

INTRO

Mobile Working in Commercial

An introduction into Mobile Workforce
Management in the Commercial Industry





Mobile Workforce Management

Innovative Field-Service Management for Commercial Organisations

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 providing them with the tools they need at the point of service delivery.



audit processes have become successfully streamlined with our mobile workforce management solution.



“Totalmobile is a system staff actually 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, Clancy Docwra.



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



50%
efficiency increase



Business Benefits

of our Mobile Workforce Management solution in the commercial industry:

Keep track of your teams –

Managing your workforce is becoming increasingly complex as firms diversify and grow. We can remove the stress by giving you a clear and up-to-date picture of your schedule and job statuses. Our mobile workforce management app ensures you can keep track of your field-based teams whether small teams or large workforces, turning unproductive time into extra capacity.

Reduce time spent on paperwork –

Our solution eliminates the need to use paper-based processes, cutting down on administration duties, reducing the risk of duplication, manual data entry mistakes and loss of data. This allows more time to spend at the point of service delivery.

Capture evidence/ensure compliance –

The mobile forms and workflows ensure all necessary data and photographic evidence is captured and stored securely, from images to video uploads, while signature capture ensures all requirements are signed off at the point of service

delivery. This evidence is essential for compliance regulations. By being compliant, commercial organisations can prevent the amount of incidents that occur, ultimately avoiding significant fines, whilst keeping employees updated on industry standards and regulations.

Increased efficiencies and productivity –

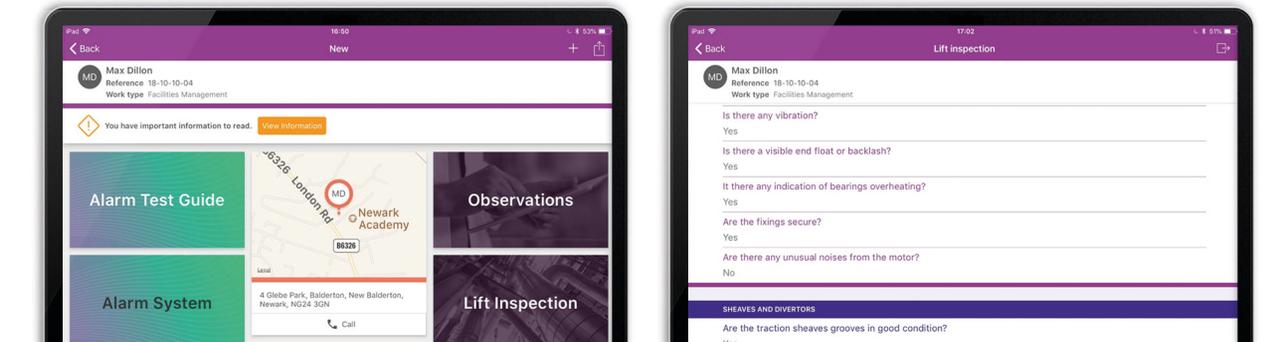
Our mobile workforce management solution increases your mobile workers' productivity by giving them the tools they need at the point of service delivery. With access to instant information, your workforce can eliminate unnecessary processes such as travelling to the office to collect daily schedules or re-keying data into back office systems.

Reduced costs –

Pressure to provide a better service while cutting costs has never been greater in the commercial industry. By reducing paperwork, your organisation can achieve cost efficiencies as well as a reduction in fuel costs without unnecessary travel between the office and jobs or sites.

Key features

Totalmobile's Mobile Workforce Management Solution provides a range of intuitive and innovative features for the commercial industry.



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. Our intuitive forms ensure evidence is accurately documented and signatures are captured to provide a transparent audit trail.

Offline connectivity – no signal, no problem –

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, construction sites or whilst utilities staff are out on the road. With our offline capabilities, nothing gets interrupted. Mobile workers can log in, capture information, complete forms and move to new tasks as easily as when they are online. When connectivity is restored, the data syncs automatically with your systems.

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 evidence is essential for audit trails and industry compliance regulations.

Native application –

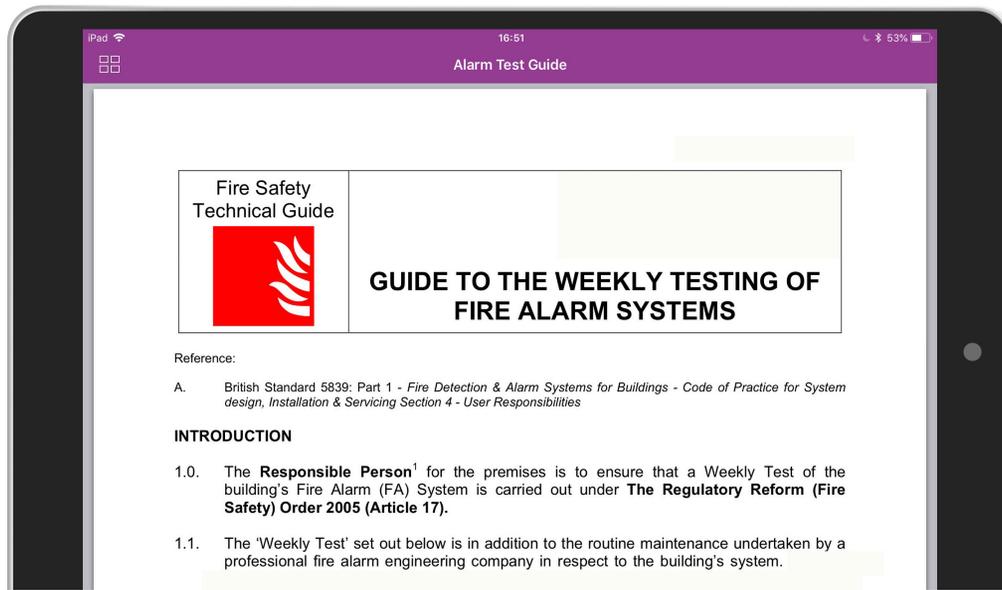
No matter what device your teams use, we've got it covered. Our app is available on iOS, Android and Windows and is native to each platform. There is no need for field-based staff to switch between apps to take pictures or access GPS routes.

Map –

The software provides GPS location making it easy for construction workers, utilities' field staff or transport mobile staff to access appointments from the most efficient routes, whilst locations of mobile staff 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 service delivery. Mobile workers can plan their journey ahead of their visits via the 'Map my day,' functionality.

Access to relevant information –

Mobile workers have instant access to their job calendar which they can view in advance by day/week/month. The mobile app allows field-based staff to update their status as they progress through the job such as 'arrived,' or 'complete.' The instant sync capability with back-office systems ensures information is kept up-to-date, providing your staff with the right information, every time.



"If you give staff something slick and easy to use incident reports and near miss reports come in a lot easier. We were able to get all the information at the point of delivery. Totalmobile is much more efficient, better for customers, better for us"

Tony Kavanagh, Regional HSSE Manager Europe, DAMCO



have seen a **reduction in paperwork, raised safety standards** on-site and an **increase in customer satisfaction**



"How you distinguish yourself from the rest of them is to get cutting edge and this technology is cutting edge."

Conor Lynch, Group Commercial Director, Lynch Interact





Mobile working use case:

A day in the life of a Construction Manager :

08.30am

A Construction Manager starts his day off by checking his schedule visit via his Totalmobile app on his mobile device. His day ahead consists of planning meetings and inspections on various construction sites. He pulls up the address of the site he is visiting, accesses the location through the map route and reads the visit notes of what needs inspected and recorded.

The benefit of this is it allows greater accessibility for employees; the Construction Manager has instant access to the visit information available from the beginning of the day right through to the point of service delivery.

09.00am

The Construction Manager makes his way to the site, through the GPS routing application, he is able to follow the directions and is well on his way to his location.

GPS location ensures easy access for staff to retrieve appointments and discover the most efficient routes saving on travel time.

09.30am

Once the Construction Manager arrives at the building site, he accesses his Totalmobile app and records his attendance as 'arrived.' He accesses the relevant smart forms for the on-site project, in this case it is a new housing development site.

This allows the Construction Manager to check the details ahead of entering the building site ensuring he is fully aware of the requirements.

9.45am

The Construction Manager has a meeting with his team of construction site workers, contractors and sub-contractors to find out how they are getting on with the project and ensure it stays ahead of schedule. He discusses any health and safety issues to ensure regulations are adhered to and that staff are working in a safe environment.

10.15am

After discovering there has been an issue with the plumbing installation on-site, the Construction Manager visits the exact location to inspect the issue. He accesses the projects smart forms, completing each of the required fields, takes a photo of the leaking pipes and uploads this on his device.

The smart forms prompt the Construction Manager to complete all required fields, the image capture is date and time stamped and is essential for evidence should any further issues happen further on in the project or result in project completion being delayed.

10.30am

The Construction Manager then makes his way back to the office to access the dynamic scheduling solution. He needs to ensure specific parts of the job are completed in a certain order for the plumbing issue to be resolved and guarantee the project schedule stays ahead of its deadline. The Construction Manager 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 return to the office.

This allows the Construction Manager to record the information there and then, saving time on updating notes which would've previously needed to be recorded in paper-based format while back at the office. By reducing the amount of time spent on completing paper work, the Construction Manager has more capacity to visit other sites.

11.00am

Now back at the office, the Construction Manager dynamically schedules another mobile worker to urgently attend the site he just visited. He then pulls up the contact details of the Assistant Construction Manager on the dashboard and sends him a text alert to let him know a plumber will be on-site in 10 minutes.

The Construction Manager is able to update the dynamic scheduling solution automatically to choose a new mobile worker to complete the job. He does this 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. This ensures the next appointment will be seen to on time, improving efficiencies, ensuring that the job will be completed on time and in this case not holding up the project any further.

11.10am

The plumber receives an updated schedule to reflect changes made to his current list of jobs, in this instance – attending an urgent appointment with leaking pipes on-site. His day has been adjusted with minimal disruption. The mobile worker arrives at the site, marks his visit as arrived, and looks up the relevant forms to complete.

12.00pm

The plumber is finished the job, he completes the job task within the Mobilise app, takes a photo of the completed work and asks the Assistant Construction Manager on-site to sign the signature capture box. He then records his visit as complete and continues on with his visits for the remainder of the day.

The intuitive forms are designed to capture the required information essential for project delivery sign off, ensuring nothing is missed. This ensures all evidence is captured should there be an audit, therefore improving compliance. All of the information recorded from each visit via the plumber's mobile device is automatically synced to the back-office systems in the office. This allows the Construction Manager to access the data straight away and confirms the job has been completed.

12.30pm

The Construction Manager now confident that the plumbing issue has been fixed takes his lunch break.

Through the use of the Totalmobile app, the Construction Manager is able to attend more site visits, schedule more meetings and reduce time spent on administration tasks allowing him to benefit from an improved work/life balance.

1.30pm

The Construction Manager then continues on with the rest of his visits and meetings scheduled for the remainder of the day.



“This technology is vitally important because it now allows us to track, in real time, problems within our buildings and how they may be resolved.”

Robert Keane, Associate Director, Lynch Interact.



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<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.

Our customers are seeing significant increases in workforce capacity and cost savings, while also ensuring compliance and driving levels of service consistency. We will transform how your organisations works and help your people do more of the work that really matters.

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