



CASE STUDY

Allianz

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## Background

**Allianz Insurance is one of the largest general insurers in the UK and part of the Allianz SE Group, one of the world's leading insurers and asset managers.** Allianz Group employs over 140,000 employees worldwide and serves 88 million customers in more than 70 countries.

Allianz worked with Totalmobile to create an intuitive mobile application to meet the needs of their field-based engineering team. Every function on the application mirrors their mobile working processes to enable greater productivity and improve the delivery of service. The application replaces costly manual processes, such as paperwork not only reducing overheads but also removing an unsustainable reliance on paper and the opportunity for human error.

Totalmobile's mobile workforce management solution is an intuitive mobile solution which provides the field-based engineering team with a new, more efficient way of working. The application addresses key frustrations of mobile working that Allianz identified, such as paper-based administration, access to information, recording of data, worker safety and job management. The application has been developed with native capabilities to ensure that whichever mobile device it is used on, whether Android, Apple, Windows, tablet or phone, the user will have a native experience that they expect with minimal training, ultimately improving user adoption.

The mobile solution contains all job information for the day ahead, giving field teams complete visibility; they can get started straight away without having to go to the office first. Another frustration identified was around paper-based administration such as notes and physical forms that have to be taken to and from the office. Prior to implementation, these would have been updated by hand either at the site of the inspection or on return to the office. These manual processes pose a risk factor with an increased opportunity for human error or for the inspections to be completed incorrectly or lost in transit. They also take up valuable time, time that with the introduction of Totalmobile's mobile solution is now spent completing more inspections, resulting in a more

efficient service for customers. With access to all job/visit information on their mobile devices, field staff are able to conduct their activities quickly, they can record findings accurately, creating reports that improve compliance.

Configurable forms accessible in the application have enabled Allianz to create specific forms for their engineering team which enable their staff to easily capture and record compliance details and essential information. These forms are available in each visit detail, along with location details, contact details and the ability to "check-in" along all stages of their journey. It provides the organisation with greater reporting capabilities and the ability to monitor workflow in real time to overcome logistical challenges, as well as recording times spent in visits.

Another key development feature of the application is the ability for the solution to work even when field staff are without signal. This was particularly important, as Allianz's teams work in a variety of remote locations. This means they can continue to access information, fill in forms and sync to their back office systems without interruption – a key differentiator for their field teams.

The mobile solution has been successfully adopted by the field team and has enabled Allianz to achieve outcomes for the organisation such as increased workforce capacity and productivity, as well as improved consistency of data and improved compliance. Not only have there been tangible results but staff have also seen the benefits of a greater work life balance, gone are the days of having to carry paperwork, or return to the office after a day of work to re-type notes and upload forms.

# 400 extra inspection units being completed per day



## The Benefits

Mobile workforce management has provided viable commercial success for Allianz and their field-based engineering teams, predominately seen in increased productivity. Since implementation, they now spend more time performing services and working on site. 2017 figures highlight that the field engineers (over 400) had **253 hours more productive time per day** in total, giving them **7% increase in productivity**. Spending more time on site means less time in the office completing administration or travelling to and from visits - on average this was additional **38 minutes per day**.

Using the application, Allianz's average daily inspection units increased in 2017 to 26.86 from 25.58 - this equates to approximately **400 extra inspection units being completed per day**. The application has been successfully helping the field staff complete daily tasks with a million visits being completed and 100 million events successfully completed on their mobile devices. That's a huge achievement for the teams and highlights the successful adoption of the mobile solution.

## The Future

The development Totalmobile's mobile solutions for Allianz is constantly evolving, always feature rich, and able to adapt to their increasing productivity levels by remaining easy to use and intuitive. But development doesn't end there – together Totalmobile and Allianz continue to develop future possibilities using IoT to enhance performance, such as NFC enabled asset trackers on forklifts.

What does this mean for staff? It means more time to do the work they enjoy and less time doing time consuming tasks. The application has enabled them to have a better work life balance with their working week reduced by over an hour. Not only has there been productivity achievements allowing the field teams to increase their capacity for extra inspection units but they've managed to save enough time to enjoy a better work life balance, with employee engagement increasing to an all-time high of 68%.

Most importantly, customers are also benefiting from the knock-on effect of improved service delivery which was seen in their improved NPS score in 2017, as well as an increase in **customer satisfaction to 71%**. Services are completed more efficiently with the application in hand, inspections are look more professional and compliance is improved with forms that are completed on the device and backed-up immediately.



Totalmobile will help you release the potential in your mobile workforce. Our 'mobile worker first' approach to innovation results in solutions people love to use.

You will see rapid user adoption, vastly improved staff engagement, and operational efficiencies measured in £millions. We will transform how your organisation works and help your people to do more of the work that really matters.

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