



Totalmobile



# Work**Now**

## Dynamic Scheduling

### INTRO

An introduction to an AI powered scheduling solution developed to transform mobile working.

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*"We see Optimise as a product that ultimately gives us much better, rich information and that ultimately enables us to have a much better customer delivery solution."*

Noel McLaughlin, Service Improvement Manager

# Section One

## Business Benefits of our Dynamic Scheduling Solution

### **1. More time to do the work that matters**

With better schedules, mobile staff are able to spend more time delivering quality service. They can dedicate the appropriate time customers and service users need, increasing their capacity throughout the day, all whilst cutting travel costs. Office staff can adapt to real world situations as they happen and rely on a solution that provides the best schedule for the business at all times.

### **2. More jobs completed per day**

By maximising the productivity of staff time, increasing capacity and completing more jobs becomes a very real possibility. Optimised work schedules provide structured routing and an automated schedule that is available before a mobile worker's day begins, enabling staff to get straight to work. With foresight into their working day, the time wasted travelling back and forth unnecessarily to the office for additional equipment or updates to the schedule is reduced and travel costs are saved.

### **3. Reduce agency staff**

Dynamic scheduling ensures that the right mobile staff are where they are supposed to be, reducing the need for unnecessary return visits and allowing them to do more of the work that matters. With a manageable and efficient workload, mobile workers are able to complete more consistent and compliant work, resulting in the business being able to reduce their reliance on temporary agency staff as their own staff are able to meet demand.

### **4. Reduce Co2 emission and fuel costs**

For many businesses, cutting fuel costs and Co2 emissions is a big deliverable. With our dynamic scheduling solution and its routing capabilities, it is easy to save costs by ensuring the routes to jobs are optimised, reducing how far staff have to travel and eliminating unnecessary trips to the office. Less time traveling means lower fuels costs and Co2 emissions.

### **5. Achieve and exceed your SLAs**

Scheduling helps to create a responsive and efficient field workforce where work is completed in a timelier manner and the needs of your customers are met. With jobs being completed on time, consistently and to compliance standards, you can resolve issues faster, invoice quicker and move onto the next job. Allowing you to meet those all-important SLAs and KPI targets.

### **6. Meet real world issues head on**

Not everything goes to plan, schedules are always prone to disruption and quite often that's exactly what will happen. It could be staff unavailability, urgent jobs, changing preferences or any number of other problems that will affect the schedule. But don't worry, our solution reacts as these issues occur, adjusting and reevaluating the schedule, to assess where changes need to be made based on priority level and business objectives.

# A Day in the Life of a Scheduler and a Mobile Worker

Exploring how mobile workforce management improves processes and communication between schedulers and mobile workers; enabling them to respond to changes throughout the day with minimal disruption and maintaining a high standard of service.



8:30 am

At the start of the working day, the scheduler assesses the workload for the day ahead and the mobile staff they have available. They prioritise these needs with their company objectives and the targets they are aligned to. Depending on the organisation these can range from maximising jobs per day, continuity in service delivery or reducing travel costs.



9:00 am

Through the dynamic scheduling solution, the schedule is automatically created in-line with company objectives and the requirements of the day ahead, whilst ensuring that the right skills are assigned to the right job.

*The mobile worker receives their schedule of work. Through effective scheduling, travel between jobs is optimised, reducing wasted journeys to sites where they have no entry or no attendance issues. They are already operating more efficiently.*



11:00 am

A common issue many organisations face are sudden changes within the working day that will affect the schedule, these need to be responded to and implemented into the schedule quickly to ensure the organisation maintains a high level of service while continuing to meet targets. In this instance, a member of the team has called in sick.





# Totalmobile



11:30 am

Rather than having to manually re-evaluate the whole schedule, the scheduler can change the resource availability and allow the solution to automatically adjust to the new information; it reprioritises and reschedules the work whilst maintaining core objectives. Once the scheduler is happy, this new schedule is communicated directly to the mobile worker without having to make lots of calls - interrupting service delivery.

*The mobile worker receives an updated schedule to reflect changes made due to sick member of staff. Their day has been adjusted with minimal disruption and they are able to continue on to their next visit.*



2:00 pm

*As the day continues, the schedule is proceeding as planned with jobs being completed on time, until an unfortunate traffic jam causes a mobile worker to be delayed, they're now running late for their next visit. They contact their scheduler to make them aware.*

The scheduler back in the office is made aware of the traffic issue both from the call by the mobile worker but also through the scheduling solution, they can see that the mobile worker is stuck and not where they are expected to be. They can then decide whether to reschedule the visit, contacting the service user to inform them or reassign the job to another member of staff.



2:30 pm

The scheduler is able to see another mobile worker near the affected service user's location and they have upcoming availability. The scheduler decides to manually assign the job to them, sending an updated schedule.

*The mobile worker stuck in traffic is notified that the job has been reassigned easing their pressure and allowing them to continue onto next job. The re-assigned job is received by the other mobile worker, who accepts and continues with their day. The main benefit being that the service user receives a high standard of service, one that is on time and efficient.*





# Say hello to Mendel

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## Section Two

### The Brains Behind Our Scheduling Solution

Let's be honest, scheduling isn't easy, even the most experienced human schedulers find that it's a delicate balancing act. Jobs have different priority levels, target completion dates, skill requirements, set sequences, preferences and locations. As you can see there are a multitude of different options that you need to be aware of and take into consideration when scheduling.

It quickly becomes clear that organisations require a different approach to scheduling. That's what our dynamic scheduling solution does, it provides the ability for these different criteria to be customised for each customer and implemented automatically.

Say hello to Mendel - the brains behind our scheduling solution. Our mission is to provide the best technology that can unlock the potential within your mobile workforce and to do this we continually push our solutions beyond industry standards.

This mission is why Mendel was created, to develop the best scheduling solution possible. We wanted to create an aid that would ensure our scheduling solution was highly intelligent and efficient. A solution that could learn. Mendel is our own unique artificial intelligence tool which acts as a decision-making assistant to your organisation. Mendel uses genetic algorithms to identify efficient scheduling solutions which make best use of time and resources to solve even the most complex scheduling problems.

Working alongside Mendel, you can create a schedule that embraces the requirements of your business and deploys staff based on their skills, location, mode of transport and availability.

## Section Two (continued)

# Mendel's Main Functions

Mendel is individual to your business needs; there are no hard and fast rules of operation. You can determine how dynamically he will behave or how much control you want to have.

**Fully dynamic** – Let Mendel respond automatically as the day unfolds. In "Fully Dynamic" mode the solution works within agile workforce environments where it can respond and reschedule with minimal user intervention. This is where its AI algorithms work at their best.

**Intelligent Assistant** – Here Mendel works within an environment that is less agile and sees less reaction to the evolving day. Mendel provides recommendations but schedulers are ultimately in control of scheduling decisions. Mendel is able to calculate efficient routing, assignment and sequencing of work with SLA requirements in place.

**Manual** – Mendel is switched to fully manual with the user taking responsibility for all scheduling and allocation of work, ideal for small teams within a wider enterprise. The user is able to have full visibility of allocated and unallocated work, as well as meet the individual needs of all teams and departments. Notifications will warn the user if they break constraints, such as skill matching or working hours.

# Mendel's Technology

**AI** – Our dynamic scheduling solution offers more than your typical scheduler, organisations can benefit from a fully flexible and scalable solution that works for them. It also adapts to complex departments who require different objectives and constraints to different areas of the business.

**SaaS** – The Cloud has become an essential part of our services and this is where Mendel lives. In traditional local deployments, organisations must deploy enough computing hardware to handle the peak load, to alleviate this reliance on infrastructure we've created Mendel-on-Demand, a software as a service solution.

**Mendel-on-Demand** – This additional feature allows the organisation to take advantage of the elasticity provided by Cloud computing; it gives you the ability to scale your scheduling needs up or down to meet your organisational needs. It reduces the demands on your IT department and is seamlessly bridged to our existing scheduling solution.



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# Section Three

## **1. Worlds**

“Worlds” give an organisation the full capabilities of applying different constraints and objectives to different areas or departments within the business.

## **2. Availability**

Every organisation has to manage its objectives as well as balancing the needs of staff which effect their schedules and availability. With our dynamic scheduling solution, this is easily achieved. Mendel assesses the business scheduling criteria such as, staff availability, skills, location and is able to create the best schedule.

## **3. Make decisions on the nearest resource**

Mendel is able to base scheduling decisions on a set radius and even mode of transport, whilst ensuring that the right skilled staff are deployed.

## **4. Group Settings**

Using a group setting is highly useful for assigning jobs within the same group to one mobile worker where possible. By specifying a group reference for multiple jobs Mendel is able to use that reference to ensure that the jobs are scheduled to the one field worker.

## **5. Project**

These are groups of jobs which can be linked together and can also have dependencies on each other, i.e. certain jobs must precede others, or an amount of time must pass before a job can start after the preceding job.

## **6. Individual requirements depending on industry**

Whether you need to schedule on an appointment basis, or by due date to name only two possibilities, Mendel offers full flexibility to schedule with your industry requirements at the core.



Totalmobile create mobile workforce solutions that release the potential of your workforce.

We do this by providing organisations with the ability to improve how they mobilise, schedule and analyse their workforce.

This enables our customers to experience significant increases in workforce capacity and cost savings, while also ensuring compliance and driving levels of service consistency.

We will transform how your organisation 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](mailto:info@totalmobile.co.uk)

