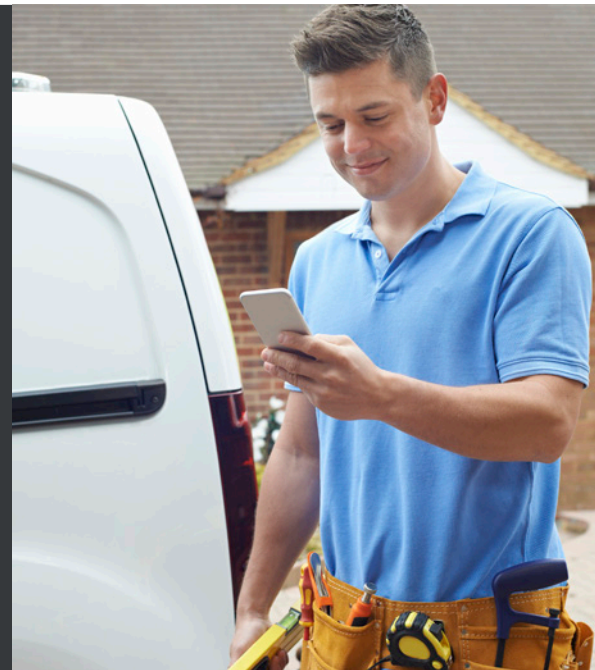




## Totalmobile in Local Government

Secure systems, lean  
processes and community at  
the core.



At Totalmobile, we understand the challenges you face to deliver a leaner, better service to your citizens in a climate of pressures of growing demand on services. With over 30 years' experience in the local government sector, our solutions help you deliver an improved service to your community.

**Today, the local authorities are challenged to innovate and modernise services with limited budgets and staff resources.**

Local government organisations face concerns over the use of legacy infrastructure, as well as fears over time-consuming implementation of new technologies. So, how can the local government industry overcome these challenges? At Totalmobile, our solutions help empower organisations such as councils, housing, regulatory and environmental businesses to deliver operationally efficient services to citizens.

**Our solutions are designed to:**

- Help manage your mobile workforce
- Improve staff morale
- Reduce costs and improve delivery of services
- Modernise legacy back office systems to ensure compliance, efficiency and security

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We work with a range of customers in the local government industry across the UK and Ireland including:



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## Mobile Workforce Management in Local Government:

We know how difficult it can be to manage your mobile workers across numerous council departments whether it's housing, regulatory or environmental organisations. Our mobile workforce management application integrates with any back-office system and ensures staff have a secure connection. Mobile workers can reduce unnecessary travel back and forth to the office, eliminate completing time consuming paper work and ensure all data is captured securely. Our local government customers are benefitting from a range of outcomes such as saving on average 90 minutes per day to spend more time improving the local environment and reducing fuel costs by 25% in the regulatory industry.

### Key Features:

**Intuitive forms** - our forms can be tailored to suit any industry such as building forms for regulatory purposes or repair and maintenance forms within the social housing industry. Staff are able to access information and populate appropriate fields to ensure best practice is maintained.

**Offline access** - your field teams no longer need to worry about not being able to access information or make contact with office-based staff. Your staff can access relevant information from anytime, anywhere.

**Native application** - regardless of what type of device your field-based teams use whether Android, iOS or Windows, our mobile native application integrates with it.

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## Dynamic scheduling in Local Government:

Using a dynamic scheduling solution provides local government organisations with full visibility of large workforce field-based teams such as those working in social housing or environmental services. Along with keeping track of your teams, our scheduling solution allows you to reschedule resources, eliminate unnecessary travel time with efficient routing, whilst having tenants'/premises/citizens details to hand all in one dashboard.

### Key Features:

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

**Maps** – The map view indicates the locations of work and presents local government 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** – Local government 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. With our dynamic scheduling solution, you can relax in the knowledge that 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 Local Government:

Your workers provide key services to the community, therefore it's crucial they have the correct information at hand. Our analytics capabilities provide reports for individuals, as well as enabling high level transformation insights. Our instant sync with back-office systems ensures the information is kept up-to-date with information flowing both ways, providing your staff with the right information, every time.

### Key Features:

Visualise job progress and make more informed business decisions, improving citizen services.

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.

## You may also find interesting....

### Our online demo

Customise your own online demo now

<https://www.totalmobile.co.uk/demo/>

### Our resource Centre

See our case studies, ebooks, research papers and more

<https://www.totalmobile.co.uk/resource/>



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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