



INTRO

Mobile Working in Local Government

An introduction into Mobile Workforce
Management in Local Government





“Totalmobile is so much simpler. It’s quick. It’s efficient. It’s easy to use. There’s nothing complicated about it. It’s great.”

Michael Vass, Joiner, Highland Council



Mobile Workforce Management

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 financial and political uncertainty. With over 30 years’ experience in the local government sector, our solutions help you deliver an improved service to your community.

Today, 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 local government organisations overcome these challenges? At Totalmobile, 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 paper work and ensure all data is captured securely.

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



have seen **17% productivity savings** as well as **£600 savings per annum**, per employee on travel and a **20% reduction in travel**, time and cost overall.

Who we work with in local government:



Business Benefits

of our Mobile Workforce Management solution in local government:

Connect departments and systems –

We modernise legacy back office systems to ensure compliance, efficiency and security across the local government sector, ensuring your mobile workers are connected to one single, secure connection.

Reduces time spent on paperwork –

Our solutions support and empower local government staff by enabling them to record information via a mobile device, saving time on the need to complete paper-based processes, enabling more time to spend delivering operationally efficient services to citizens.

Enhanced security –

Our intuitive forms ensure evidence is accurately documented and signatures are captured to provide a transparent audit trail. The solution is designed to help standardise processes and remove systems that prevent the recording and sharing of citizen data.

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.

Offline connectivity –

Mobile staff will always have access to their mobile app and relevant information such as access to tenants' addresses and building inspection forms.



is benefitting from increased productivity by **25%**, non-productive time drop from **33%** to an all time low of **1%**, **25%** reduction in operational staff costs, **increased turnover from £16m to £20m over the first 5 years.**



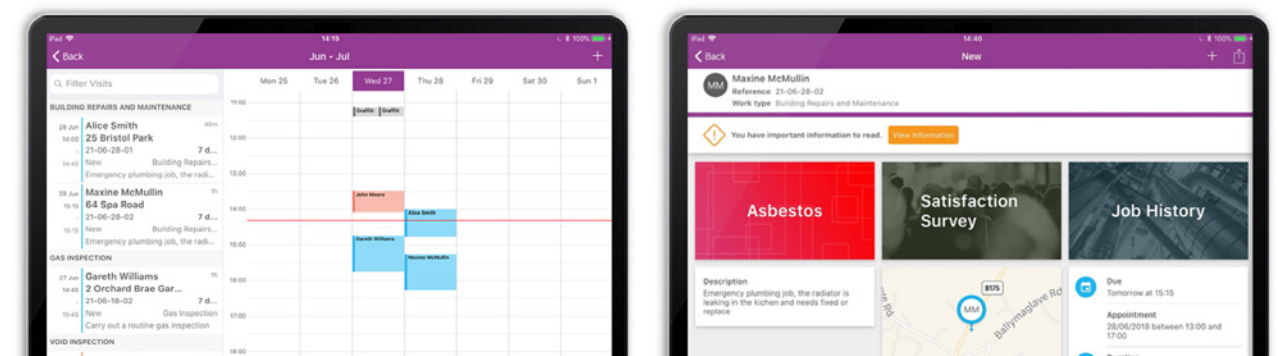
“We needed a system that could cope and adapt to our ever-changing demands. Not an easy task, but Totalmobile achieved this.”

Tony Abbs, Operational Manager RMS,
London Borough of Newham



Key features

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



Intuitive forms –

Our forms can be tailored to suit any industry such as building forms for regulatory purposes or health and safety inspection forms. Staff can access information and populate appropriate fields to ensure best practice is maintained and ensures a reduction in time spent on manual data entry.

Offline access –

Your field teams no longer need to worry about not being able to access information or make contact with office-based staff. With our mobile app, your staff can access connectivity from anytime, anywhere.

Native application –

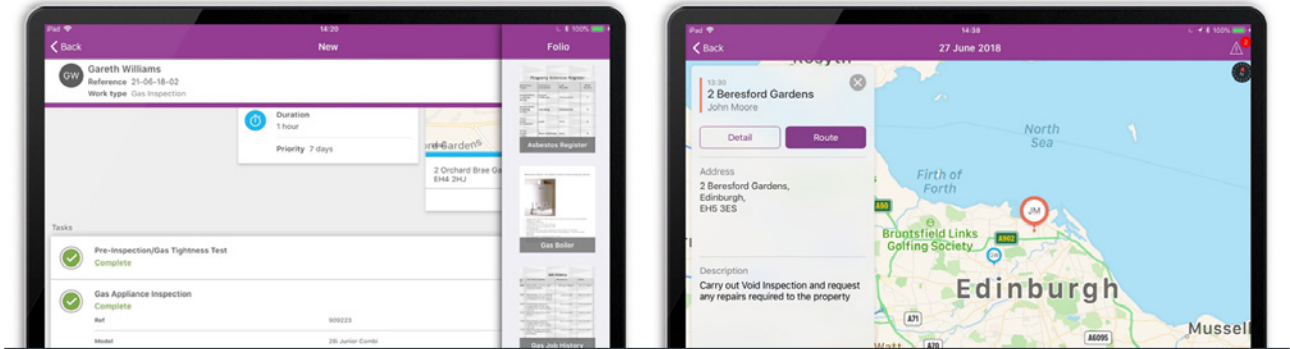
Regardless of what type of device your field-based teams use whether Android, iOS or Windows, our mobile native application integrates with it.

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.

Map – The software provides GPS location making it easy for Parks Managers, Repair and Maintenance workers and Property Managers 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 service delivery. Mobile workers can plan their journey ahead of their visits via the 'Map my day,' functionality.

20%
more appointments



Outcomes

Our mobile workforce management solution is delivering a range of outcomes for local government organisations including:

Environmental –

Staff can spend more time improving the local environment and green open spaces, our mobile workforce management solution saves your parks teams on average 90 mins per day.

Housing –

Our mobile workforce management solution increases your mobile workers' productivity and improves service delivery of duties carried out such as inspections, repairs, managing rent arrears to planned and preventive maintenance. Our customers report up to a 95% increase in customer satisfaction.

Local Councils –

Local Councils are benefitting from improved user experience as our mobile app integrates with back office systems as well as ensuring citizen data is secure and kept confidential.

Regulatory –

Our mobile solutions deliver a 20% increase in visits and a 25% reduction in fuel costs.



Mobile working use case:

A day in the life of a Repair and Maintenance Worker :

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

08.30am

At the start of their working day, a maintenance worker assesses their workload for the day ahead via their Totalmobile 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 the day right through to the point of service delivery.

09.00am

With navigation provided by Google maps integration, 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 his visit as 'arrived,' in the app.

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.

09.45am

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.

This allows the maintenance worker to check the requirements ahead of entering the property ensuring he is fully aware of the requirements.

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.



have seen an improvement in efficiencies and productivity including completion of jobs **35% quicker** than previous with **36% more jobs** completed and an average saving of **£7 per repairs job** and **£28 per heating job**.

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.

This allows the mobile worker 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.

11.55am

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 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 and meeting the customer's expectations that the job will be 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.

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 maintenance worker's mobile device is automatically synced to the back-office systems in the office. This allows the Maintenance Manager to access the data straight away.



“Investment in this technology had a positive impact on improving morale and social work practice in front line teams.”

David Pearson, Corporate Director, Adult Social Care, Nottinghamshire County Council



“It feels like we're getting to where we want to be and Totalmobile is getting us there. We're actually doing 36% more visits than we were doing prior to mobile.”

Phil Holme, Customer Support & Planning Team Lead, City of York Council



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.

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.

Totalmobile
Pilot Point
21 Clarendon Road
Belfast BT1 3BG

T: +44 (0)28 9033 0111
E: info@totalmobile.co.uk