



**Totalmobile**

Digital Workforce Management

Case Study



**Interact**  
Servicing the Built Environment

“How you distinguish yourself from the rest of them is to get cutting edge. And this is cutting edge technology.”

Conor Lynch, Group Commercial Director, Lynch Interact

[www.totalmobile.co.uk](http://www.totalmobile.co.uk)



Lynch Interact is an Irish owned company specialising in the provision of complete Facility Support and Building Fabric Services for the built environment. Their long established reputation for excellence is demonstrated through continuous service to valued clients since 1956.

Decades of experience allows Interact to deliver unrivalled customer service while keeping clients happy in safe and efficient work environments.

Interact use the latest mobile technology, Totalmobile, to provide truly dynamic and efficient services that eliminate human error. All work is monitored transparently in real time. Totalmobile empowers engineers to retain reports, maintain checklists and provide photographic feedback while out on site.

Totalmobile talks seamlessly to back-end record systems and pushes only relevant data to front-end systems. The solution eliminates paperwork and allows engineers to focus 100% of efforts on the job at hand. It reduces the need to return to the office.

Totalmobile allows communication to be streamlined so both planned repairs and

re-active repairs can work together with clients as a team to deliver efficiency. The client portal facility enables both Interact and their clients to be fully informed on each job, understanding what is happening and how best to respond. This approach

ensures collaboration is at the core of operational functionality

“This technology is vitally important because it now allows us to track, in real time, problems within our buildings and how they may be resolved” Robert Keane, Associate Director at Lynch Interact.



*“We have noticed a significant decrease in customer complaints. Customers now have access to their reports via the client portal.*

*Real time reporting has also resulted in an increase of sales with existing customers. We have also seen an impressive 40-50% efficiency increase within head office as manual report writing has reduced significantly.”*

*Robert Keane, Associate Director at Lynch Interact*

Interact support 89 engineers with Totalmobile for iOS and have also plans to implement Optimise from Totalmobile, which will provide the control to dynamically create schedules that meet their business needs.

This will enable Interact’s workforce to work at maximum capacity, while ensuring they are delivering the highest quality of service.

## Benefits

- Maximise the time staff spend delivering services
- Reduce the amount of time traveling between jobs
- Generate reductions in frontline cost
- Achieve improvements in meeting SLAs

up to  
**50%**  
efficiency  
increase



# Totalmobile

Digital Workforce Management

## Company Overview

TotalMobile is a fast growing mobile software company that transforms complex service delivery within healthcare, government and industry, throughout the UK and Internationally.

Established in 1985, TotalMobile create innovative technologies that disrupt conventional ways of working. This is driven by the desire to make work not just more productive, but more enjoyable. This is achieved by providing products that people love to use.

Belfast headquartered and with staff throughout the UK, TotalMobile have a track record of delivering effective software solutions to the public sector. The latest of these is TotalMobile, a solution that enables service transformation by empowering staff with effective mobile working technology.

TotalMobile  
Pilot Point  
21 Clarendon Road  
Belfast BT1 3BG

T: +44 (0)28 9033 0111  
E: [info@totalmobile.co.uk](mailto:info@totalmobile.co.uk)