



Totalmobile

SOLUTIONS INSIGHT

# A Solution for the Transport Industry

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A workforce management solution that optimises  
the delivery of Transport services



# Improve management of your mobile workforce and remain compliant, while providing an improved service to the public.



Transport organisations such as bus, rail and aviation businesses play an important role in our everyday lives. It connects people and businesses and permits the economy to thrive. However, the industry faces numerous challenges such as:

- Meeting compliance regulations and reducing the risk of imposed fines and penalties.
- Effectively deliver a cost effective, efficient service to the public.
- Offer an enhanced delivery of overall customer experience.
- Ensure safer facilities for staff and customers with real time notifications such as accidents on platforms or delays caused by snow or ice on the runway.
- Delivering a good standard of service with a growing rise in customer expectations.

By using key enabling technologies as a foundation for change, Transport organisations are able to develop disruptive and sustainable strategies.

The Department for Transport have certain responsibilities that they need to achieve in terms of SLA's, compliance, safety, customer satisfaction and encouraging the use of new technology. Additionally, according to Gartner, Transport CIO's objectives are to generate more revenue from better operations, implement cost reductions and empower and engage employees.

We have in recent years seen the rise of big data, IoT and automated software systems. Each of these enable a range of improvements in areas such as connectivity, monitoring, analysis, optimising and controlling.

Transport organisations have also in recent years implemented such technologies in order to make processes more efficient and meet customer demand.

Totalmobile are at the forefront of creating and delivering innovative and effective solutions for the Transport sector. Whether it's the use of wearable devices, inspections and audits, smart ticketing, or ensuring services are delivered on time, our solutions ensure services are delivered smarter and safer while maintaining standards and improving the overall customer experience.

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# Key capabilities of the technology

Being cloud based, our solutions are secure and scalable, ensuring efficiency of services and compliance processes are met.

## Mobile Working:

Workforce mobility has had a significant impact on the transport sector. Train and aviation businesses can deploy devices or smart wearable technology which generates notifications and alerts sent directly to platform staff and third-party service providers. This improves the overall efficiency and communication in processes such as train swaps or incidents on the platform. This helps ensure trains depart on time, reduces the risk of imposed fines and enhances the overall customer experience. Additionally, airports can introduce our wearables keeping the user 'hands-free' to undertake their assigned activities, airport staff are therefore empowered with access to vital forecasts and data anytime, anywhere. This ensures the timely removal of snow and ice, limits downtime and the safe and efficient running of the airport as well as reducing the risk of accidents, delays and costs in penalties. Mobile working not only reduces cost, travel and admin time, but also increases productivity, capacity and results in effective collaboration and communication.

## IoT:

The Internet of Things (IoT) is a popular term in recent years that simply describes the connectivity of an object with the internet. IoT sensors can detect a range of information including the amount of footfall, number of passengers travelling on a mode of transport and whether facilities need cleaned or whether trains are running late. The transport sector can transform the way they offer their services by generating data from every interaction with their customers and physical assets. IoT within the transport industry is certainly adapting to embracing enabled sensors to help make intelligent business decisions in real time, not only making services smarter but also safer. Not only can IoT enabled sensors placed on trains, trams and buses monitor the amount of footfall which provides vital information on the usage of routes but furthermore could also then impact upon future timetables and pricing structures and customer comfort.

In particular, at train stations or airport terminals, IoT is able to monitor usage to ensure that cleanliness and environment compliance is adhered to such as ensuring toilets are cleaned, lifts are working, or buildings are set at the right temperature. Not only does IoT trigger a job to be created if it detects a problem, but it also allows organisations to demonstrate the steps taken to maintain standards.

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## Dynamic Scheduling:

Our dynamic scheduling solution assists Transport organisations in achieving efficient workforce scheduling and the allocation of resources against planned or unpredictable work demands. Together they provide expert scheduling which takes on board a wide range of considerations, such as skills required, availability, location and time frames to ensure successful delivery.

## Data Analytics:

We provide Transport organisations with information and analytics solutions that provides businesses with access to rich data, offering a deep understanding of their mobile workforce and the delivery of work. This enables trends to be identified and risks to be addressed before they become problems.

## Self Service:

Self Service is becoming more prevalent within the transport sector in order to make services to consumers more efficient and provide an enhanced customer service.

## Business Benefits:

Implementing our solutions allows Transport organisations to experience transformational outcomes such as reducing operational costs, being compliant with standards, increasing workforce capacity and providing a quality customer experience.

## Increase workforce capacity:

Transport staff are able to deliver an efficient, effective service as they are equipped with the correct tools to do their job at the point of service. Providing staff with instant access to everything they need to carry out their job ensures a stress-free environment, reduces time consuming paper-based processes and travel time and results in an improved work / life balance. Our easy to use, solution is designed with the user in mind, they can capture signatures and information at the point of service, completing jobs right first time and so maximising their capacity.

## Providing a safer, more compliant service:

Health and safety is a huge element of remaining compliant in the Transport industry. These organisations need to provide safe facilities to citizens and ensure they adhere to compliance standards in order to avoid hefty fines. Bus and rail stations can benefit from real time notifications of slips, trips and hazards on platforms in order to remain compliant. Similarly aviation companies will want to reduce the risk of accidents, incidents and delays such as removing snow and ice from the runway in order to remain compliant and limit the amount of downtime in order to reduce costs.

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Additionally, transport businesses also need to meet KPI's in relation to train, bus and plane arrival and departure times.

Our intuitive mobile technology allows for photo, video and signature capture and mandates workflows to ensure compliance, at the same time managing the activities of the workforce. With the ability to date, time and location stamp each activity, as well as using interactive forms to record all information, your organisation can guarantee recording of data is accurate and consistent, ensuring compliance standards are met.

IoT sensors also identify how many passengers are within a transport building or on a platform or entrance. This information is also recorded and fed back via real time monitoring. Again, this information can help transport organisations achieve KPI's.

## Increase operational efficiencies across your Transport organisations:

Transport organisations are faced with a growing pressure to deliver a quality, cost effective service while improving customer satisfaction. With a significant growth in passenger numbers and customers expecting to receive an exceptional service, businesses need to invest in the right technology to deliver maximum profitability. By adhering to compliance regulations and SLA's, transport organisations can avoid accruing significant penalties, deliver a better operational service and generate improved cost efficiencies.

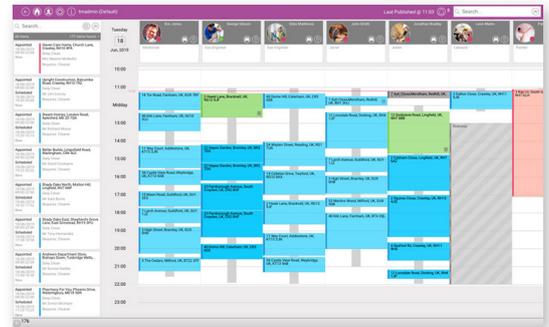
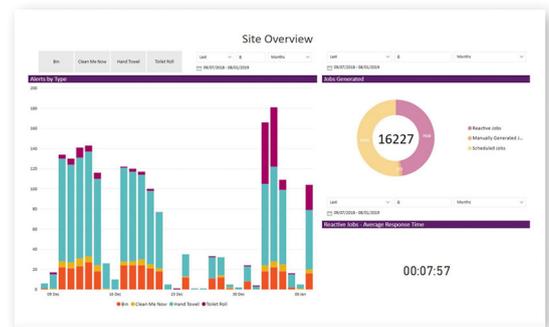
## Providing an enhanced, quality customer experience

By complying to regulations, ensuring transport arrives on time and improving on delays, transport organisations enable an enhanced, consistent customer service experience. The introduction of self service and providing a comfortable journey experience for the customer is paramount to enhancing the customer experience and providing a high standard of customer service.

## Improving the environment

Today, transport organisations are being challenged to help deliver a more sustainable society to reduce their carbon footprint. They are encouraging passengers to use public transport more frequently, however because of this there is an increased requirement for technology to develop and progress. For example, in order for passengers to leave their car or bike at a station, there must be enough car or bike parking spaces. IoT sensors can be deployed to assist with capacity planning and to update passengers. Encouraging passengers to cycle to work or to stations encourages people to become more aware of helping to achieve an improved carbon footprint.

# Product



## Task:

Equip your workforce with everything they need to get the job done from one mobile solution. With access to key information and workflows available on their mobile device, users have instant visibility to their job calendar, customer information and the ability to update their progress status. With access to information at the point of service, your workforce can complete their working responsibilities, collaborate with colleagues and stay in contact all via one mobile device from any location, at any time.

## Optimise:

Empower your planners and supervisors with a manual or dynamic scheduling and route optimisation toolset to facilitate real-time planning of appointments and optimisation of routes. This allows for the efficient and effective utilisation of the workforce with full visibility of progress.

## Sense:

Implement Internet of Things (IoT) devices and sensors to identify events and aggregate and analyse this data feed into the rules engine and report module to drive tasks, alerts and notifications. All the main IoT protocols and providers are supported giving you the choice of using the most appropriate sensors for your deployment.

## Insight:

Our analytics and business insights application helps deliver powerful insights generated from your field-based workforce. Report on SLA's, dashboards and data to develop a clearer understanding of your organisations' needs and those of your customers. This valuable information will help you to make better, informed decisions, ultimately improving the customer experience and identify where efficiencies can be made.

## Connect:

Office based teams who are undertaking the planning, scheduling and supervision of workforce activities have access to real time management dashboards/ web console which allows them to access the appropriate tool sets to manage their mobile workforce and their jobs efficiently and effectively. Receive key status information with full visibility of the current status, work completed, time taken, data captured, signatures and images; all logged and clearly displayed for effective management.

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## Who we work with:

Totalmobile is revolutionising the way Transport organisations work. We are working with some of the largest Transport & Logistics companies throughout the UK, including West Midlands Trains and TFL Overground. Below are a few examples of how our technology is delivering innovation and operational excellence throughout their organisation..



**West Midlands Trains** have implemented IoT sensors from Totalmobile to monitor bike rack capacity planning and monitoring as well as station instrumentation capacity planning and monitoring such as platform temperature, appropriate waiting rooms facilities and ensuring washrooms are clean. These sensors help them promote a sustainable method in reducing carbon footprint and an enhanced customer service by providing passengers with access to appropriate parking and safe facilities.

**TFL Overground** have implemented IoT sensors from Totalmobile to help manage KPI breaches such as implementing sensors in washrooms, waiting rooms and managing platform KPI's. This ensures they comply by health and safety regulations and compliance standards in relation to passenger and staff safety.



**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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