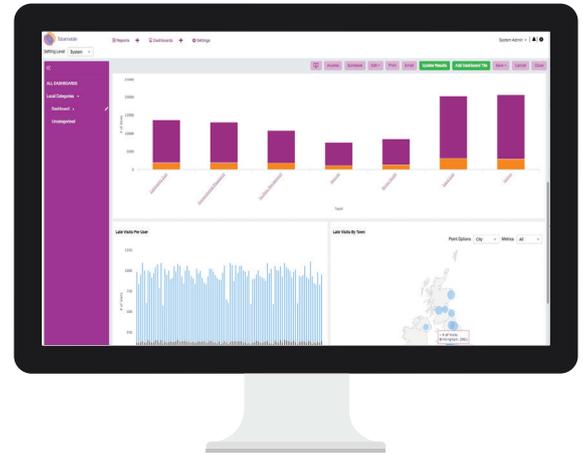


Analyse: New insights = Great decisions

Totalmobile Analyse is the business intelligence, analytics and data warehouse component of Totalmobile, designed to turn the business data generated by your field based employees into actionable intelligence. Analyse dashboards, data visualisations and reports enables supervisors, executives and employees to visualise their current field and SLA performance, discover where time is being lost, identify where efficiencies can be gained and drive continuous improvement.



Analyse Business Benefits

Analyse helps Totalmobile users deliver the following business benefits:

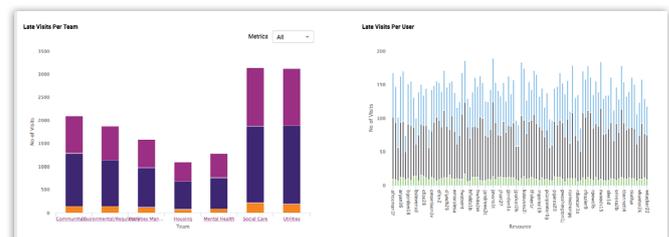
- **Monitor SLA Performance** – quickly identify risks to SLA performance and take corrective action.
- **Extract Value** – from your mobile workforce business data and uncover hidden insights.
- **Evaluate Field Performance** – evaluate the performance of the field based employees.
- **Increase Employee Productivity** - measure mobile employee productivity and identify improvement opportunities.
- **Deliver Continuous Improvement** – through rapid identification of field issues.
- **Transform Business Agility** – by quickly sensing changes or risks in the mobile workforce business environment.
- **Reduce Travel Time** – analyse travel time and minimise time spent travelling to appointments.
- **Improve Customer Satisfaction** – through analysis and continuous improvement of field performance.

Totalmobile Analyse – Visualise, Understand & Act

Your mobile and field based employees are continuously generating business data that includes data on appointment volume, punctuality, employee location, travel time and client facing time. This data if captured and analysed could be used to identify process problems, reduce delivery cost and ultimately improve customer satisfaction and business performance.

Totalmobile Analyse is designed to simplify the capture and analysis of the data generated by your mobile employees. Analyse has two primary components; Insights and Data.

Insights is the data visualization and business intelligence component of Analyse and includes a secure user interface for the configuration and consumption of business reports. Using best practice business intelligence and data visualization capabilities Insights enables users to extract value from their business data. Self-service capabilities can be used by business analysts and supervisors to create and publish personalized dashboards and reports that can be used to analyse the performance of your field workers and take corrective action if necessary. Dashboards are interactive allowing users to drill down into the underlying



data to perform root cause analysis and discover new trends. For example users can identify the underlying reasons for missed visits, increased travel time or shorter time spent with clients or patients.

The **Data** component of Analyse includes a pre-built data warehouse that significantly reduces startup costs and allows Totalmobile users to quickly generate reports, dashboards and charts on their KPI and field workforce data.



Data Warehouse

Totalmobile Analyse is delivered with a pre-built data warehouse specifically designed to analyse the performance of the mobile workforce. The data warehouse automatically extracts information from operational systems permitting business users to easily and rapidly access data and analyse the performance of their field workforce over time. The data warehouse can be purchased separately for customers who wish to use their own business intelligence and analytic tools.

Report Packs

The data warehouse can be delivered with a set of pre-built KPIs or report packs that can reduce project costs and significantly speed up the time it takes for users to extract insights from their field data. KPIs include:

- Total Visits Scheduled
- Total Visits Completed
- Total Visits Started
- Total Visits Completed on Time
- Total or Average Visits Not Completed
- Average Client Facing Time
- Travel Time
- Number of Carded Jobs
- Visit Duration (planned v actual)
- Job duration on Totalmobile

These KPIs can be analysed over multiple dimensions including employee, job priority, work type and time frame.

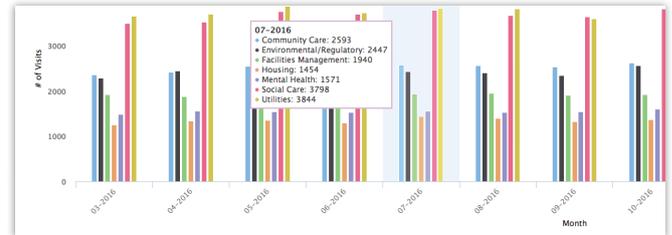
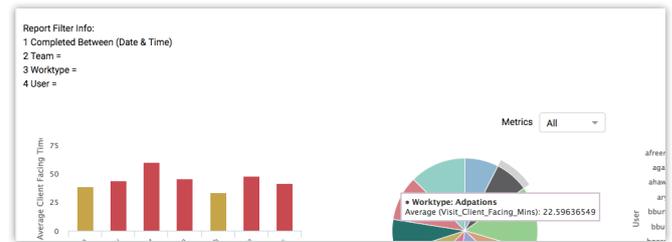
Analyse Key Features

- **Charts** – multiple chart types (line, column, pie, funnel etc.) designed through simple drag and drop interfaces.
- **Interactive Dashboards** - personalised dashboards supporting drill-down to sub reports, details and data hierarchies to help users discover new trends.
- **Data Visualisation** – explore data in new and innovative ways to unveil hidden insights including maps, scatter charts, heat maps and waterfalls.
- **Customer Portal** – extend business intelligence and reports to external customers.

About Totalmobile

Totalmobile transforms complex field service delivery in the Private Sector, Government, and Healthcare. Every day we help thousands of mobile workers stay focused on doing what they were trained to do giving them everything they need to manage and record their work at the point of service delivery via one simple mobile app.

From engineers, nurses and social workers – to surveyors, inspectors and construction workers and more – today over 250 organisations use our technology to keep their teams out of the office and in the field delivering outstanding service.



SaaS

With the requirement to manage, scale and process huge data volumes, the cloud is ideally suited for the deployment of business intelligence applications. Totalmobile Analyse is deployed on Microsoft Azure as a SaaS application allowing users to benefit from the scalability, performance and lower cost of performing data and field analytics in the cloud.

- **Data Warehouse** – a pre-built centralized data store that delivers quick and easy access to field performance data.
- **Pre-Built Report Packs** – deliver field insights quickly using pre-built KPI report packs.
- **Security** – create personalised reports, resulting in improved data security.
- **SaaS Deployment** – benefit from the scalability, performance and lower cost of doing field analytics in the cloud.