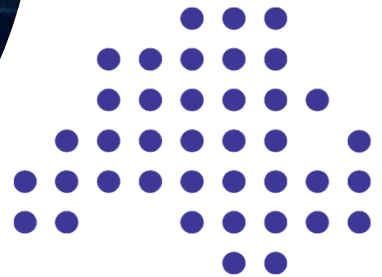




CASE STUDY

Caerphilly Council



Background

Caerphilly Council provide services to over 180,000 people, comprised across 33 wards.

They've been committed to creating efficiencies within the Council to not only reduce costs but improve the service provided to the public. They've been a valued Totalmobile customer since 2009 and have utilised our mobile workforce management solution to achieve streamlined processes and increased productivity with their repairs teams.

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“The Totalmobile system has totally transformed the way that we deliver our repairs service. The team who were involved in developing the system can remember the days before going live where we had in excess of seven thousand outstanding repairs using an antiquated repairs and maintenance management system”

Paul Smythe, Housing Technical Manager

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The Issues they faced

Caerphilly Council identified a number of key issues that were causing inefficiencies for their repairs team.

These predominately lay around workforce management and their electronic appointment system; there was no structure to the assignment of jobs causing inefficiencies in the allocation of work and resulted in excessive travel times for field teams.

Couple this with inaccurate job costing, paper based job notes and poor administration of the Council's main stores which often resulted in materials not being accounted for and jobs being revisited or delayed whilst the material was picked up. Together these issues culminated in a 7000 + repair backlog and failing KPIs.





Goals

With these challenges in mind, the Council knew that a mobile working solution was required to improve the current situation for their frontline staff.

They set out clear goals on what they wanted to achieve with mobile workforce management. Gaining more efficient and controlled work allocation was a primary goal as this would help them manage the backlog of work. In the day to day work of the repairs team, they wanted to improve job costing, as well as reduce vehicle mileage and paperwork.

To improve the management of their stores, they wanted to utilise a digital solution that would better manage stock replenishment and create an efficient stock collection.

For staff, they wanted to give planners the ability to see where each operative was during the day and check in with lone workers to ensure everything was going as planned. In addition, they wanted the ability to conduct improved performance monitoring – providing more accurate data, such as timesheet information and performance data based on time spent on the job verses the actual claimed standard minutes.

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“Gone are the days of paper job tickets and cold calling, appointments are now offered for all repairs categories and surveyor visits. Customer satisfaction is at an all-time high delivering a Gold service to tenant’s whilst also reducing administration, transport and back office costs.”

**Paul Smythe,
Housing Technical Manager**

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“

Caerphilly's Repairs and Maintenance service is now recognised nationally by winning or being finalist year on year in the APSE Network Management Awards which benchmark all authorities in the UK”

Paul Smythe,
Housing Technical Manager

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Key Requirements for Success

Caerphilly Council began to look for a mobile working solution that would help them achieve the goals identified.

When deciding upon a solution provider there were several key selection criteria, obviously experience in mobile workforce management, but they also wanted a solution that was innovative and user friendly.

The Council were conscious that they wanted a solution provider that was ahead of technological trends, enabling future development and continued success.

Success had to be an effective mobile workforce management system that would not only create the efficiencies that were required to remain competitive in the market place but would also be able to assist in delivering a high quality repairs and maintenance service for service users.

They found these requirements in Totalmobile, as well as a mobile workforce management solution that addressed their specific issues like job costing and the management of materials.

Involving Staff

Once the solution had been decided upon, it was important to ensure the inclusion of the workforce and unions at an early stage, to highlight the new streamlined processes the mobile solution would introduce and how it would assist operations.

On implementation of the mobile workforce management solution, there was a period of

adjustment but in a very short space of time things began to run smoothly. The majority of the workforce accepted the new way of working from the outset and with some refresher training to enable those who needed it, there was positive feedback immediately with great suggestions for improvements.

The Benefits

The implementation of Totalmobile's mobile workforce management has reduced workload backlogs from 7000+ to a more manageable/sustainable amount and contributes to improved operative performance.

With the repairs team utilising the mobile application from Totalmobile they were able to improve first fix repairs and customer satisfaction levels. The forms and folio features, which enable information to be entered and viewed in one location, such as health and safety forms, have enhanced communication and provided more accurate data capture, specifications and evidence requirements on a mobile platform, reducing mistakes over claims and providing a slicker overall process for field staff. It has reduced the life cycle time for most repairs requiring pre-inspection.

Surveyors initially attending the site can now raise jobs with skill specific operatives, take images and sync those to the job, enabling a more efficient and heightened level of service. The Cyclical Maintenance feature has allowed improvements on valid certificates for heating and disabled aids, as well as electrical periodic testing. The Council now monitor services approaching target, meaning services coming close to due date are highlighted and using alerts they can remind field staff via secure email.

The mobile solution has provided the ability to manage work distribution based on service

dates, resulting in Gas KPIs improving from a low of 85% to 99.98%. With this 18% increase service users benefits from improved service delivery and efficiency.

Their improved performance has seen the Council be nominated for and win numerous awards.

2016

Won APSE

Best Performer – Building maintenance

Nominated APSE

Most Improved Performers – Building Maintenance

2017

Nominated APSE

Best Performer – Building maintenance

Nominated APSE

Most Improved Performers – Building Maintenance

2018

Nominated APSE

Best Performer – Building maintenance

Nominated APSE

Most Improved Performers – Building Maintenance

The Future

The solution will continue to be rolled out to more operatives, with the next phase including planned maintenance. Together, Totalmobile and Caerphilly Council will work to ensure that features such as tailored forms will continue to be innovative and industry leading, enabling them to continue realising the benefits of improved efficiency.



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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