



## Totalmobile in Field Service

Unlock the potential of your  
field workers



At Totalmobile, we empower commercial organisations with the relevant solutions to keep track of their workforce, meet compliance regulations, whilst offering mobile technology which accelerates pace and meets the needs of your clients.

**Commercial organisations today face many challenges such as keeping track of their field service teams, staying on the right side of compliance regulations, dealing with tight margins and meeting customer expectations.**

So, how can commercial organisations overcome these challenges? By implementing a mobile workforce management solution, combined with dynamic scheduling and analytics tools, organisations can complete more jobs, after

all time is money. Having a more reliable, transparent workforce ensures buildings are completed on time, premises are cleaned, and there is more visibility over your workforce. From construction, facilities management, transport to utilities, we deliver a range of solutions that transform your processes, making your teams more productive by giving them the tools they need at the point of service delivery.

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We work with a variety of customers in the commercial industry across the UK and Ireland including:



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## Mobile Workforce Management in the commercial industry:

Our mobile workforce management app ensures you can keep track of your field-based teams, whilst taking care of compliance. The mobile forms and workflows ensure all necessary data and photographic evidence is captured and stored securely, while signature capture means all requirements are signed off at the point of service delivery. The easy to use solution streamlines processes, avoiding the need to complete cumbersome paperwork whilst ensuring access to real time job information, available on any device, from any location.

### Key Features:

**Smart forms** can be easily figured to suit any work environment situation, such as commercial cleaning or construction, ensuring relevant information is captured and recorded.

**Offline connectivity** allows sign in no matter the location and with limited or no connectivity, allowing your field-based staff to access job information at commercial buildings whilst out on the road.

**Data capture and validation** – image, video and signature capture allow your field-based teams to capture evidence on-site as well as sign off on project delivery such as completion of a building. This helps ensure evidence is in place for audit trails and your organisation ensures compliance is met.

**Native application** – No matter what device your teams use, we've got it covered. Our app is available on iOS, Android and Windows and is native to each platform. There is no need to for field-based staff to switch between apps to take pictures or access GPS routes.

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## Dynamic scheduling in the commercial industry:

Our dynamic scheduling solution allows your organisation to allocate, reallocate and recall work in the diaries of those out in the field. It can handle small teams or large workforces and even multiple teams at once, all at the push of a button. It provides a complete view of the current status of staff diaries with live colour-coded feedback from user devices, including when work has started, is completed, is overrunning or scheduled to start late. Scheduling field-based teams ensures capacity to complete more jobs efficiently, therefore allowing more time spent delivering services and improves communication between field-based staff.

### Key Features:

**Scheduling dashboard** – Our interactive dashboard provides real time indication of the overall status of the commercial organisations schedule.

**Maps** – The map view indicates the locations of work and presents commercial resources as pins, representing a creative view and assisting field-based workers in visualising the scheduling solution at any point in time.

**Multiple scheduling options** – Commercial organisations have the ability to tailor their schedule either manually or automatically.

**AI** - Managing a large mobile working division, with individual skills, takes up a lot of time trying to pair each worker to a skilled job manually, time that could be utilised elsewhere. Our advanced scheduling engine, Mendel, automatically allocates work to the most suitable resource using Mendel's genetic algorithms.

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## Analytics and Business Insights in the commercial industry:

Your field teams generate large amounts of data. Our analytics and business insights tool help deliver powerful insights taken from your field-based workforce. Every valuable piece of information is used to develop a clearer understanding of your commercial organisations' needs and those of your customers. These types of reports generate key insights helping you to make better, informed decisions, ultimately improving the customer experience as well as meeting regulatory standards and SLA's.

### Key Features:

Visualise job progress and make more informed business decisions with real time data from the field.

Report on information captured which helps meet SLA's and regulatory standards.

Boost your customer engagement with our easily accessible reporting and powerful business insights.

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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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