

Incommunities Housing Trust expects productivity to increase by 20% with Consilium's TotalMobile. Paperwork has been replaced by electronic communication. Mileage is down and the carbon footprint is trimmed. Operatives like the system because it cuts out dead time and lets them focus on satisfying customers – and customer response is positive.

Incommunities forecasts 20% productivity increase with TotalMobile

“For any organisation to be successful and efficient in future, it has to have mobile technology.”
Farhat Mahmood, Director of Incommunities

- 20% more productivity expected
- 84% fewer visits to depot
- Mileage and carbon footprint reduced
- Less paperwork
- Staff and customers like it

Incommunities Housing Trust is forecasting that productivity will rise by 20% with Consilium's TotalMobile.

“We're using far less paperwork because we can process information in real time from site but the biggest benefit will come from reduced mileage,” Greg Robinson, Incommunities Head of Repairs, said.

Operatives would typically make three visits a week to the depot to log paper-based reports. Now they make only one a fortnight – a reduction of 84%. This is because they can receive and communicate all the information they need electronically while they are on the road.

At a glance

With TotalMobile, staff carry a PDA. This lets them send and receive information in real time. They file reports directly into the back office so managers can see the status of all jobs at a glance. Most importantly, TotalMobile puts them in charge of scheduling their own work for maximum performance. They receive their jobs via the PDA, and they can group them according to priority and location for the greatest customer service and the least travel. Job satisfaction has increased markedly.

“Everything is much better organised. We all get more time with customers to do our real work,” Peter Goodhall, one of the Incommunities operatives said.

“TotalMobile is the best system on the market”

Incommunities carried out extensive research before choosing TotalMobile. *“Our strategy was to go mobile,”* Farhat Mahmood, the Director of Incommunities, said. *“I believe that for any organisation to be successful and efficient in future, it has to have mobile technology. And our research showed that TotalMobile is the best system on the market.”*

TotalMobile not only has the most features, it also helps productivity by staying operational wherever you are.

Your staff can continue to read and input data even if they lose the network signal. The TotalMobile device holds all the data and sends it when the signal is regained. So, staff never have to stop working to wait for a signal. They don't waste time, they don't get frustrated, and you get the maximum output from everyone.

It's simple for staff to use, as well, because it was designed by people from Local Government. They understand your needs inside out.

Do-it-yourself

TotalMobile is also the easiest and fastest mobile solution to implement because there's so little impact on your organisation's IT. This also means that non-experts can administrate the system.

Better still, there's a tool for customers to develop their own applications on TotalMobile. They need no input from Consilium so, they get even more value from the system.

Incommuniities was formerly Bradford Housing Trust. It is the largest landlord in the area and manages over 22,000 properties.

TotalMobile has transformed its efficiency, cost and customer service. *"Everything is so immediate,"* Greg Robinson, Head of repairs, said.

"We can follow every job in real time. We know where every operative is and how he's progressing so, we're in control of customer service to a degree that we couldn't possibly be in the past. We could never go back to the old ways."

Let's talk about TotalMobile for your organisation. Call us today.

BOILERPLATE:

TotalMobile is the enterprise-wide mobile working system designed specifically to help Local Authorities and Housing Associations to control their costs and performance. It can be used equally well by all departments to raise efficiency, cut energy usage, encourage joined-up working and increase compliance. Users report lead times halved, productivity improvements of 15% - 30%, smaller carbon footprints, higher staff morale, improved customer service - and far lower costs.

One customer with a mobile workforce of 50 staff has achieved productivity savings of £375,000 a year. Other clients of similar size have saved £30,000 p.a. on stationery and printing alone – and a further £10,000 a year on fuel.

Consilium Technologies was founded in 1985.

TotalMobile is owned and developed by TotalMobile Solutions Ltd., which is a subsidiary company of Consilium Technologies.

Consilium Technologies is a TotalMobile prime re-seller throughout the UK