

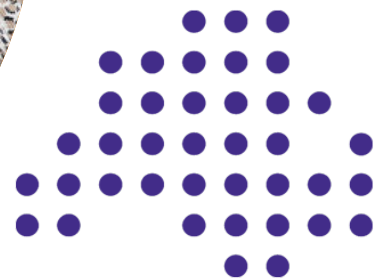


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CASE STUDY

Bolton at Home

Shift planning to support 24/7 integrated customer service



Background

Bolton at Home is a social housing provider and owns 18,200 homes. It also provides the Careline community alarm services which supports over 6,500 older customers across all tenures 24 hours a day, 365 days a year.

Creating new 24/7 shift patterns enabled the call handling and mobile response provision to better meet increasing and variable customer demand whilst delivering productivity and efficiency gains..



Our Role

When designing roster options, our consultants helped Bolton at Home analyse historical and projected demand data, overlay operational processes and constraints and factor in elements such as task scheduling, holiday entitlements, training requirements, absence management and cost structures.



We worked collaboratively to analyse demand across departments on a daily, weekly and seasonal basis and used the shift pattern design tool in our WORKSuite software to deliver a range of options to engage employees with.

“Changing to demand-led shift patterns was a key element in the strategy to restructure vital services for our vulnerable customers.”

“The options developed with Working Time Solutions ensured we could reduce complexity, increase efficiencies and support employee well-being.”

“The software and insight provided by Working Time Solutions was crucial to effective demand planning and quickly delivering a range of optimised shift patterns for our employees to consider.”

Julie Riley, Head of Older People Services, Bolton at Home



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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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