SaaS

Field Service Enablement

An Introduction to SaaS from Totalmobile

What is SaaS?

SaaS known as Software as a Service is a software distribution model in which a third-party provider hosts applications and makes them available to customers over the internet.

Migrating services to the cloud ensures your organisation no longer needs to purchase bulk licences but can pay for services via a monthly subscription fee for example for services and support. The provider takes care of the hosting, maintenance and support requirements removing the need for organisations to install, run and manage applications on their own environment.

Alternatively, a perpetual licence model is a type of software licence which the individual owns indefinitely with an initial period of technical support and updates provided by the vendor.

Perpetual licencing involves paying per user with an organisations' internal teams usually monitoring the infrastructure and looking after the backup of the software.

At Totalmobile, our SaaS solution is fully scalable ensuring a seamless migration process. By making the transition to SaaS, you can reduce the strain on your infrastructure and resources whilst reducing overall costs.

What's driving the shift to SaaS?

According to Gartner, SaaS remains the largest segment of the cloud services market to significantly grow with revenue expected to increase to 17.8%, to reach 85.1 billion USD in 2019 and by 2021 will account for 45% of all software options. The rise of SaaS is more prevalent than before with consumers using subscription-based services such as Netflix, Uber or magazine subscriptions. Subscription based services are fuelled by the adoption of cloud computing and SaaS solutions which are regularly used on a day to day basis such as Office 365, Gmail and Dropbox.

But what is driving the shift towards these services? Having instant access and updated information all via a range of devices it would suggest. By transitioning to a cloud-based model, organisations don't have to worry about managing physical hardware, upgrades, software updates or security risks, everything is managed via a full managed service. So, what's in it for you?

Moving to a SaaS based model guarantees a range of benefits. Your organisation can ensure a smooth, efficient transition removing the pressure to run your infrastructure, ensuring increased capacity for your internal IT teams and reducing physical space taken up by servers or hardware.

We work with a variety of customers across the UK and Ireland who have transitioned from perpetual licensing to SaaS:

"A single point of management for software and infrastructure, reduced risk and requirements for specific skills. It also enabled an increase in uptime as it's managed by the experts."

Robert Keane, Director, Lynch Interact

Say Hello to Software as a Service

SaaS platform overview

Our WorkNow platform is a cloud-based platform that offers packaged Software as a Service solutions to our customers.

Our range of "Best Practice" solutions are easily integrated into your business via a seamless migration process. Alternatively, we offer a 'build your own' model that enables you to build and run your own differentiated solutions. At Totalmobile, we're committed to continually enhancing our solutions to enable our customers to experience greater benefits. You may already be familiar with many of the solutions we provide and how they help improve the way you work. Our SaaS platform which is provided via Azure delivers a range of capabilities including mobile workforce management, dynamic scheduling, analytics and alerts. These core product offerings enable various features designed to provide a more enhanced user experience.

Business benefits
of our SaaS platform

Lower initial costs   –
Being subscription based, makes it easier to manage costs. We'll also manage the IT infrastructure, meaning this will lower your costs for hardware, software, and the demands on your IT staff.

Costs can be spread out over time/ smaller upfront investment   –
By moving to a SaaS service your organisation no longer needs to worry about financial commitment for perpetual licences upfront or on-site implementation.

Get more value for money   –
Licence costs and support are both included in the one subscription fee reducing your total costs.

Faster deployment   –
No need to install servers or go through painful manual set up - just download the app! Everything SaaS is pre-defined and easy and efficient to install.

Right version every time   –
With SaaS you instantly receive all upgrades, without requiring patch downloads or manual installs, ensuring all services are running efficiently and securely at all times without any disruptions.

Scales with the growth of your business   –
Our SaaS offering will scale to meet the demands of your business. Your organisation has the flexibility to adjust capacity with the ability to simply add more users to your monthly subscription, as and when you need them, and we'll deal with the rest!

Everything dealt with   –
With our SaaS offering you receive a fully managed service, so you don't need to worry about monitoring or maintaining the service. We'll do it all for you.

Improved benefits   –
By transitioning to a SaaS model, your business can benefit from increased revenue, greater agility and improved customer relationships.

Secure transition   –
We make it easier for you to deploy cloud or SaaS services ensuring all information is securely transferred. With our ISO security standard accreditation, we ensure security best practice is in place giving you the confidence your estate is in good hands.

Core product capabilities

Mobile Workforce Management

Our Mobile Workforce Management offering, Mobilise, is the enterprise mobility solution of WorkNow, designed to empower mobile workers by providing them with everything they need to get the job done, within a single easy to use and secure app.

Mobilise gives workers access to the information they need, when they need it. It also enables them to fill in forms, take photos and capture signatures right at the point of service delivery, removing the need to go back to base to update record systems. The easy to use solution streamlines processes, avoiding the need to complete cumbersome paperwork whilst ensuring access to real time job information, available on any device, from any location.

Totalmobile's workforce management solution offers a range of intuitive and innovative key features including:

Smart forms –
Can be easily figured to suit any work environment situation, ensuring relevant information is captured and recorded.

Full offline working/Native application   –
Enables sign in no matter the location and with limited or no connectivity, allowing your field-based staff to access job information securely whilst out on the road. 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.

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 helps ensure evidence is in place for audit trails and your organisation ensures compliance is met.
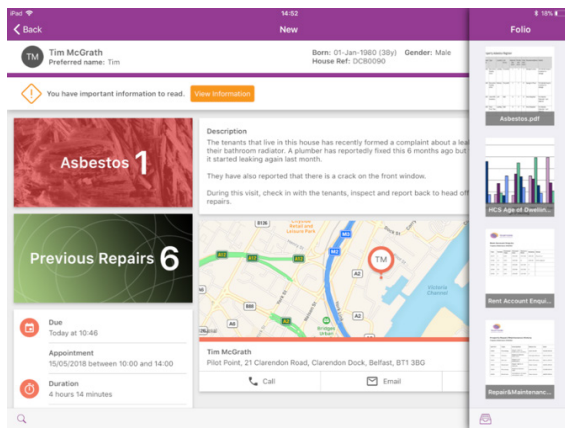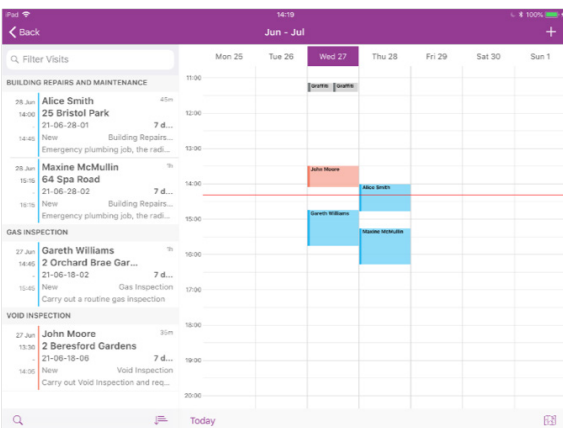
Dynamic Scheduling

Our dynamic scheduling solution, Optimise, is the AI-empowered adaptive workforce scheduling tool of WorkNow, designed to efficiently allocate work to resources based on predefined business rules, preferences such as priorities, preferred resources, meeting appointments or reducing mileage. The solution also has the ability to react to the evolving day as it unfolds and unpredicted changes, for example if a field-based worker is running late and is unable to make an appointment on time.

It allows employers to over right decisions made by Optimise, review travel routes, record unavailability and reallocate work accordingly. It automatically adapts to multi-skilled worker requirements and others changes in the working environment to create a schedule that works in the real world. The solution can handle small teams or large workforces and even multiple teams at once. Our dynamic scheduling solution provides the planner with complete visibility of their workforce as they receive live status updates back from mobile workers' devices. These colour coded updates indicate when work has started, is completed, is overrunning or scheduled to start late.

At the heart of Optimise is Mendel, our (AI) engine that enables organisations to solve even the most complex of scheduling challenges.

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

Maps –
The map view indicates the locations of work and presents mobile workers as pins, representing a creative view and assisting field-based workers in visualising the scheduling solution at any point in time.

Multiple scheduling functions –
Mendel is versatile, allowing a good deal of choice in the objectives and constraints it considers when producing the "best" schedule. The functionality enables either a fully dynamic function in responding to or reallocating jobs where the user has minimal input, an intelligent assistant function where Mendel assists the planner and they still have control over scheduling options, or a manual option to override automated decisions. This allows the user to take full responsibility for all scheduling decisions whilst still having full visibility access to the teams allocated or unallocated work.

Worlds –
Our dynamic scheduling solution allows an organisation to operate in 'Worlds.' A World can represent an entire organisation or a department or team within an organisation. The use of Worlds is a process where a single organisation can solve different scheduling objectives and constraints for diverse sets of users in the same or different business areas.

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. Our advanced scheduling engine, Mendel, automatically allocates work to the most suitable resource using Mendel's genetic algorithms.
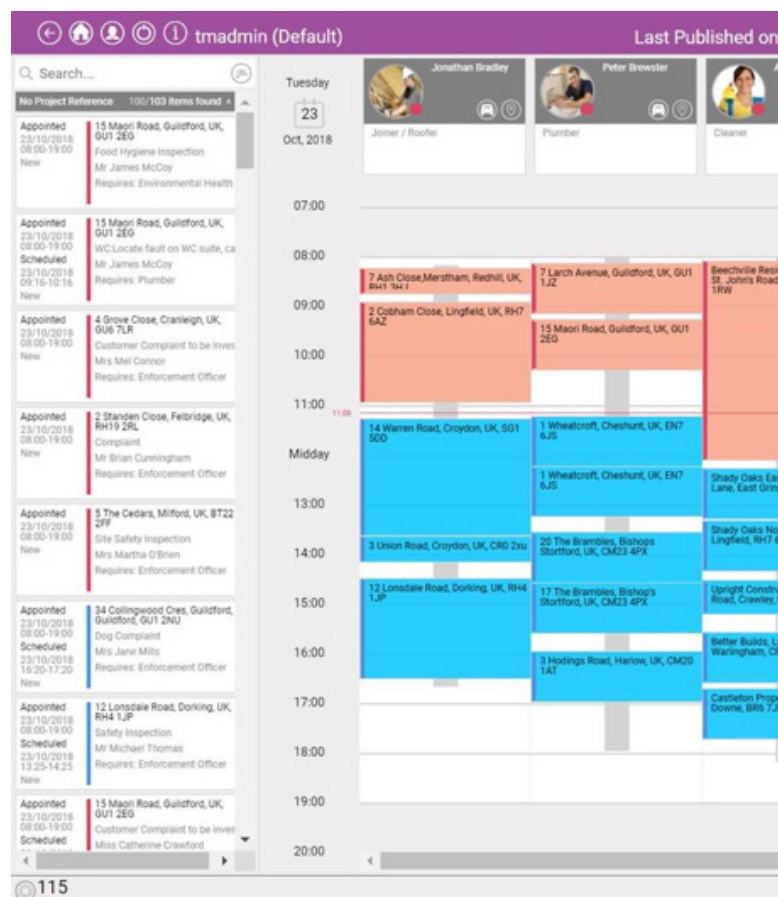
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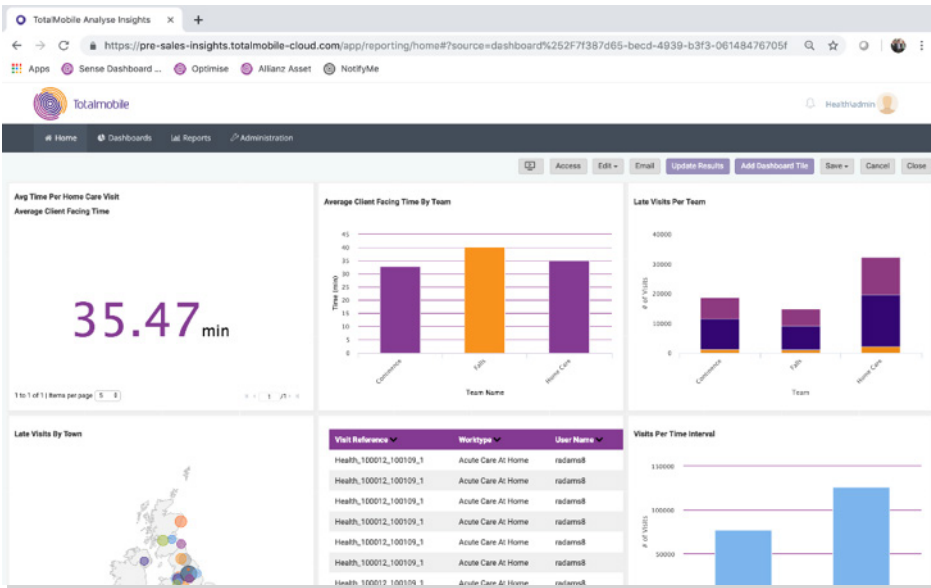
Our analytics tool known as Analyse is the analytics, business insights and data warehouse solution of our WorkNow platform. Analyse is designed to help deliver powerful insights delivered from your field-based workforce. Every valuable piece of information is used to develop a clearer understanding of your organisations' needs and those of your customers. These types of reports generate key insights helping you to make better, informed decisions, ultimately improving the customer experience as well as meeting regulatory standards and SLA's.

• Visualise job progress and make more informed business decisions with real time data from the field.

• 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.

NotifyMe

Totalmobile's NotifyMe service allows customers to improve their service offering by monitoring their workforce and sending out smart alerts for both service users and the customer. The cloud-based software provides live oversight into the day to day performance of your workforce, allowing you to meet SLA's and create custom workflows to alert, escalate and resolve situations.

Through NotifyMe's API, any application can integrate with it and utilise the features to monitor events and send alerts available via a range of communication channels such as email and SMS. You decide how and when you notify your customers about an upcoming service, providing them with peace of mind they'll be notified in good time.
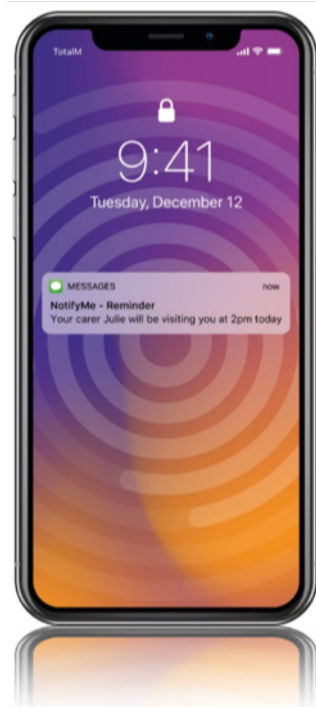
Alerts

The Technical Services team at Totalmobile proactively monitor everything on the WorkNow platform. When alerts are generated, they are actively managed to minimise disruption. This along with daily backups of applications & databases, provides you with peace of mind there'll be reduced risk to downtime or disturbance to your environment. There are various bundles of configurable alert types for SLA's, service and safety, message queues, warning of issues or planned maintenance work and monitoring of data on the Azure systems.

Managed Service

With our SaaS solution, you don't need to worry about managing hosting, application support, upgrades, or database admin. It's all taken care of.

As part of our SaaS solution, we also look after:

Independent component upgrades –
Our SaaS offering provides the ability to upgrade certain components of the software without taking a full release. This enables faster turnaround of features and any discovered defects for specific component areas, as well as reducing the time needed for upgrades and ensures you always remain up to date.

Auto-scaling –
Auto-scaling in the platform will enable more flexibility - so if you need more resources for a period, these will automatically come on-line and then terminate when not needed. This is part of our drive to bring more automation to software fixing issues, enabling the system to run more smoothly and efficiently for you.

Monitoring –
As part of the service, we will provide additional monitoring services, report significant latencies, and quickly take action to resolve any issues impacting services. Our monitoring services are all designed to keep things simple and let you focus on delivering exceptional service.

Deployment and automation testing –
As part of the service, we carry out automation test scripts against each software build as part of our automating testing process. Once complete and confident the automation testing is suffice, the software is then rolled out to multiple environments simultaneously using the octopus deploy method. However, once the software is ready to go live in our customer environments, we use a canary development strategy to help reduce risk and ensure a smooth roll-out to our customer base.

How will it be implemented? –
Totalmobile have a team of specialists on hand to help kickstart your SaaS service requirements, advising the most suitable options for your business via a remote discovery process. Your organisation can enjoy the additional capacity, reduced costs, and minimal impact on your resources, whilst knowing that your information is hosted securely and is continuously supported.

Contact us:

To find out more on transitioning to SaaS and how it can benefit your organisation, contact us for further information on E: info@totalmobile.co.uk or T: +44 (0)28 9033 0111.

Totalmobile

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