



Swindon Commercial Services has been transformed into a successful commercial operation by using Consilium's TotalMobile. Productivity is up by 18.4%, back-office efficiency is up by 10%, and customer satisfaction has risen because of the increased job completion rate. Mileage is down, the carbon footprint is smaller – and the reduction in paperwork alone is saving £30,000.00 a year.

*"Just by replacing paper job tickets, an authority the size of Swindon Commercial Services can save around £20,000 per year, not to mention the environmental impact"*

**Rob Fyfe, Swindon Commercial Services**

- Productivity up 18.4%
- Equivalent to 5 extra workers
- Back-office efficiency up 10%
- Print and paper cut by £30k p.a.
- Fuel costs down
- Carbon footprint reduced

Swindon Commercial Services (SCS) has increased productivity by over 18% since it implemented Consilium's TotalMobile solution for its Housing repairs and maintenance.

SCS is the part of Swindon Borough Council that delivers all the traditional council services. Prior to the introduction of TotalMobile it was a cost centre. Today, it is a successful commercial business turning over £58m and bringing the Council a financial return. The Housing Maintenance Division alone manages over 11,000 properties.

As well as its increase in productivity, which is like having 5 extra staff, SCS has made administrative improvements. Back office efficiency is up by 10% and paper and print costs are down by £30,000 a year.

#### **All without paperwork**

This is because field workers can now manage their admin electronically, in the field. They can do everything via a handheld PDA without paperwork. They can update back office job records in real time from site. They can update gas appliance servicing records, and produce documentation on site.

Most importantly, SCS can schedule jobs dynamically. As each worker completes a job, the system automatically allocates the next most relevant task according to key criteria, including van stocks and the worker's skills and location. People can go to the next job without returning to the depot. Also, there are no hold-ups in bad reception areas. TotalMobile works on any available network and stays operational even if you lose the signal.

#### **Modernise the workforce**

SCS implemented TotalMobile in order to transform its operation – to manage existing work better and to win new work. It saw its existing IT platform as the main barrier to this objective. It needed a total change – and it also saw a need to modernise its workforce and working practices.

The answer was to give employees access to mobile working technology alongside an integrated job management system and advanced call handling.

The transformation was centred on TotalMobile because it is the most advanced and flexible mobile solution available. As well as working with all mobile networks it also works with all back-office systems.

### **Live in only three months**

It is also the easiest and fastest to implement. SCS went live with TotalMobile in only three months, across financials, repair and maintenance of housing stock. Significantly, too, their system is hosted offsite, which kept everything operational when the SCS offices were inundated by local flooding.

Overall, using TotalMobile has enabled SCS to be competitive with leading market providers. It has increased productivity and efficiency, initiated the workforce modernisation programme and created opportunities for SCS to win new, external business.

**Their experience highlights the growing revolution in working practices throughout the UK. Increasingly, the future looks mobile for Housing Associations and Local Authorities.**

### **The people-less office**

Their real business efficiencies and productivity gains in the next ten years are likely to be underpinned by mobile technology. It will make whole layers of admin unnecessary. And the freedom, accuracy, agility and, above all, the control that it brings, will be transformational. Control over staff, control over performance, control over service and – best of all – control over costs.

It is letting users bring contract work back in-house, too, and saving them another fortune. But even this is only the start. We used to talk about the paperless office. Soon, we'll be talking about the people-less office.

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

### **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