



Totalmobile



Mobile Workforce Management

INTRO

An introduction to mobile workforce management



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“Totalmobile is a system staff want to use. It makes their lives easier, it makes their job quicker and they can get on with the work they need to do.”

Tim Edwards, Head of Mobile



Mobile Workforce Management – Mobilise

Release the potential of your workforce

Workforce Management is an approach, underpinned by technology, that helps you build a better, more effective working day for your field-based teams or staff on the go. Mobile working enables workers to complete his or her working responsibilities, collaborate with colleagues and stay in contact all via one mobile device from any location, at any time.

We empower employees with everything they need to get the job done, within a single app. How do we do this? With our mobile working solution which automates processes for the mobile worker on any device and platform and can be integrated to any system. Our mobile solution seamlessly connects to your workforce, empowering your mobile staff and enabling them to do more whilst meeting the demands of your customers.

So, what does our mobile workforce management solution do for your business?



A reduction of
50%
in the weekly number of
missed visits



"The mobile working solution really will underpin the redesign of the council. It will provide us with a cost-effective method of delivering good quality services to our citizens right across the council, right across the region. We're touching on functions that we previously didn't even think about going mobile, and that's a really exciting prospect as well."

Caroline Campbell, Head of Performance and Resources

Section One

Business benefits of our Mobile Workforce Management solution

1. Worker first approach

Our solution focuses on the needs of the users, putting them first, providing an intuitive and familiar user experience, ensuring uninterrupted connectivity regardless of signal range, allowing staff to concentrate on what they do best – their job.

2. Simplified Information Retrieval / Greater accessibility for employees

Easy access to all relevant data via your mobile device such as photos, previous job records, client information, legislations. These details can be retrieved from either single or multiple back end systems in the office. Your employees have everything they need to complete their day to day job via one app at the point of service delivery.

3. Real time information

Ensuring up to date information is provided to mobile workers and managers in real time when they need it. Your staff can complete forms, capture key information such as photos, signatures and access to supporting information, allowing them to make informed decisions in real time whilst providing an excellent customer service experience.

4. Increased Employee Productivity

By giving your staff the freedom to complete work at the point of service delivery or on the move, you are increasing productivity within your organisation. This

ensures your staff are spending more time on the work that matters combined with extra capacity to complete more jobs in a day. With Totalmobile, our customers save on average 90 minutes per user per day. Combined with the support of a dynamic scheduling tool, ensures employees are sent to the job that utilises their skills effectively and efficiently.

5. Increased Employee Satisfaction

With an exceptional native experience, staff take greater control of their workload, including their time management. This delivers an enhanced work-life balance, improvements in staff morale and a more motivated workforce.

6. Improved Customer Satisfaction

By providing staff with access to all the relevant information they require for a visit via an easy to use solution, more time is spent on the job providing service users with the highest quality of service. Your mobile workers can meet the demands of your customers and on a first-time basis, increasing your quality of service and your service users' satisfaction.

6. Flexible solution

Our mobile workforce management solution is flexible with the ability to adapt to any changes your organisation may face.

Deliver savings of
£2.35 million
per year



Section Two

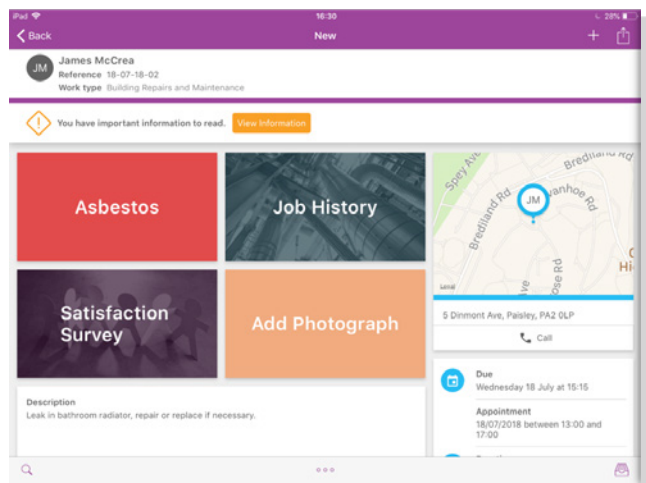
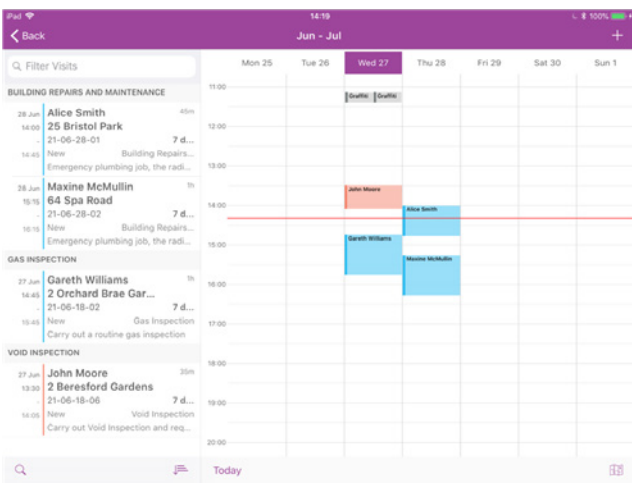
Totalmobile's Workforce Management Solution provides a range of intuitive and innovative features

Visits – The core workflow component that contains all the information mobile workers need to complete their work. This includes a sortable, filterable visit agenda view, diary, contact information, special instructions, directions, and various types of tasks such as consent forms and access to upload photos. Contact information is easily accessible, and customers can be contacted via the visit rather than calling separately from a mobile device.

Diaries – A visual overview of an employee's working week. Staff can view their schedules ahead of their visits either by day, week or month.

Forms – A configurable sophisticated data capture for all devices with conditions, calculations, and lots more. Our forms are designed with the user in mind, making their job as easy as possible with pre-populated fields, electronic signatures and industry specific best practice offerings. The intuitive navigation will enable your staff to enjoy the simplicity our solution offers.

50%
efficiency increase



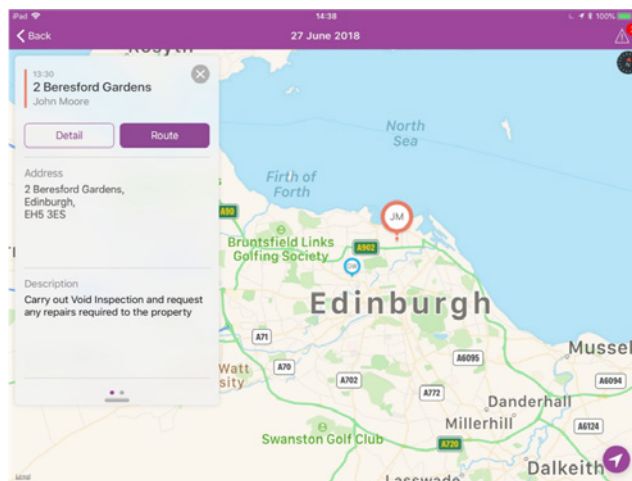
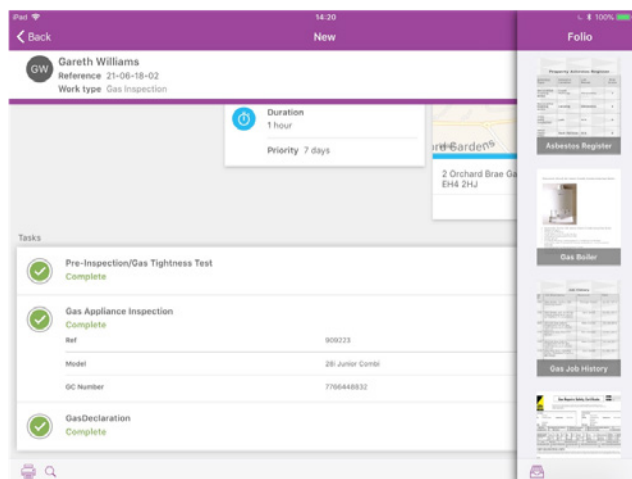
Folio – A ‘filing cabinet’ that contains the right contextual supporting information for the employee’s visits. It is used to deliver schematics, patient records, historical information, and just about anything that will support a successful visit. Instant access to supporting documents removes the need for the employee to travel back and forth to the office to access via back-office systems.

Inbox – Delivers styled messages to users with the ability to capture forms as a response.

Workflow – The ability to provide live updates on the status of work – from initiation right through to completion. You can decide on each of the steps in staff workflows, customising to your needs and allowing you to see exactly what stage the job is in. If a mobile worker is running late or unavailable, a text or email alert can be scheduled to inform the customer of the situation.

Map – The software provides GPS location making it easy for staff to access appointments from the most efficient routes, whilst locations of workers are easily identifiable and represented on the map view as pins. In-depth details are highlighted when a resource is selected, providing a view of the planned work and travel route for the resource. GPS location records staff arrival time, duration and finish times and these details can provide organisations with insights into how much time is actually spent at the point of delivery. Employees can plan their journey ahead of their visits via the ‘Map my day,’ functionality.

Adhoc forms – Various adhoc forms and requests can be completed by staff at the touch of a button such as annual leave requests and mileage claim requests, reducing the need to travel back and forth to the office.



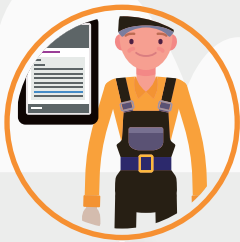
30% more
face-to-face time
with patients



Mobile working user case

A day in the life of a mobile worker - Maintenance and Repairs

Exploring how mobile workforce management improves mobile worker's access to information at the point of service delivery, whilst enabling instant communication processes between office and field-based staff.



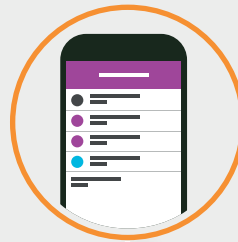
8.30am

At the start of their working day, a maintenance worker assesses their workload for the day ahead via their Totalmobile Mobilise app on their mobile device. It provides all the details they need for the day ahead, with any notes or special instructions included. The maintenance worker selects the visit agenda view, pulls up the property contact information and accesses directions to the address. *The benefit of this is it allows greater accessibility for employees, they have instant access to the client and visit information available from the beginning of their day right through to the point of service delivery.*



9.00am

With navigation provided by a map integration with Google, the maintenance worker is able to easily find the correct route to the property where they need to attend. The property manager has already been notified the maintenance worker is on his way as he has confirmed he is on route on his app and the property manager has received a text alert. *GPS location ensures easy access for staff to retrieve appointments, discover the most efficient routes, whilst locations of workers are easily identifiable and represented on the map view as pins, recording location, start and finish times.*



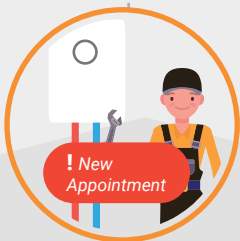
9.45am

The maintenance worker has arrived 15 minutes early for the appointment. This gives him enough time to check over the visit details, ensuring he reads the property notes and any details on what the job requires.



10.00am

The maintenance worker accesses the building, is greeted by the receptionist and makes his way to the appropriate room to repair some electrical fittings. Before the maintenance worker carries out his work, he updates the visit to 'arrived' within the Mobilise app. *This information lets the Maintenance Manager know their staff member has arrived ok.*



10.30am

The maintenance worker is making good progress with his appointment and has received a high priority alert within his visit agenda to attend an appointment following his current one.



11.00am

The maintenance worker has completed his visit, he marks it as complete within the mobile app, updates the notes section with a photo of the completed work and makes his way back to the car to start his next visit.



11.55pm

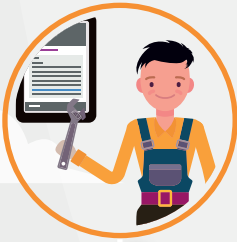
The maintenance worker is scheduled to attend the next appointment at 12.00pm however there has been a road traffic accident a few cars in front and he has been delayed. The maintenance worker contacts his manager based back in the office to make him aware of the situation and that he will be late to his appointment.



12.05pm

As the appointment is urgent, the Maintenance Manager dynamically schedules another mobile worker to attend the appointment. He then pulls up the contact details of the next property on the dashboard and sends the Property Manager a text alert to let them know the situation and that another mobile worker will attend instead and arrive within the next 10 minutes. *The Maintenance Manager is able to automatically chose a new mobile worker to complete the job by changing the resource availability which allows the solution to automatically adjust to the new information and reprioritises the workload. Once the Manager is happy with this, the solution then updates the mobile worker's schedules.*

20%
more appointments
completed



12.15pm

The second maintenance worker receives an updated schedule to reflect changes made due to the delayed colleague. Their day has been adjusted with minimal disruption and they are able to carry on with the next visit. The mobile worker arrives at the property, marks as arrived within the visit, looks up what is needed fixed, in this case they are carrying out a plumbing repair. *In the meantime, the first mobile worker stuck in traffic is notified the job has been rescheduled to another colleague, he is reassured the job will be completed on time and can continue on with his next lot of visits. The service user therefore receives an efficient service with minimal disruption.*

1.15pm

The maintenance worker is finished the job, he completes the job task within the Mobilise app, takes a photo of the completed work and asks the Property Manager on-site to sign the signature capture box. He then continues on with his visits for the remainder of the day.

For further information on our Mobile Workforce Management solution, contact us on info@totalmobile.co.uk or telephone +44 (0)28 9033 0111.

You may also find interesting....

Our online demo

Customise your own online demo now

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Our resource Centre

See our case studies, ebooks, research papers and more

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Totalmobile create mobile workforce solutions that release the potential of your workforce.

We do this by providing organisations with the ability to improve how they mobilise, schedule and analyse their workforce.

This enables our customers to experience significant increases in workforce capacity and cost savings, while also ensuring compliance and driving levels of service consistency.

We will transform how your organisation works and help your people do more of the work that really matters.

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