



Totalmobile

INTRO

Next Gen IoT

Field Service Management

Embracing the ability to connect devices and sensors via the internet and automate subsequent actions is transforming how we work.



Intro



An IoT offering that underpins the next generation of field service management.

Embracing the ability to connect devices and sensors via the internet and automate subsequent actions is transforming how we work.

For organisations, IoT provides groundbreaking improvements as IoT deployments make delivery easier, faster and more secure for customers by enhancing services, increasing engagement and strengthening security.

How?

By utilising sensors and devices to identify or monitor equipment, activity or events and aggregate and analyse data, alerts, notification and actions can be triggered.

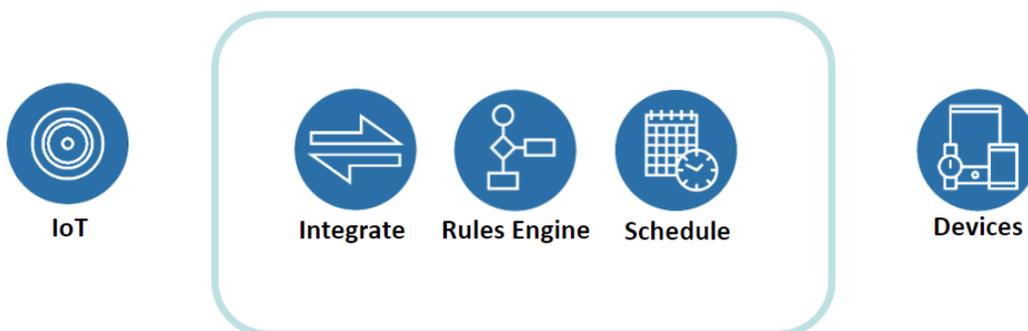
IoT enables organisations to create a series of fully automated rules and responses that ensures information is interpreted correctly and translates the alert into automated actions.

IoT and Mobile Working

The real benefits of IoT are realised when fully combined with field service management.

Once sensors have flagged an issue or alert with equipment or a location, these issues are automatically flagged and result in the creation and allocation of work to the appropriate field worker.

Together IoT and field service management ensure that work is completed not only efficiently but it also encourages pro-active monitoring which in the long term prevents unnecessary work or escalated issues.



Where it can be used:

The uses cases where IoT can be used are endless.

Every organisation can benefit from IoT by transforming their particular areas of service delivery. It can be moulded to your exact requirements. Here are some examples of where IoT can be used effectively.

- Push for assistance
- Energy use
- Asset/stock management
- Temperature/humidity
- Light monitoring
- Footfall
- Security
- Car Parks
- Time and attendance



Use Case – Voids Management

Local authorities and some facilities management organisations regularly manage properties that are unoccupied for a given period of time, however, these sites still need to be assessed to ensure nothing has changed within them or issues have arisen, such as damp or illegal activity.

Traditionally, a housing officer will go and visit the site taking up a lot of time in travel and paperwork, but with IoT implemented, sensors can instead monitor key aspects of the property, for example humidity and temperature. If these drop below or rise above certain levels an alert is triggered

which creates, schedules and assigns a job for someone to visit the property.

This works alongside field service management to ensure the field staff use their time efficiently, creating additional capacity and reducing unnecessary costs.



Benefits

Capacity –

IoT enables automatic job allocation by setting certain conditions in sensors and triggering a response task. It eliminates the manual process and reduces time spent manually assigning work, with this additional time saved more jobs can be completed or more time can be spent on proactive tasks.

Cost –

IoT presents the opportunity for organisation's to be more proactive rather than reactive. Materials and equipment can be monitored continuously for wear or use, once it reaches a certain level, a maintenance task can be automatically assigned. This proactive approach means that parts and materials can be fixed before they break, saving time and money in the long run.

In the office, sensors can be used to reduce energy wastage, i.e. turn of lights, reducing office overheads.

Compliance –

Compliance is an important aspect of administration and the difficult aspect is ensuring that each mobile worker completes forms to the same standard, at the right time in the process. However, IoT can be used to ensure that data is monitored and recorded to a consistent standard automatically, reducing human error.

Historical information is also available from sensors which enables a clearer picture of issues, the steps taken to resolve them and ultimately help to resolves issues efficiently.

Consistency –

IoT enables automated processes through sensors and devices which drive consistency in service delivery for the both the customer and the mobile worker. A key feature are notifications which allow service levels to remain consistent with automated messages alerting customers to each stage of the process. As the workflow is pre-set it remains the same each time, visits and tasks are uniform allowing field staff to focus on their work.



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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