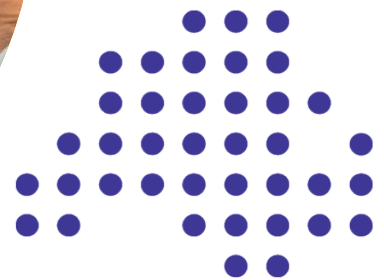




CASE STUDY

Blind Veterans UK



Background

Blind Veterans UK – the charity that provides support to help visually impaired ex-Service men and women lead independent and fulfilling lives – recently implemented Totalmobile's mobile workforce management solution across its field workforce of approximately 100 people.

The Issues they faced

Mobile case workers periodically visit members across the country, meaning lots of travel and the carrying of sensitive and confidential paperwork to and from visits. Some staff use public transport, which poses a risk to information as it could be easily left behind or misplaced. With these factors and GDPR, it became even more important that a solution to physical paperwork was implemented.

During visits staff must complete notes, this not only took up valuable time at the point of service but also resulted in a lot of paper and notes that need to be re-typed into their bespoke CRM system, STuDIO, on return to the office. For staff, this meant additional time back in the office, time that could be spent with members. Ultimately, Blind Veterans UK wanted to eliminate paperwork and give their case workers more time to spend with members.

The Solution

When it came to choosing a mobile solution, there was a number of key factors to consider, predominately the integration to their CRM system to ensure that all information was synced seamlessly. Just as important, was the need to find a mobile solution that enabled the secure storage of information.

Totalmobile's solution had key features that would enable case workers to improve how they access and record information. All information can be inputted directly into their mobile devices, tailored forms make the process quick and simple. Forms, such as the assessment visit form, which is available on their CRM system, can be completed on the device. Visits are created and can be self-scheduled and visit status and completion messages are sent back to update the case file in the CRM. Additional security features, such as automatic locking after a period of inactivity was essential.

With the implementation of mobile technology, case workers now carry mobile devices on which they can access visit information, view their visits for the day and input information quickly and securely with a few taps, allowing them to focus on quality time with members.



Implementation

Achieving maximum user adoption was important for Blind Veterans UK, they carefully chose appropriate devices that would make the transition as easy as possible. Totalmobile's solution works seamlessly on any device, supporting their decision to use Windows Surface Pro which can be used both as a desktop and a tablet.

During the implementation phase there were a number of regional meetings to demo the app to the users of each area. They also arranged "drop-

in" skype sessions for several weeks to train users and take their feedback, as well as setting up a Yammer group for Totalmobile users to easily communicate with each other.

These steps helped to ensure everyone was aware of the changes and understood the benefits they would have on how they work and how they provide services to members.

Changing How They Work

For users, it was a big change in the way they work but with live demo sessions in regional meetings, the Yammer group and skype drop-in sessions, users quickly came on board that the mobile solution would help them do their job more effectively.

Features such as the auto save function and the quick syncing of assessment notes to the CRM system quickly transformed how they work, providing them with an improved work life balance as they no longer have to return to the office to retype them. Instead, the time saved is spent visiting more members and providing a more consistent standard of service to them.

The Future

The mobile solution will continue to be rolled out into other areas of Blind Veterans UK, the next to their surveyors, who will gain the ability to record their inspection details directly on their mobile devices whilst visiting properties. It will eliminate unnecessary paperwork, freeing them to complete their work more efficiently and promote improved compliance and consistency.



Totalmobile

Totalmobile is a market leader in field service and mobile workforce management technology, helping organisations deliver more service of the highest quality and at reduced cost.

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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