



Totalmobile

INTRO

Business Analytics and Insights in Local Government

Generate intelligent analytics and data to improve
service delivery to your community.



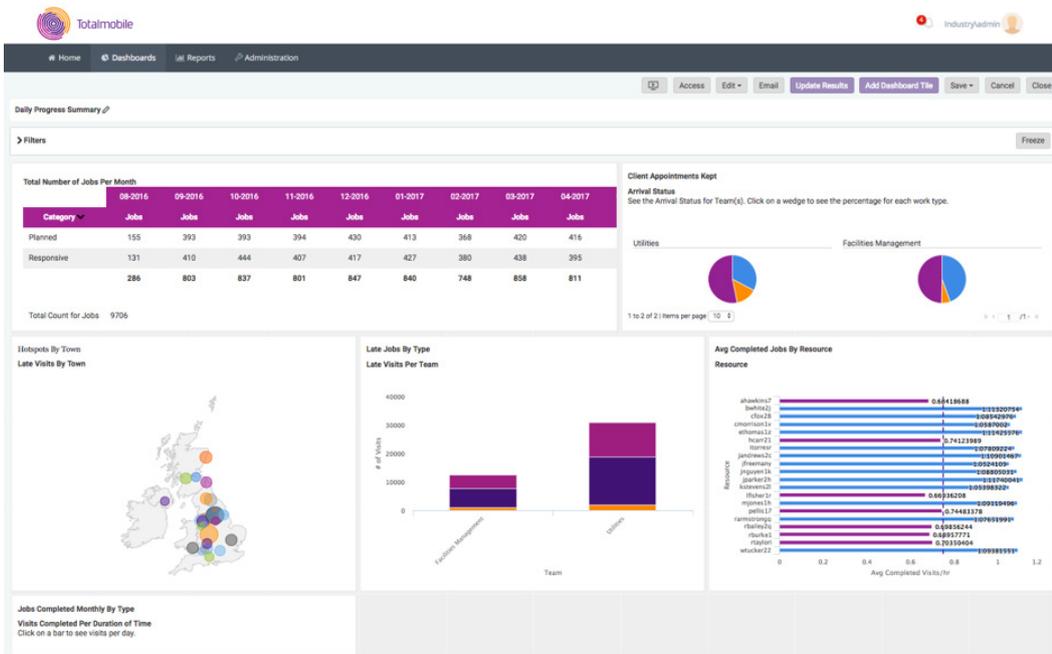
Introduction

Today local government organisations are implementing analytics and business insights tools to refine existing services and gain insight into the citizens they serve and interact with.

This intelligence generates data analysis which helps local government authorities to identify unnecessary cost inefficiencies, allows for better engagement with their communities, and improves communication and service delivery across their workforce.

At Totalmobile, our solutions help empower local government organisations such as councils, housing, regulatory and environmental businesses to deliver operationally efficient services to citizens. Our analytics tool known as Analyse, is the analytics, business insights and

data warehouse solution of our WorkNow platform. The business intelligence, analytics and data warehouse solution is designed to turn your local authorities' business data into actionable intelligence. Analyse dashboards, data visualisations and reports enable supervisors, executives and employees to visualise their current field and SLA performance, discover where time is being lost, identify where efficiencies can be gained and drive continuous improvement.

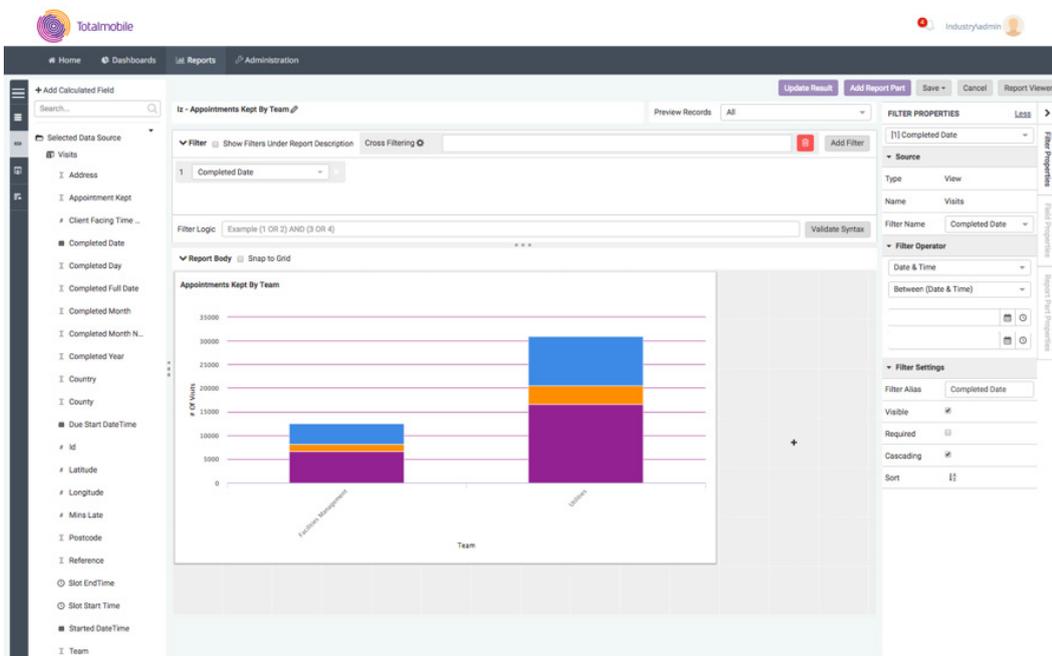


Benefits of our Business Analytics & Insights Tool

Analyse is designed to help deliver powerful insights delivered from your field-based workforce.

Every valuable piece of information is used to develop a clearer understanding of your organisations' needs and those of your customers. The reports generated

deliver key insights to help you to make better, informed decisions, ultimately improving the customer experience as well as meeting regulatory standards and SLA's.



Analyse will help you to:

Monitor SLA performance –

Quickly identify risks to SLA performance and take corrective action ensuring regulatory standards are met.

Extract value –

From your mobile workforce business data and uncover hidden insights.

Evaluate field performance /Increase employee productivity –

Evaluate the performance of field-based employees whether it's environmental, housing or local council mobile staff.

Deliver continuous improvement and transform business agility –

Through rapid identification of field issues and quickly sensing changes or risks in the mobile workforce business environment.

Improve customer satisfaction and engagement –

Through analysis and continuous improvement of field performance and the ability to easily access reporting and powerful business insights.

Your field-based employees are continuously generating business information that includes data on appointment volume, punctuality, employee location and client facing time. This data if captured and analysed could be used to identify process problems, reduce delivery cost and ultimately improve customer satisfaction and business performance.

Analyse from Totalmobile is designed to simplify the capture and analysis of the data generated by your mobile employees. Analyse has two primary components; Insights and Data.

Insights is the data visualisation and business intelligence component of Analyse and includes a secure user interface for the configuration and consumption of business reports. Using best practice business intelligence and data visualisation

capabilities, Insights enables users to extract value from their business data. Self-service capabilities can be used by business analysts and supervisors to create and publish personalised dashboards and reports that can be used to analyse the performance of your field workers and take corrective action if necessary. Dashboards are interactive allowing users to drill down into the underlying data to perform root cause analysis and discover new trends. For example, users can identify the underlying reasons for missed visits or shorter time spent on the job.

The **Data** component of Analyse includes a pre-built data warehouse that significantly reduces start-up costs and allows Totalmobile users to quickly generate reports, dashboards and charts on their KPI and field workforce data.



Data Warehouse

Analyse from Totalmobile is delivered with a pre-built data warehouse specifically designed to analyse the performance of the mobile workforce.

The data warehouse automatically extracts information from operational systems permitting business users to easily and rapidly access data and analyse the performance of their field workforce

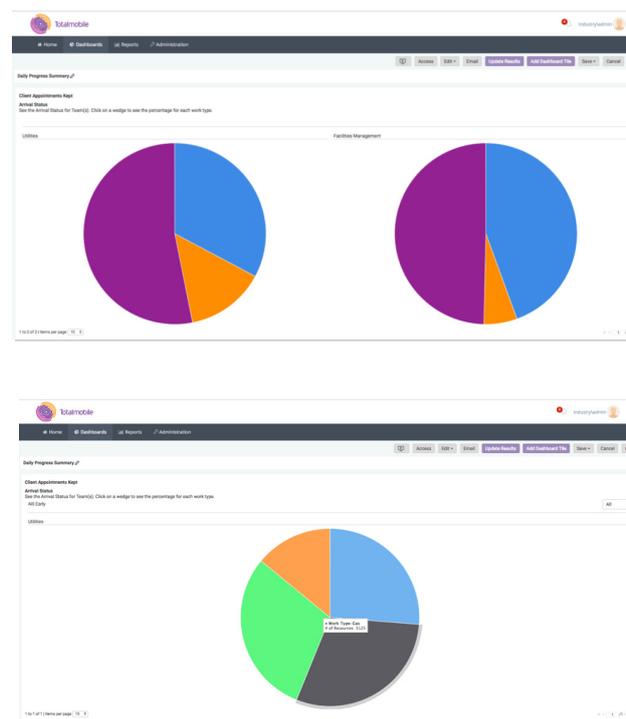
over time. The data warehouse can be purchased separately for customers who wish to use their own business intelligence and analytic tools.

KPI's

The data warehouse can be delivered with a set of pre-built KPIs that can reduce project costs and significantly speed up the time it takes for users to extract insights from their field data. KPIs include:

- Total visits scheduled
- Visits started on time
- Visits missed start time
- Visits completed on time
- Appointments started on time
- Appointments missed start time
- Appointments completed on time
- Job duration on Totalmobile
- Total visits per status
- Average client facing time
- Visit duration (planned vs actual)

These KPIs can be analysed over multiple dimensions including employee, job priority, work type and time frame.



SaaS

With the requirement to manage, scale and process huge data volumes, the cloud is ideally suited for the deployment of business intelligence applications. Analyse is deployed on Microsoft Azure

as a SaaS application allowing users to benefit from the scalability, performance and lower cost of performing data and field analytics in the cloud.



Key Features

Our analytics and business insights tool has a range of intuitive features including:

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

Customer Portal – extend business intelligence and reports to external customers.

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

Security – create personalised reports, resulting in improved data security.

Charts – multiple chart types (line, column, pie, funnel etc.) designed through simple drag and drop interfaces.

SaaS Deployment – benefit from the scalability, performance and lower cost of delivering field analytics in the cloud.

Interactive Dashboards – personalised dashboards supporting drill-down to sub reports, details and data hierarchies to help users discover new trends.

Contact us:

For further information on our Business Analytics and Insights solution and how it can benefit your local authority, contact us:

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Our online demo

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

Our resource Centre

See our case studies, ebooks, research papers and more

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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.

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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