



Totalmobile

# Mobilise: November 2020 Release

**AN OVERVIEW OF RECENT UPDATES**



# Mobilise from Totalmobile

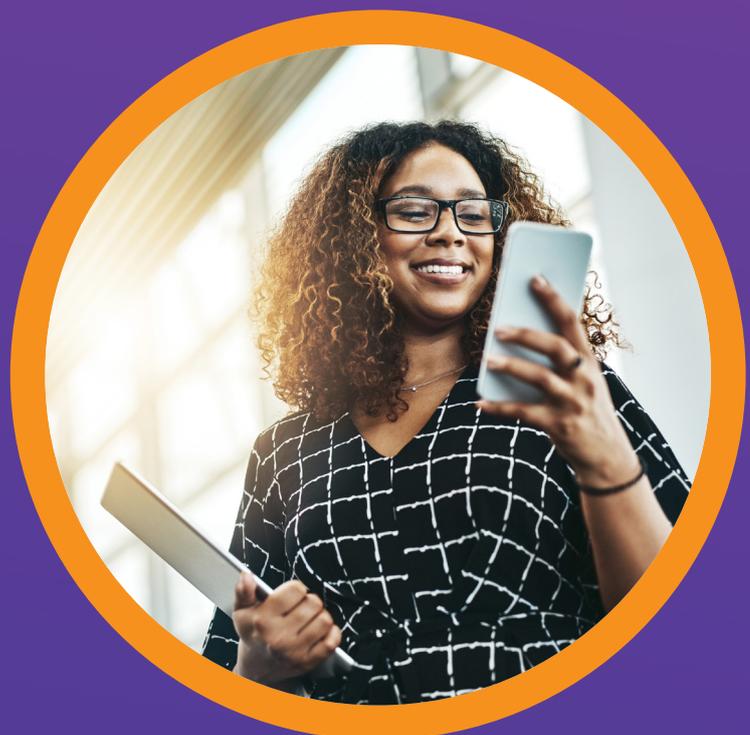
Despite the rise in mobile working, service delivery is still hampered by inefficient processes including:

- Significant paperwork and admin which takes up large amounts of time across the working day
- Unnecessary travel to and from the office, which not only wastes time, but increases operational costs and carbon emissions
- Limited access to all required information which often makes it difficult to deliver a quality service and leads to frustrations from both the staff member and the service user

This has a direct impact upon the quality and efficiency of services that can be delivered by staff. Therefore, organisations are looking at ways in which they can streamline the delivery of services and empower their workforce to deliver more services, of the highest quality at reduced cost.

The new release of Mobilise from Totalmobile can help improve these processes. Mobilise from Totalmobile is a mobile workforce management solution that empowers staff to capture intelligent data and access the key information required to deliver services efficiently, first time. Providing a native application, that can work on any device or operating system, Mobilise provides staff with all the information they require to complete their work efficiently.

The new release of Mobilise offers users a range of new features and key integrations that enhances the value it provides, enabling additional transformational benefits to be experienced.

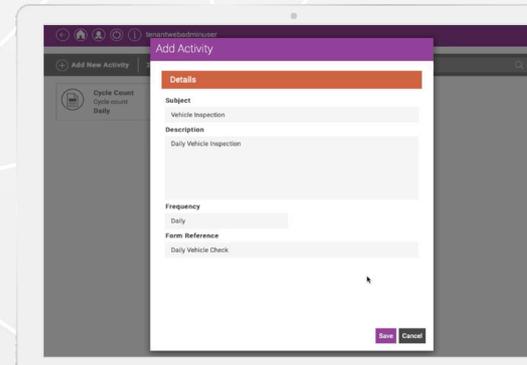


# Key Features of the Recent Mobilise Release

Here is an overview of just some of the innovative new features offered to our users, to empower their mobile workforce to deliver efficient services, of the highest quality.

## Start of day activities:

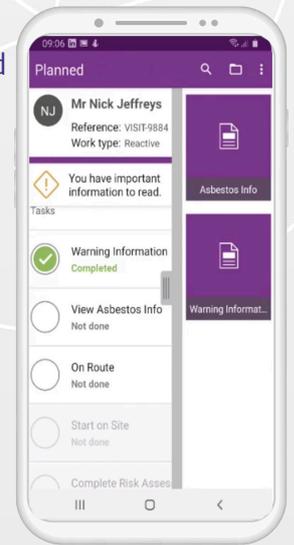
A start of day activity can be configured daily to ask the user to complete a specific task on their device. This can include reading a specific bulletin for example and completing a form to acknowledge they have received the relevant communication and taken action before they can continue on with their work. Other examples include reading an updated Covid announcement, completing a specific vehicle inspection form, notifying the user of an existing policy change or verifying a vans stock which validates a stock check.



## Task Dependencies:

Task Dependencies can be used to control the order in which tasks can be completed within a visit. Tasks are organised into Dependency Groups which can be referenced by other tasks to decide what state those tasks are in. A Dependency Group can contain any number of tasks.

Implementing Task Dependencies enables the creation of scenarios where certain tasks are inaccessible until certain criteria are met. For example, a task to perform a site survey would remain inaccessible until after a task to read important site information has been completed. Another example includes providing the user with a warning about a property they are going to visit. For example, the warning could include information that the property contains asbestos and it's important the user is aware of this associated information prior to the visit and in order to remain compliant.



## Form actions:

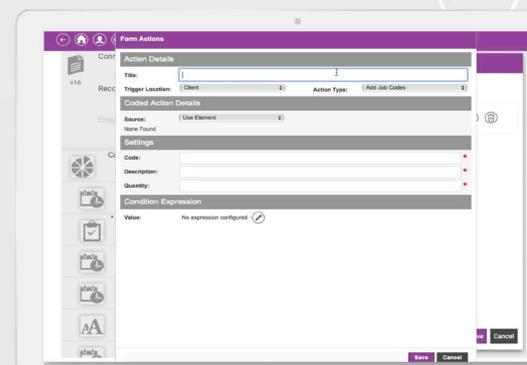
Forms within Mobilise provide users with the ability to complete all job-related forms on their device. Smart forms make it easier for staff to complete any assessment or inspection, while also providing them with the ability to capture additional details.

When answering certain questions a specific action can be triggered when the form is completed. These actions include:

Adding a form – conditionally add a form task to a visit based on answers provided in a form that has just been completed

Update mappings - conditionally update additional properties or a user attribute based on form answers

Update status - update the visit status based on answers and conditions configured in the form.



# Now Fully Integrated With Connect

The recent release of Mobilise offers users full integration with Connect, Totalmobile's modern job management solution. The integration enables existing customers to consider moving from Total Repairs to Connect.

## Benefits of Connect Integration:

1. Replacing a legacy-based repairs system with a modern, cloud-based job management solution that provides users with the visibility and ability to control complex tasks and streamline the delivery of work.
2. A web based, SaaS solution, that is hosted on Microsoft Azure, Connect provides users with a fully integrated solution that offers a comprehensive range of capabilities including, job management, costings and stock management. By offering these diverse range of features, organisations can truly transform and streamline service delivery, via one complete, robust software solution.
3. Unlike many other providers on the market, Connect offers a modern, high quality user experience and is updated on a continual basis, with all customers having access to newly released features and capabilities. This ensures that organisations are provided with a comprehensive and configurable solution that supports even the most complex of business needs. New Mobilise to Connect features include:
  - **Add Job codes to Connect** - when a visit and form is completed including a job code, the order in Connect is updated with this specific job code which then generates a subsequent visit
  - **Add a process template to order** - Process templates refer to a series of tasks or activities that need completed during this visit in a process of steps which are then added to the order

The screenshot displays the 'Form Actions' configuration interface. It includes sections for 'Action Details', 'Coded Action Details', 'Settings', 'Condition Expression', and 'Message Queue'. The 'Action Type' dropdown is currently set to 'Add Job Codes to Connect'. The 'Condition Expression' section shows 'No expression configured' with a checkmark icon. The 'Message Queue' section has a 'Value' field. The interface also features a sidebar with navigation icons and a list of records, and 'Save' and 'Cancel' buttons at the bottom right.

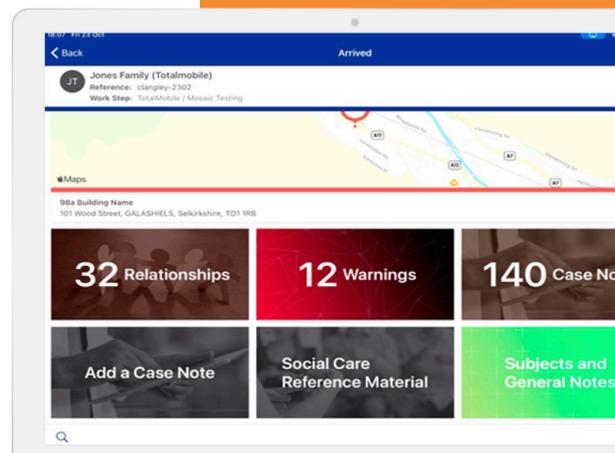
# Complete Integration with Servelec's Mosaic System

The recent release of Mobilise offers users full integration with Servelec's Mosaic system. Together with our partner Servelec, we're helping local authorities across the UK to deliver more efficient care services by providing social workers with a mobile app that can access and update records whilst in the community. The new release includes more specific functionality to our current offering including:

- **Group Case Notes** – this provides the ability to add Group Case Notes both from within a WorkStep and from the home screen on an ad hoc basis to a group of users. Once the form is completed it syncs back to Mosaic.
- **Group Push Notifications** – visibility of the latest service user data when it is updated in Mosaic. Some examples include real time notifications such as whenever a change is made to the group name or description or basic change details such as name, context and DOB
- **Next Actions** - Validation Logic (taken from Mosaic) and the ability to then add next actions to Mosaic

## Benefits of Mosaic Mobilise Integration:

- All records, forms and key information are recorded and synced automatically to the social care case management system, Mosaic.
- Users can access historic Case Notes, Relationships, Warnings and Subjects stored against the service user in Mosaic, on the mobilise client.
- All data is stored safely and updated to Mosaic instantly.





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.

## **Belfast HQ**

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111