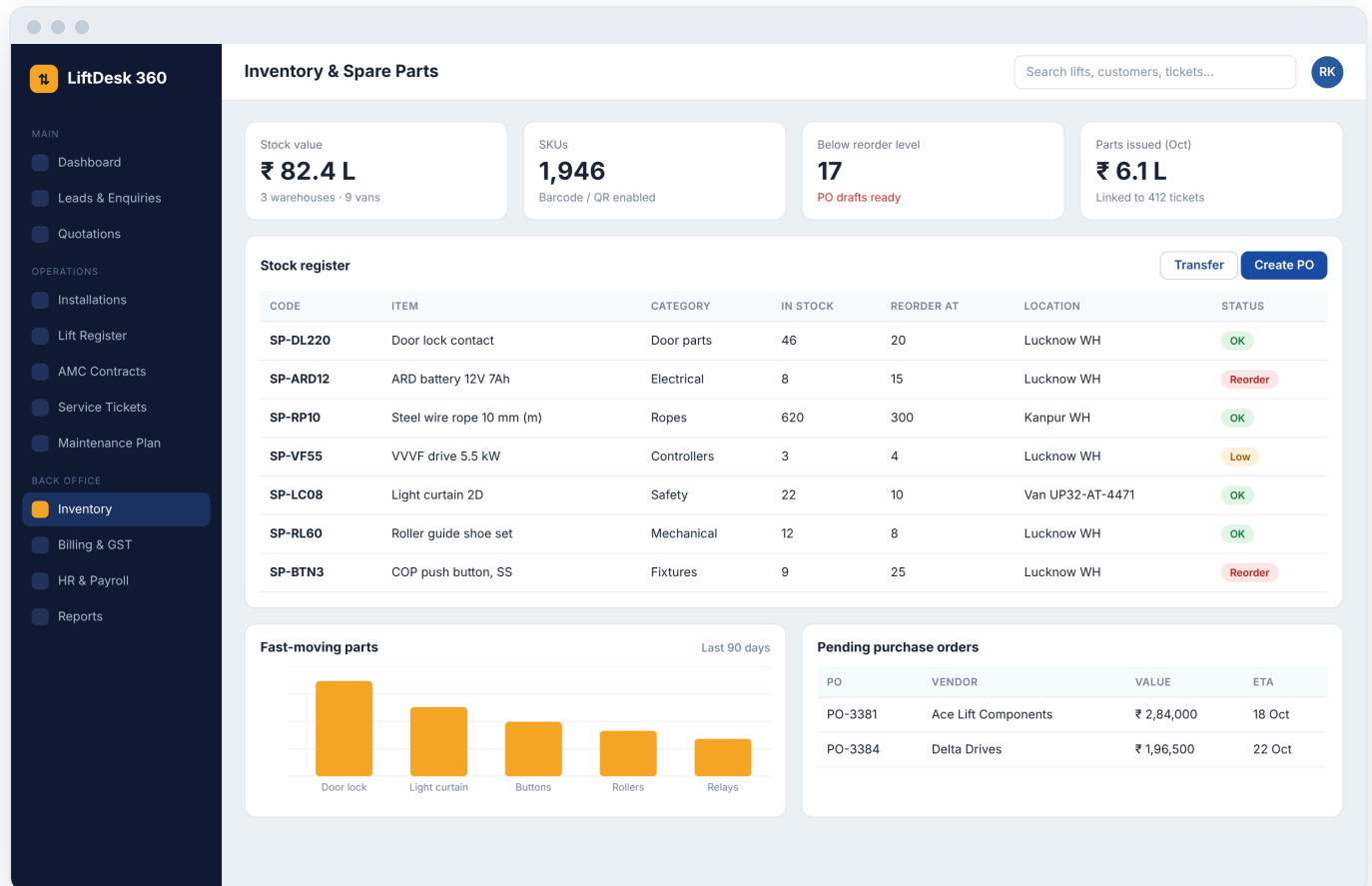
Service Tickets · Maintenance · Inventory · HR

10 MODULE

Inventory & Purchase

The right spare part, in the right van, at the right time

Track spare parts and installation material across warehouses and technician vans. Every part issued is linked to a ticket, a project or a lift — so nothing walks away unrecorded.



KEY FEATURES

- Multi-warehouse and van-stock management
- Barcode / QR based issue, receipt and transfer
- Reorder levels with auto-generated purchase orders
- Vendor management and purchase history
- Parts consumption by lift, customer and technician
- Fast-moving and dead-stock analysis

BUSINESS IMPACT

Lower stock holding, fewer emergency purchases and full control over parts leakage.

Works with

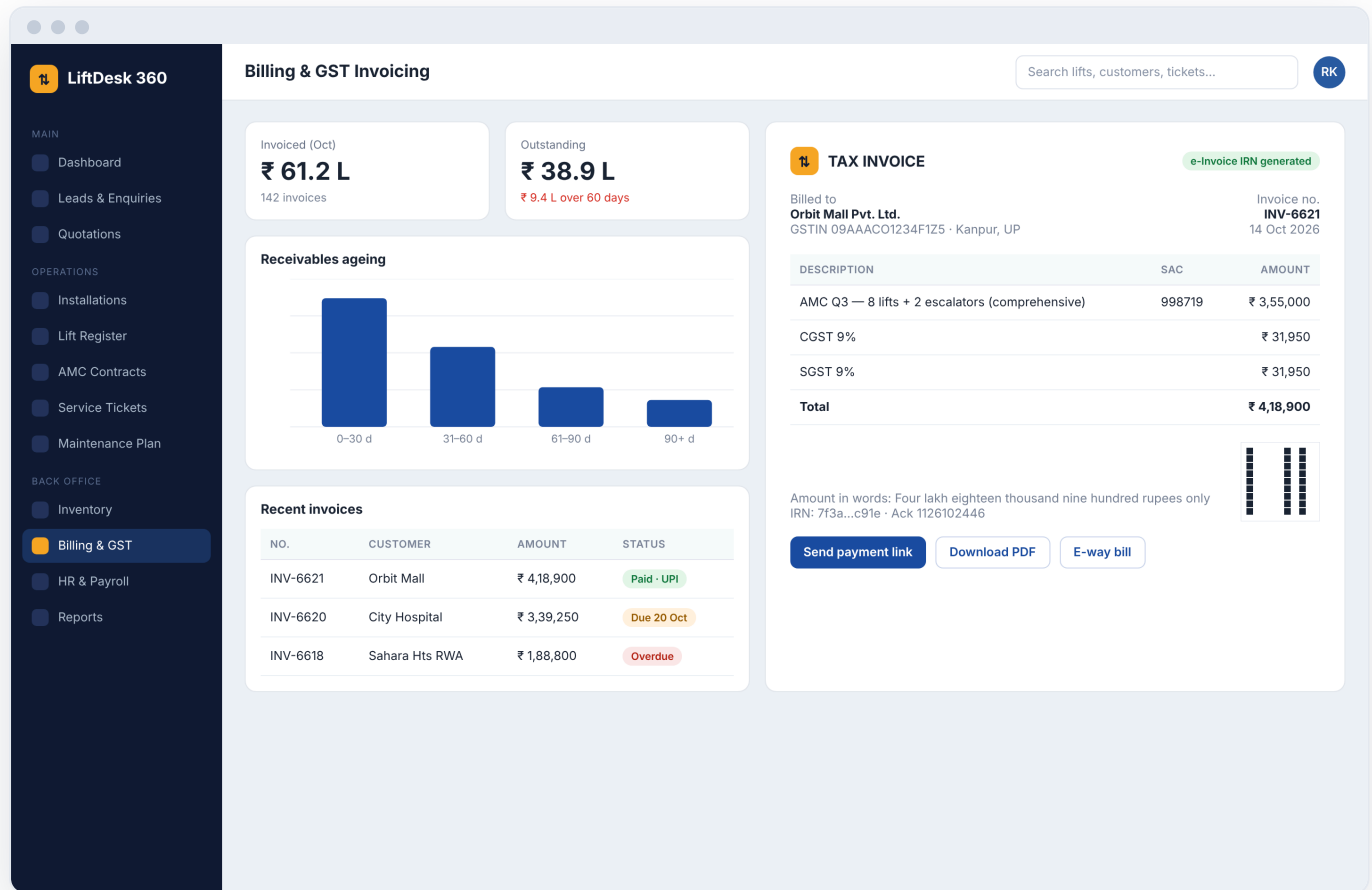
Installation · Service Tickets · Mobile App

11 MODULE

Billing, GST & Collections

Invoice faster, collect faster

Generate GST-compliant invoices for installations, AMC and chargeable repairs — automatically from milestones and contracts. Send payment links and track every rupee outstanding.



KEY FEATURES

- GST invoices with CGST / SGST / IGST and SAC / HSN codes
- E-invoice (IRN & QR) and e-way bill support
- Milestone billing for projects, auto-billing for AMC
- UPI / card / net-banking payment links
- Receivables ageing and automatic payment reminders
- Export to Tally and other accounting software

BUSINESS IMPACT

Cash flow improves when invoices go out on time and reminders go out automatically.

Works with

Quotation · AMC · Installation · Customer Portal

12 MODULE HR, Attendance & Payroll

Built for a field workforce

Geo-fenced attendance from the mobile app, leave management and a payroll that understands field allowances, emergency-call overtime and SLA-linked incentives.

LiftDesk 360

HR, Attendance & Payroll

Search lifts, customers, tickets... **RK**

Employees
64
26 field technicians

Present today
58
Geo-fenced check-in

On leave
4
2 pending approvals

Payroll (Sep)
₹ 18.7 L
Processed 1 Oct · PF/ESI filed

Today's attendance 14 Oct 2026

EMPLOYEE	ROLE	CHECK-IN	LOCATION	JOBS	STATUS
Amit Verma	Sr. Technician	08:41	Gomti Nagar	5	On field
Rahul Singh	Technician	08:55	Hazratganj	4	On field
Priya Sharma	Service coordinator	09:30	Head office	—	Present
Sanjay Yadav	Technician	09:12	Aliganj	4	Late 12 min
Neha Tiwari	Accounts	—	—	—	Leave

Payslip · Amit Verma Sep 2026

Basic + DA	₹ 22,000
HRA	₹ 6,600
Field allowance (24 days)	₹ 3,600
Overtime / emergency calls	₹ 2,850
Incentive — SLA bonus	₹ 1,500
PF / ESI deduction	- ₹ 2,640
Net pay	₹ 33,910

KEY FEATURES

- Mobile attendance with geo-fencing and selfie check-in
- Leave requests and approvals
- Field allowance and overtime from actual jobs
- SLA-based incentive calculation
- PF, ESI, PT and TDS statutory deductions
- Payslips delivered on the employee app

BUSINESS IMPACT

Fair, transparent pay that rewards your best technicians — calculated automatically.

Works with

Mobile App · Service Tickets (SLA incentives)

13 MODULE

Customer Self-Service Portal

Give your customers 24×7 visibility

Builders, RWAs, hospitals and malls log in to see the live status of their lifts, raise complaints, download service reports and pay invoices — without calling your office.

Customer Portal

Sahara Heights RWA

Good morning, Mr. Khanna

Here's the status of your 5 lifts

Tower 1 · A

Running

Next PM: 02 Nov

Tower 1 · B

Running

Next PM: 02 Nov

Tower 2 · A

Repaired today

Next PM: 03 Nov

Tower 2 · B

Running

Next PM: 03 Nov

Service lift

Running

Next PM: 05 Nov

Raise a complaint

LIFT

Tower 2 · A

ISSUE

Select issue type ▾

Submit

Or call 24×7 toll-free · WhatsApp bot

Your AMC

Comprehensive · 5 lifts

Valid till 31 Mar 2027

Download contract

Renew early

Invoices & payments

INV-6618 · Q3 AMC

₹ 1,88,800

Pay now · UPI / Card / Net-banking

INV-6402 · Q2 AMC

Paid

Recent service reports

DATE	LIFT	TYPE	TECHNICIAN	REPORT
14 Oct	Tower 2 · A	Breakdown — door lock contact replaced	Amit V.	PDF
02 Oct	All lifts	Monthly preventive maintenance	Rahul S.	PDF

KEY FEATURES

- Live status of every lift with next maintenance date
- Raise and track complaints online
- Download AMC contract and service reports
- View and pay invoices online
- Renew AMC early with one click
- WhatsApp chatbot for quick status checks

BUSINESS IMPACT

Fewer "what is the status?" calls to your office, and a professional image that wins renewals.

Works with

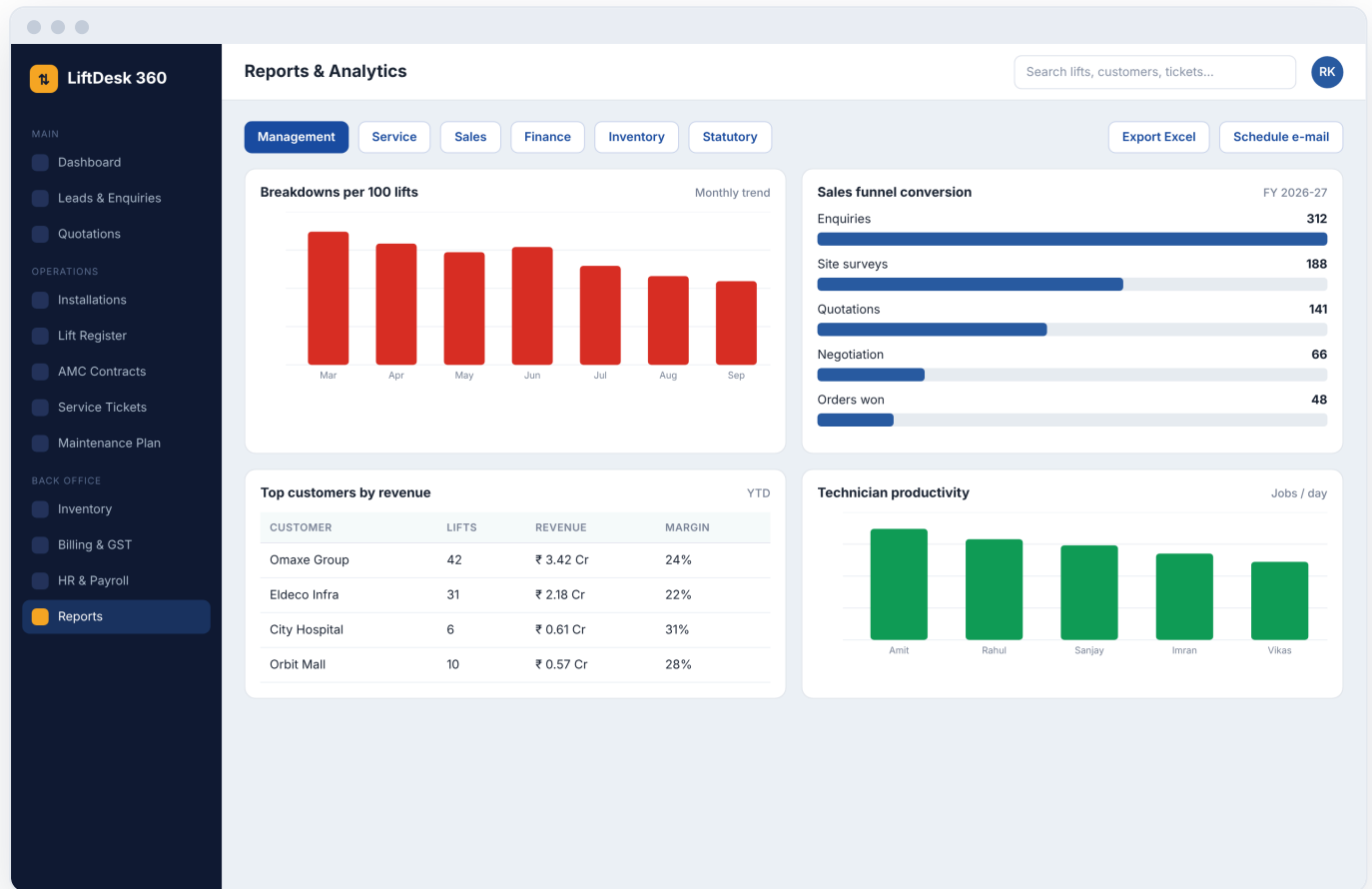
Lift Register · Tickets · AMC · Billing

14 MODULE

Reports & Analytics

100+ ready reports, one click away

Ready-made management, service, sales, finance, inventory and statutory reports — filtered by branch, period, customer or technician, exported to Excel or e-mailed on a schedule.



KEY FEATURES

- Breakdown trends and repeat-failure analysis
- Sales funnel and salesperson performance
- Technician productivity and SLA compliance
- Customer-wise revenue and margin
- Licence and inspection due reports
- Scheduled e-mail reports to management

BUSINESS IMPACT

Know which lifts, customers and teams make money — and which ones cost money.

Works with
All modules

RESULTS

What changes after LiftDesk 360

Outcomes our customers aim for in the first year. Actual results depend on your current processes and adoption.

Up to 40%

faster breakdown response with GPS-based assignment

90%+

AMC renewal rate target with the auto-renewal engine

Zero

paper job cards — every visit digitally recorded

2–3 days

earlier invoicing from automatic milestone & AMC billing

BENEFITS FOR EVERY ROLE

Owner / Director

Live dashboard of revenue, collections, AMC base and profitability by customer.

Sales team

Organised pipeline, quotes in minutes, automatic follow-ups and renewal leads.

Service manager

SLA tracking, auto-scheduled maintenance, technician productivity at a glance.

Field technicians

Simple mobile app — jobs, navigation, checklists and parts in one place.

Accounts

GST invoices, e-invoicing, payment links, ageing and Tally export.

Your customers

24×7 portal for lift status, complaints, reports and online payments.

Start small. Grow without limits.

Choose the edition that fits your company today and upgrade at any time — your data stays exactly where it is.

Capability	Service AMC-focused firms	Business Install + service	Enterprise Multi-branch
Leads, Quotation & CRM	✓	✓	✓
Lift Register & Compliance	✓	✓	✓
AMC & Service Tickets	✓	✓	✓
Preventive Maintenance	✓	✓	✓
Technician Mobile App	✓	✓	✓
Installation Projects	—	✓	✓
Inventory & Purchase	—	✓	✓
Billing, GST & e-Invoice	✓	✓	✓
Customer Portal & WhatsApp	—	✓	✓
HR, Attendance & Payroll	—	—	✓
Multi-branch & custom reports	—	—	✓
API & Tally integration	—	✓	✓

Cloud or on-premise

Secure cloud hosting with daily backups, or install on your own server.

Any device

Web app on desktop & tablet; Android app for technicians and customers.

Secure by design

Role-based access, audit trail, encrypted data and two-factor login.

Integrations

Tally, WhatsApp Business, SMS, IVR / toll-free, payment gateways, GST portal.

Fast go-live

Data migration from Excel, on-site training and go-live typically in 3–4 weeks.

Local support

Phone, WhatsApp and remote support in Hindi and English.



LiftDesk 360

See it running on your own data.

Book a free 45-minute demo. We'll load a sample of your lifts and AMCs and show you exactly how your team would work on LiftDesk 360.

Book your free demo →

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