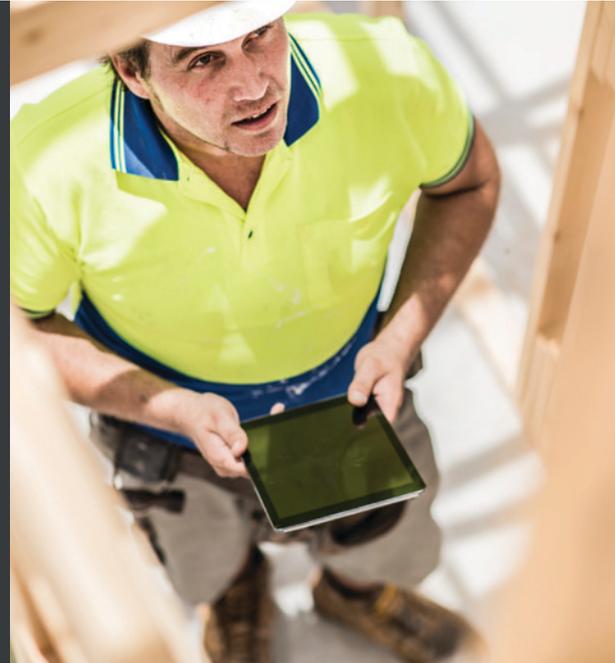




Totalmobile

OUTCOMES

The Benefits of Mobile Working in Local Government



In a time of nationwide austerity coupled with a growing population, local government organisations are facing a unique set of challenges.

With reducing budgets and a growing demand on services, the need to ensure maximum capacity and provide a consistently high standard to service users has never been greater. To enable the field service teams who provide these vital services, investment in innovation and technology is essential.

Why is it important to achieve greater outcomes?

Addressing the complex needs of multi-disciplinary teams, a large number of departments each with specific compliance needs all whilst delivering essential services across the population isn't easy. Without mobile technology supporting them, achieving greater outcomes and benefits is difficult. Whether it's not being able to prepare for the day ahead, record notes quickly, or returning to the office at the end of the day to retype notes.

What is clear, is that these current processes take up valuable capacity, result in costly travel and wasted time that could be spent completing additional visits or jobs. Mobile technology has the ability to improve these processes; field based staff can benefit from more time in their day, giving them the opportunity to take on additional work or spend more time delivering services.

How do we achieve that?

With mobile working technology, field service staff can use a mobile application to reduce the time spent on administration, health and safety forms and inspection notes. Instead they can focus on the job at hand, instantly accessing job information that enables them to have a complete view of what is required to complete it quickly and thoroughly. The job information is relevant and contains essential information that allows field staff to provide a consistent level of service.

For many services within local government jobs are completed in the community and often in remote locations, with mobile technology they are able to benefit from full visibility of their day ahead and can prepare accordingly. With dynamic scheduling, those schedules are flexible, as changing priorities occur throughout the day, they can be added, rearranged or rescheduled. The new schedules are automatically synced to the field workers device, without disrupting his or her day. Further travel is reduced as field staff no longer have to return to the office to type up their notes or submit forms, these are captured on their devices and automatically synced to the back office throughout the day, effortlessly updating patient records.

True mobile working provides a new more efficient way of working, it unlocks the ability for field staff to operate efficiently, removing processes that hinder and replacing them with technology that improves everyday working.



The Benefits

Capacity

Mobile working technology provides the mobile workforce with an application that unlocks additional capacity throughout their day. It gives them the ability to access and record job information straight to and from their mobile device, rather than manual handwritten notes. Field staff can access job details and historical notes without delay, resulting in the job being completed the first time, reducing the need for repeat or second visits and creating additional capacity in the day.

By enabling field staff to complete forms and job notes directly to their mobile device, time is instead spent completing jobs and providing a high standard of service. Care can be taken with health and safety forms which are completed with ease and synced automatically to the back office system.

Field staff can enjoy the added benefit of no longer having to return to the office after a long day to type up the notes they've made throughout the day. All this information has been automatically synced to their back-office system, allowing them to spend less time on admin and more time delivering key services.

With the additional capacity created, they can take on more jobs, provide a consistent, high standard of service and enjoy a better work life balance. Field staff can access their full schedule and be confident that all relevant information is available to them, they can travel straight to jobs without the need to go back and forth for additional notes or equipment. This full visibility means that they are also able to prepare ahead, further improving their efficiency and capacity.

Within the working day, many things can happen, absences, new priorities or delays result in frustration for mobile workers as they fall behind in their daily workload. Communicating updates can be difficult due to remote locations and no signal issues, resulting in time wasted travelling to the wrong home or in having to return to the office for an updated schedule. With dynamic scheduling, these changes are handled automatically, moving appointments efficiently and taking into consideration the needs of the service user, priority, distance and skills. Any updates to a mobile worker's day is synced straight to their device, keeping them informed and on track. Without wasted time travelling to the wrong place or back and forth from the office, the worker gains additional capacity that can be used to do additional work and provide a consistently high standard of service.



The Benefits

Cost

We've established the capacity benefits mobile working has when it comes to removing administration and instead giving time back to the mobile workforce to do more in the working day. But there is another benefit in the reduction of administration, and physical forms – it reduces office storage costs and the associated paperwork overheads – a huge benefit for local governments. Administration costs can easily mount through excessive paperwork, the costs of processing and managing it, as well as the storage costs of needing a larger space and the utility costs associated.

Instead, with mobile working technology, field staff can access all relevant job information when they need it; with just a few taps location, contact information and specialised forms, such as health and safety, are accessible. This removes the need to carry or fill out more paperwork and in turn reduces the need for space and cost of the processing and storage of paper records.

As mobile working begins to transform field staff work, greater capacity is created throughout the day. With the latest technology, they enjoy the benefits of more time to provide a high standard of service, completing jobs the first time.

Another important aspect in the journey to mobilising local government organisations is the implementation of dynamic scheduling. It creates rotas for field teams that reduce travel distances and introduce scheduling rules that enable easier working practices, such as, skill based scheduling, preferences and availability. As changes occur throughout the day these are communicated immediately, eliminating wasted travel and reducing missed visits.

Without mobile working software on their devices, field staff have to spend a large amount of time writing notes and completing forms, which not only results in costly overheads but takes up valuable time. If this time was spent completing more jobs it would reduce costs.

With the provision of the right mobile working solution, field staff can reduce travel time as their schedules and job details are all available on their mobile devices, allowing them to get straight to work rather than visit the office throughout the day. With a more intuitive mobile solution, manual activities are simplified, information is accessible at the point of service, notes can be taken on the device and images and signatures obtained.

The Benefits

Consistency

Providing a consistent, high standard of service is an important deliverable for local government organisations; providing service users with efficient services they can rely on is essential. Easy to use forms ensures that data and information is recorded accurately and consistently at all times.

With mobile workers under increasing pressure to provide local services quicker they often spend more time on administration, updating notes, rather than actually spending productive time performing the job they were hired to do, consistency of service suffers. It also results in the field staff's work life balance being out of sync; they spend personal time re-typing notes into the back-office system, ensuring that forms are complete and safely stored.

However, with a new way of working through mobile technology, not only does it benefit local government organisations as a whole, but it results in happier field staff; who are more informed and able to work efficiently, completing jobs the first time. With instant access to relevant job information, they can provide a level of service that is consistent. Field staff no longer have to spend time typing up notes made throughout the day, instead they do the job they were hired to do, improving job satisfaction and helping them to maintain high, consistent levels of service whilst reducing cost and increasing capacity.





The Benefits

Compliance

With increasing pressure to produce more services, quicker and improve the consistency, compliance is another major element. With paper-based processes this can become difficult to monitor and manage; field staff spend the day taking notes, completing multiple forms and then travelling from site to site, there is a risk that vital information can be misplaced.

There is also the simple risk of human error, it is easy to forget a form, particularly when faced with growing job lists and less time to complete the tasks in. With mobile working, not only can the field worker access relevant job information, but each job detail contains tailored forms that must be completed before the job can be marked finished. The forms have pre-filled information and mandatory fields, saving time and ensuring the right information is entered. Signatures and images can be captured, not only providing evidence of work completed but providing the service user with a visual history of the work. All information is securely stored and synced to back-office systems ensuring that records are up-to-date and compliant at all stages.



References

Learn more about the great outcomes and benefits some of our health customers have achieved with our suite of mobile working solutions.



Highland Council

- The Council is completing 20% more appointments.



Fife Council City of York

- Productivity increase of at least 15% per employee.
- Elimination of lengthy paper processes.
- Standardising and streamlining processes.
- On target to make £20m savings.



City of York

- Completing jobs 35% quicker than previous.
- 36% more jobs completed.
- Cost efficiencies seen in an average saving of £7 per repairs job and £28 per heating job.



Nottinghamshire County Council

- The Council are seeing 17% productivity savings.
- £600 per annum, per employee travel savings.
- Average of 1 hour per social worker saved per day.
- £20,000 savings on unnecessary travel in 3 months.
- 20% reduction in travel, time and cost.



London Borough of Newham

- Productivity increased 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.



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.

Totalmobile
Pilot Point
21 Clarendon Road
Belfast BT1 3BG

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