



# Next Generation of Field Service Management

## WITH IOT TECHNOLOGY

Embracing the ability to connect devices and sensors and automate subsequent actions, create items of work and transform how we work





## Introduction

For organisations IoT deployments make service delivery easier, faster and more secure for customers by enhancing services, increasing engagement and strengthening security.

Sense from Totalmobile makes use of IoT technologies, including connected sensors and rules engines, that enable the creation of work to be automated and assigned to mobile workers, without the need for human intervention.

The solution maximises the potential of sensors that monitor equipment, environments and events, gathering and passing data to an IoT Cloud Management Platform. Information is then analysed, and rules engines and AI are utilised to determine if action, such as the creation of an item of work, is required.

Work created can then be assigned to staff via their mobile device, streamlining the delivery of work and empowering them to provide a responsive high-quality service.

# IoT and Mobile Working

The real benefits of IoT technology are realised when fully combined with additional field service management software solutions. Significant benefits can be experienced when streamlining the process around the creation, assignment and undertaking of an item of work. Once sensors have flagged an issue, or identify that an action may be required, an item of work can be created before being assigned to a relevant field operative via their mobile device.

This provides an automated end to end process covering the detection of an issue, the creation of an item of work, the assignment of a particular job and the successful undertaking of that job. This streamlined process enables timelier service delivery, enhances compliance with any SLA's or standards and ensures that customers are receiving a consistent high-quality service.

Together IoT and additional field service management solutions ensure that work is efficiently completed, while also encouraging a pro-active service that in the long term helps prevent unnecessary work or escalated issues.



## Use Case – Voids Management

Local authorities and some facilities management organisations regularly manage properties that are unoccupied for a given period of time, however, these sites still need to be assessed to ensure nothing has changed within them or issues have arisen, such as damp or illegal activity.

Traditionally, a housing officer will go and visit the site taking up a lot of time in travel and paperwork, but through implementing IoT and mobile working solutions, sensors can instead monitor key aspects of the property, for example humidity and temperature. If these drop below or rise above certain levels an alert is triggered which creates, schedules and assigns a job for someone to visit the property. This entire process is automated and optimised, without the requirement for any form of human intervention, enabling a more proactive service which addresses issues as and when they occur.

This is only one example of IoT, as part of a wider Field Service Management solution that includes workforce scheduling and mobile working, can truly transform how services are delivered and lead to improvements in cost savings, workforce capacity and compliance assurance.



## Benefits:

- **Capacity** - IoT enables automatic job allocation by setting certain conditions in sensors and triggering a response task. It eliminates manual processes and reduces time spent manually assigning work. This ensures that staff are spending their time completing work that is actually required, more time can be spent on proactive tasks, maximising their capacity.
- **Cost** – IoT presents the opportunity for organisations to be more proactive rather than reactive. Organisations can continuously monitor the status of materials and equipment, enabling you to respond to potential issues in a timelier manner and preventing further, more costly problems from occurring. This proactive approach means that parts and materials can be fixed before they break, saving time and money in the long run. In the office, sensors can be used to reduce energy wastage, i.e. turn of lights, reducing office overheads.
- **Compliance** – Compliance is an important aspect of administration and the difficult aspect is ensuring that each mobile worker completes forms to the same standard, at the right time in the process. However, IoT can be used to ensure that data is monitored and automatically stored to a consistent standard, ensuring jobs are undertaken when required, reducing human error and improving compliance with SLA's. Historical information is also available from sensors which enables a clearer picture of issues, the steps taken to resolve them and ultimately help to resolve issues efficiently.
- **Customer experience** – IoT enables automated processes that facilitate the undertaking of a timelier service which drives consistency in high quality service delivery for both the customer and the mobile worker.



### ● Contact us

For further information on our Sense product and how it can benefit your business, contact us on [info@totalmobile.co.uk](mailto:info@totalmobile.co.uk) or call us on +44 2890 330 111.



# 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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