



CASE STUDY

Morrison Mainline Group

Morrison Mainline Group is a leading provider of telecoms, electricity and water installation services to the Irish utility sector.



Background

Morrison Mainline Group is Ireland's leading provider of telecoms, electricity and water installation services to the Irish utility sector. Morrison Mainline have been a customer of GeoPal for a number of years before transitioning to a Totalmobile customer in early 2021 (following Totalmobile's acquisition of GeoPal).



Challenges and Objectives

Morrison Mainline Group had a paper checklist which field teams used to ensure onsite work was undertaken to the highest quality and met ISO9001 standards. Each day office staff would prepare job packs for field staff to collect which included checklists, directions and contact information.

On site, paper forms were completed in consultation with the customer. The installer captured technical data and photos and, upon completion, these details were phoned into the office. Installers re-entered this data each evening and manually uploaded the pictures. They also returned the paperwork for rekeying.

Morrison Mainline Group set out to achieve a number of objectives including:

- Eliminate duplication and Paperwork
- Improve job flow
- Deploy new forms and work processes quickly

The Solution

Morrison Mainline Group uses GeoPal for the national installation of prepaid electricity meters and Wi-Fi routers. Workers carry a GPS enabled smartphone and use the GeoPal mobile app to receive jobs, complete digital forms and capture field information including Wi-Fi router details and meter installation schemes. All information captured on the phone is automatically sent to the cloud when connected to a data or Wi-Fi network.

Managers use the GeoPal web app to locate workers, schedule jobs, view the daily task list and review reports. The office team creates digital forms and deploys them to mobile devices for installers' use. All forms are ISO9001 compliant.

Morrison Mainline Group decided to implement Totalmobile as they believed it would provide them with:

- Unlimited customizable mobile forms
- A drag and drop interface which is simple to use
- Regulatory compliance

Benefits

Morrison Mainline Group achieved a range of benefits from implementing Totalmobile's solution including:

✓ Productivity

Deploying new forms and workflows in just hours. GeoPal enables installers to capture data and supervisors to dispatch staff nationwide. Job scheduling and reassignments are also easily accomplished by supervisors using GeoPal.

✓ Digitalisations

A 50% reduction in administrative time, achieved through the elimination of paper forms and implementing the automated job assignment process. Field staff arrive when expected and work is completed more effectively. As a result, customer satisfaction was significantly increased. Disruption was minimized as a result of unplanned situations as job rescheduling can be carried out immediately.

✓ Productivity

Installer productivity has improved by 28% through efficient job scheduling and elimination of paperbased forms.

✓ Positive Association

When tendering for contracts, Morrison Mainline Group found it to be a distinct advantage to mention GeoPal as their field workforce management solution.

Results



50% reduction
in admin tasks



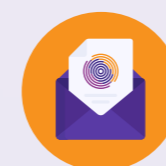
28% improvement
in installer productivity



Increased
customer satisfaction

"Office personnel no longer have to produce physical job packs, saving two to three hours each day. Because job reports are automatically synchronized with the cloud, installers save one to two hours of retyping me each evening."

Paddy Naughton, Business Development Manager, Morrison Mainline Group



What's Next?

To learn more about our products & solutions, visit <https://www.totalmobile.co.uk> or contact us via the details on the back of this document.



Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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