Totalmobile
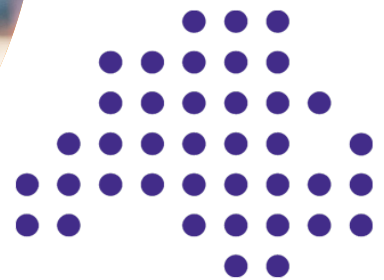
Interserve

Interserve Group Limited, the international Support Services, Construction and Equipment Services group, delivers a range of services to clients across the UK which includes the delivery of total facilities management contracts.

Interserve has a flagship facilities management accout with the BBC. The contract includes more than a hundred BBC sites and the service lines on the contract includes: engineering, maintenance and cleaning. As part of the engineering work carried out by Interserve, the company employs more than a hundred engineers. Work generated by this service includes thousands of reactive planned preventative maintenance engineering tasks per month.

Challenges

Interserve was looking to enhance and modernise its mobile solution. Totalmobile had already delivered a proven solution within the Interserve estate and was therefore the company's obvious choice for the BBC contract.

The Solution

Task, Totalmobile's configurable workforce management solution, offers a console that provides a real-time view into the transitory job data, to manage workloads and workforces effectively and efficiently.

Individual job views display data to the operator, as a job is completed in the Task application. These are displayed in real time, with a full audit trail of the item of work completed in its current state, alongside the ability to view any files which have been returned as part of the task. Further to this, users are also provided with detailed views that enable the management of staff and activities within the platform.

Benefits

The Totalmobile soultion provides Interserve with a range of additional functionalies and real time data. This enables a range of benefits including:

Scheduling Reactive or PPM Jobs

allowing job control, job allocation, and visibility of task allocation by engineer and alignment to scheduling.

Dispatching tasks to operatives

offering visibility of jobs received in real time, highlighting engineers start and finish times and providing clear task requirements by SLA priority and performance improvement by engineer.

Carrying out tasks

enhancing real time job progression and ensuring full task completion with notes, asset history, bar coding and future job planning.

Task Completion

job closure in real time, providing reporting, highlighting incomplete tasks at the end of the shift, while also ensuring mandatory job completion, billing and customer rating for first time fixes.

Totalmobile has provided a supported mobile solution which has provided efficiencies and aided real-time working.

Mel Gallant, Interserve's IT business partner, said: "Interserve has worked in partnership with Totalmobile for several years delivering successful change programmes for a number of contracts. We have a collaborative working relationship with this trusted supplier, and they were our natural choice when we chose to enhance our technology on our BBC contract."

Totalmobile

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

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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