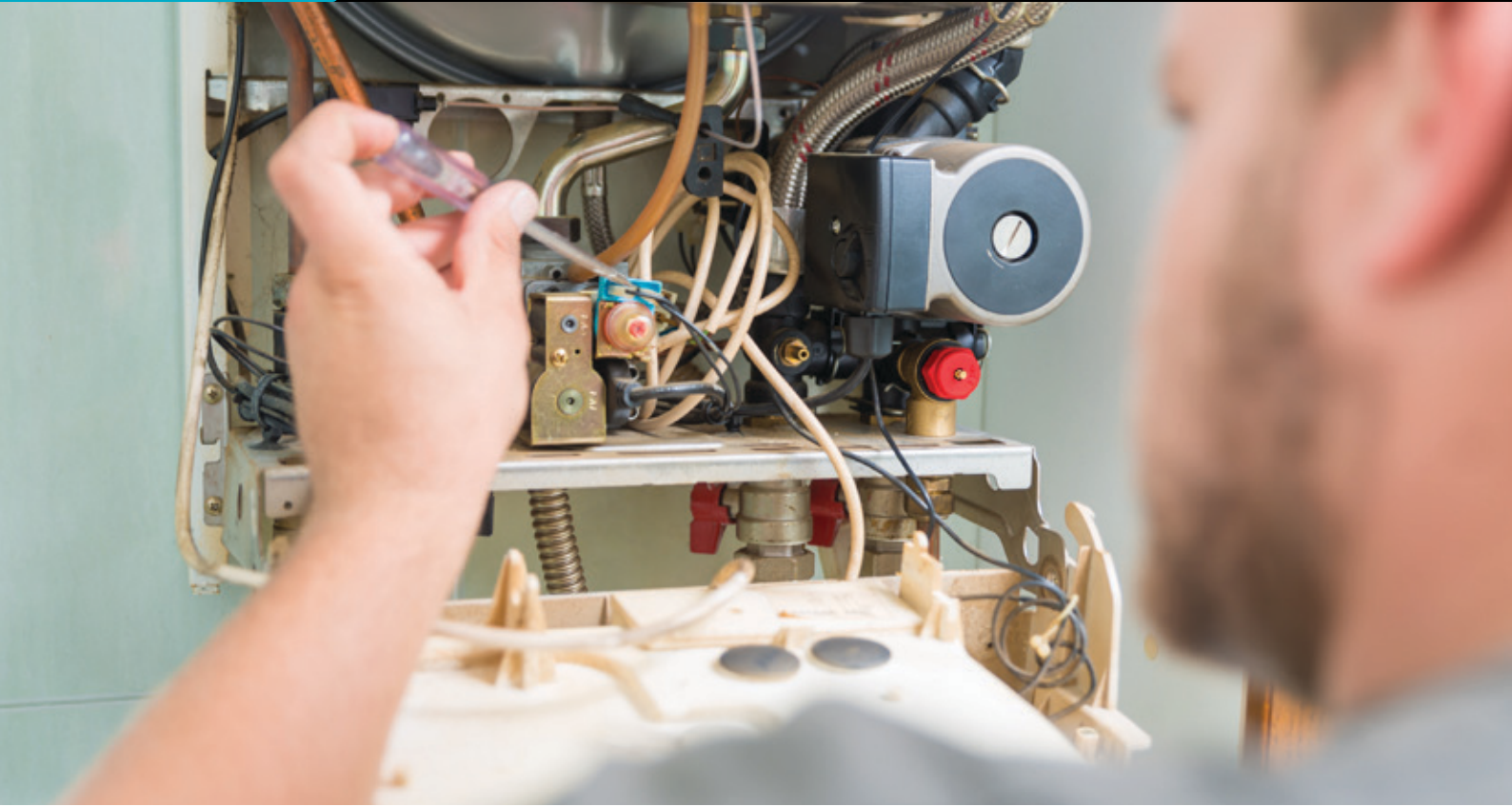




Totalmobile



**CASE STUDY**

# London Borough of Hounslow Council



**London Borough  
of Hounslow**

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## Background

**London Borough of Hounslow Council is the local authority for London Borough of Hounslow in Greater London which is responsible for services to approximately 13,000 houses.**

Hounslow have been a customer of Totalmobile since 2017 and have implemented our housing repairs system, Service Connect. In 2017, the Council launched a separate company known as Lampton Facilities Management 360, with the objective of trading local authority functions in order to generate financial surpluses and return those to the Council. The organisation has utilised our Service Connect system in order to achieve increased productivity and financial efficiencies within their repair workforce.



“In our experience, Totalmobile have been very responsive in relation to our needs, they are always approachable and react efficiently to any issues we have. We’ve found they are extremely knowledgeable about the industry and their product offering is delivered to a niche market which they understand. The Service Connect solution is a market leading product which offers user friendly dashboards and functionality and is certainly cost effective. It enables us with full visibility of our repairs teams, the ability to efficiently allocate the right operative to the right job while effectively delivering high quality repairs and maintenance services.”

**Aidan Heed, Operations Director, Lampton  
Facilities Management 360**

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## The issues they faced

**Having gone through a reorganisation structure internally, the Council split into separate departments for responsive and planned repairs.**

The Council retained responsibility for responsive repairs, minor works and grounds maintenance while Lampton Facilities Management took responsibility for planned maintenance and major works such as kitchen and bathroom repairs, painting, decorating, guttering and voids. Both the Council and Lampton faced numerous challenges and inefficiencies with other housing repairs systems including having previously implemented systems that were too costly or didn’t have the appropriate functionality to provide a fully integrated system. Hounslow also didn’t have any internal IT team to help advise what would be the most suitable solution for their

requirements. They needed a solution that was cost effective, integrated well with multiple back office housing systems and offered the full scope of job and mobile workforce management. With these challenges in mind the Council realised that a new repairs job management system was required and so rolled out Service Connect for their responsive repairs teams deploying it out across their heating teams to start with. Aware of the positive impact the solution was having on Hounslow’s responsive repairs teams’ as well hearing enthusiastic feedback from another organisation who were using the solution, they decided to deploy the solution into Lampton Facilities Management as well. They currently use the solution for appointment booking and job workforce management such as material management and costs.




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## Benefits

The Council have noticed various benefits including:

- The ability to easily manage and diarise jobs, dashboards and widgets ensuring more efficient and controlled work allocation and ensures the right person is at the job at the right time.
- Access to a user-friendly interface with the ability to integrate data more thoroughly, removing the need for duplicate systems.
- Ability to track repairs at the point of service, manage assets and record material orders.
- Data repository ensures the correct information is stored and easily accessible.
- Interactive dashboards provide real time information and are fully configured to each manager and resource. They also have the ability to manage workforce performance, and full visibility of repair teams' whereabouts.
- Improved data capture such as the ability to upload photos provides greater transparency of the repairs and maintenance work carried out.
- Reduction in time spent completing paper-based processes enables repairs teams with more time to complete jobs and reduces manual data entry.

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## Plans for the future

**Lampton Facilities Management 360 plan on rolling out the solution to their full workforce to ensure they are using the solution to its full capacity over the next 12-18 months.**

Eventually, they would like to use the full invoicing capabilities themselves rather than managed through the Council. Together, Totalmobile and Lampton Facilities Management 360 will

continue to implement updated features of the Service Connect solution in order to increase productivity and efficiencies within their repairs and maintenance workforce. The organisation would hope to see improved productivity efficiencies generated within their workforce from using the Service Connect solution in the future which will enable a streamlined service delivery.



**Totalmobile**  
GROUP

The Totalmobile Group are a leading innovator in field service management and mobile workforce software solutions. We enable our customers to maximise the potential of their mobile workforce by optimising field service management.

We provide our customers with a complete solution that empowers the mobile workforce, provides organisations with a real competitive advantage and customers with a great experience.

With offices in Belfast, London, Derby and Bury-St-Edmunds, the Totalmobile Group continue to grow and establish itself as the leading field service management software organisation in the UK.

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