



A Solution for the Transport Industry

SOLUTION OVERVIEW

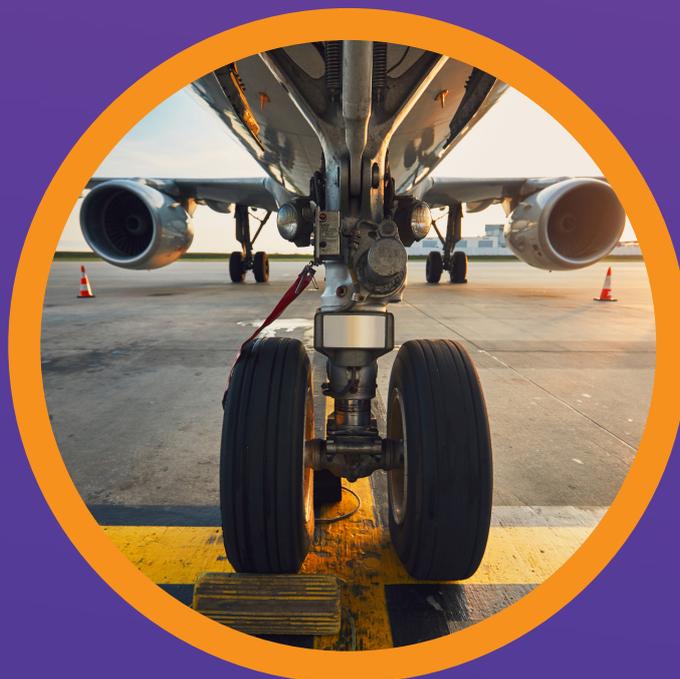


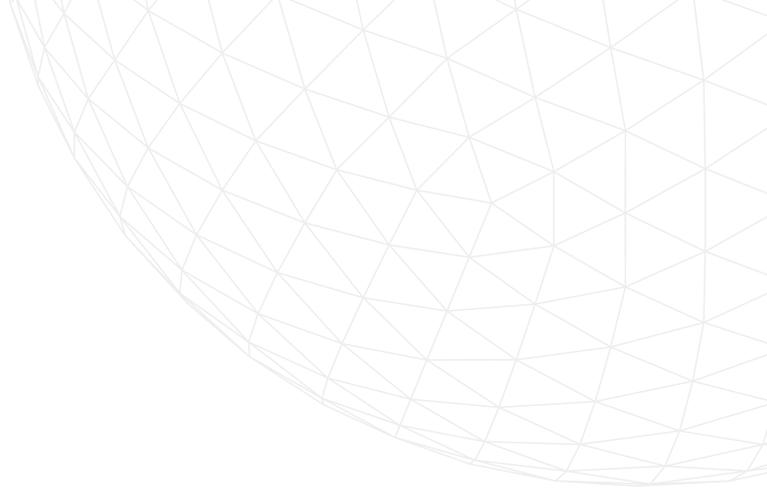
A workforce management solution that optimises the delivery of Transport services

Improve management of your mobile workforce and remain compliant, while providing an improved service to the public.

Transport organisations such as bus, rail and aviation businesses play an important role in our everyday lives. It connects people and businesses and permits the economy to thrive. However, the industry faces numerous challenges such as:

- Meeting compliance regulations and reducing the risk of imposed fines and penalties.
- Effectively deliver a cost effective, efficient service to the public.
- Offer an enhanced delivery of overall customer experience.
- Ensure safer facilities for staff and customers with real time notifications such as accidents on platforms or delays caused by snow or ice on the runway.
- Delivering a good standard of service with a growing rise in customer expectations.





By using key enabling technologies as a foundation for change, Transport organisations are able to develop disruptive and sustainable strategies.

The Department for Transport have certain responsibilities that they need to achieve in terms of SLA's, compliance, safety, customer satisfaction and encouraging the use of new technology. Additionally, according to Gartner, Transport CIO's objectives are to generate more revenue from better operations, implement cost reductions and empower and engage employees.

We have in recent years seen the rise of big data, IoT and automated software systems. Each of these enable a range of improvements in areas such as connectivity, monitoring, analysis, optimising and controlling.

Transport organisations have also in recent years implemented such technologies in order to make processes more efficient and meet customer demand.

Totalmobile are at the forefront of creating and delivering innovative and effective solutions for the Transport sector. Whether it's the use of wearable devices, inspections and audits, smart ticketing, or ensuring services are delivered on time, our solutions ensure services are delivered smarter and safer while maintaining standards and improving the overall customer experience.

Key capabilities of the technology

Being cloud based, our solutions are secure and scalable, ensuring efficiency of services and compliance processes are met

Dynamic Scheduling

Our dynamic scheduling solution assists Transport organisations in achieving efficient workforce scheduling and the allocation of resources against planned or unpredictable work demands. Together they provide expert scheduling which takes on board a wide range of considerations, such as skills required, availability, location and time frames to ensure successful delivery.

Data Analytics

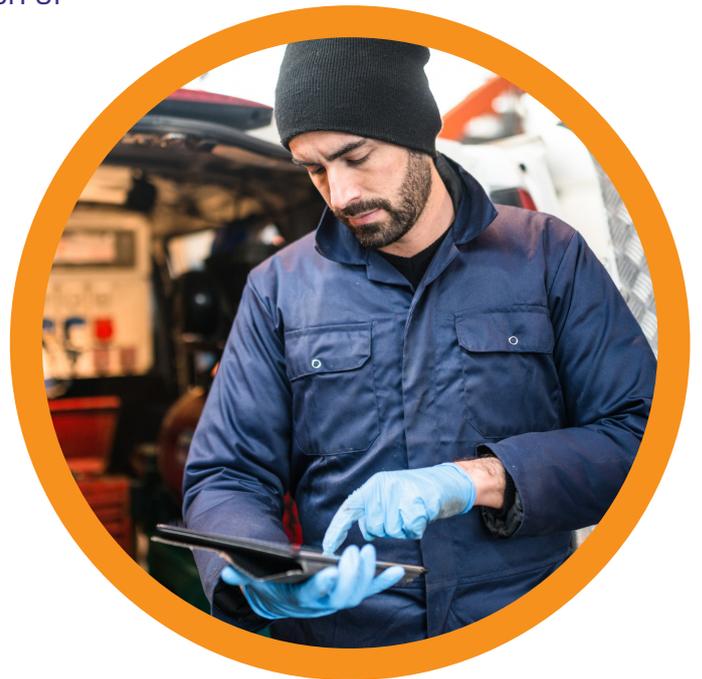
We provide Transport organisations with information and analytics solutions that provides businesses with access to rich data, offering a deep understanding of their mobile workforce and the delivery of work. This enables trends to be identified and risks to be addressed before they become problems.

Self Service

Self Service is becoming more prevalent within the transport sector in order to make services to consumers more efficient and provide an enhanced customer service.

Business Benefits

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Increase workforce capacity

Transport staff are able to deliver an efficient, effective service as they are equipped with the correct tools to do their job at the point of service. Providing staff with instant access to everything they need to carry out their job ensures a stress-free environment, reduces time consuming paper-based processes and travel time and results in an improved work / life balance. Our easy to use, solution is designed with the user in mind, they can capture signatures and information at the point of service, completing jobs right first time and so maximising their capacity. Furthermore, the removal of paper-based processes ensures an improvement in accuracy with all information reported and available for an audit trail should it be required. Our intuitive mobile technology allows for photo, video and signature capture and mandates workflows to ensure compliance, at the same time managing the activities of the workforce. With the ability to date, time and location stamp each activity, as well as using interactive forms to record all information, your rail organisation can guarantee recording of data is accurate and consistent, ensuring compliance standards are met. IoT sensors also identify how many passengers are within a rail building or on a platform or entrance, this information is also recorded and fed back via real time monitoring. Again, this information can help Transport organisations meet KPI's they are trying to achieve.

Providing a safer, more compliant service

Health and safety is a huge element of remaining compliant in the Transport industry. These organisations need to provide safe facilities to citizens and ensure they adhere to compliance standards in order to avoid hefty fines. Bus and rail stations can benefit from real time notifications of slips, trips and hazards on platforms in order to remain compliant. Similarly aviation companies will want to reduce the risk of accidents, incidents and delays such as removing snow and ice from the runway in order to remain compliant and limit the amount of downtime in order to reduce costs.



Additionally, transport businesses also need to meet KPI's in relation to train, bus and plane arrival and departure times.

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Increase operational efficiencies across your Transport organisations

Transport organisations are faced with a growing pressure to deliver a quality, cost effective service while improving customer satisfaction. With a significant growth in passenger numbers and customers expecting to receive an exceptional service, businesses need to invest in the right technology to deliver maximum profitability. By adhering to compliance regulations and SLA's, transport organisations can avoid accruing significant penalties, deliver a better operational service and generate improved cost efficiencies.

Providing an enhanced, quality customer experience

By complying to regulations, ensuring transport arrives on time and improving on delays, transport organisations enable an enhanced, consistent customer service experience. The introduction of self service and providing a comfortable journey experience for the customer is paramount to enhancing the customer experience and providing a high standard of customer service.

Improving the environment

Today, transport organisations are being challenged to help deliver a more sustainable society to reduce their carbon footprint. They are encouraging passengers to use public transport more frequently, however because of this there is an increased requirement for technology to develop and progress. For example, in order for passengers to leave their car or bike at a station, there must be enough car or bike parking spaces. IoT sensors can be deployed to assist with capacity planning and to update passengers. Encouraging passengers to cycle to work or to stations encourages people to become more aware of helping to achieve an improved carbon footprint.

Products

Task

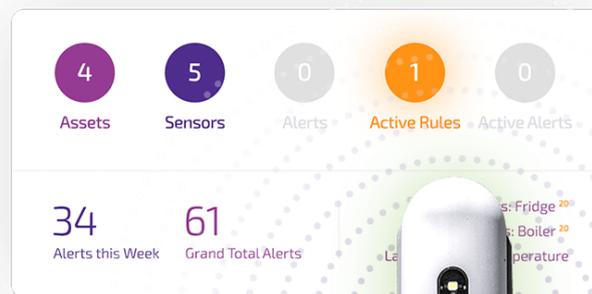
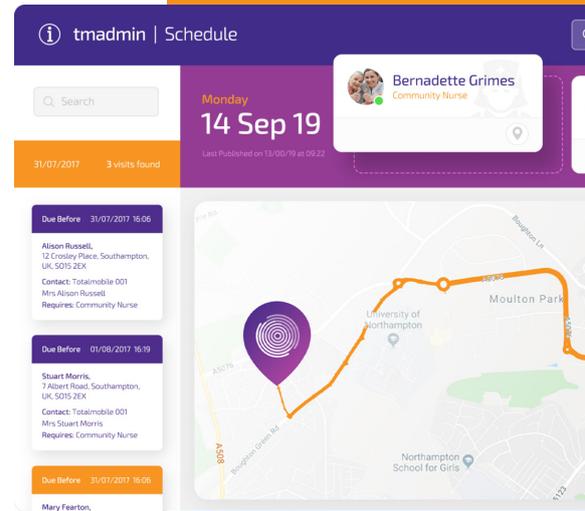
Equip your workforce with everything they need to get the job done from one mobile solution. With access to key information and workflows available on their mobile device, users have instant visibility to their job calendar, customer information and the ability to update their progress status. With access to information at the point of service, your workforce can complete their working responsibilities, collaborate with colleagues and stay in contact all via one mobile device from any location, at any time.

Optimise

Empower your planners and supervisors with a manual or dynamic scheduling and route optimisation toolset to facilitate real-time planning of appointments and optimisation of routes. This allows for the efficient and effective utilisation of the workforce with full visibility of progress.

Sense

Implement Internet of Things (IoT) devices and sensors to identify events and aggregate and analyse this data feed into the rules engine and report module to drive tasks, alerts and notifications. All the main IoT protocols and providers are supported giving you the choice of using the most appropriate sensors for your deployment.

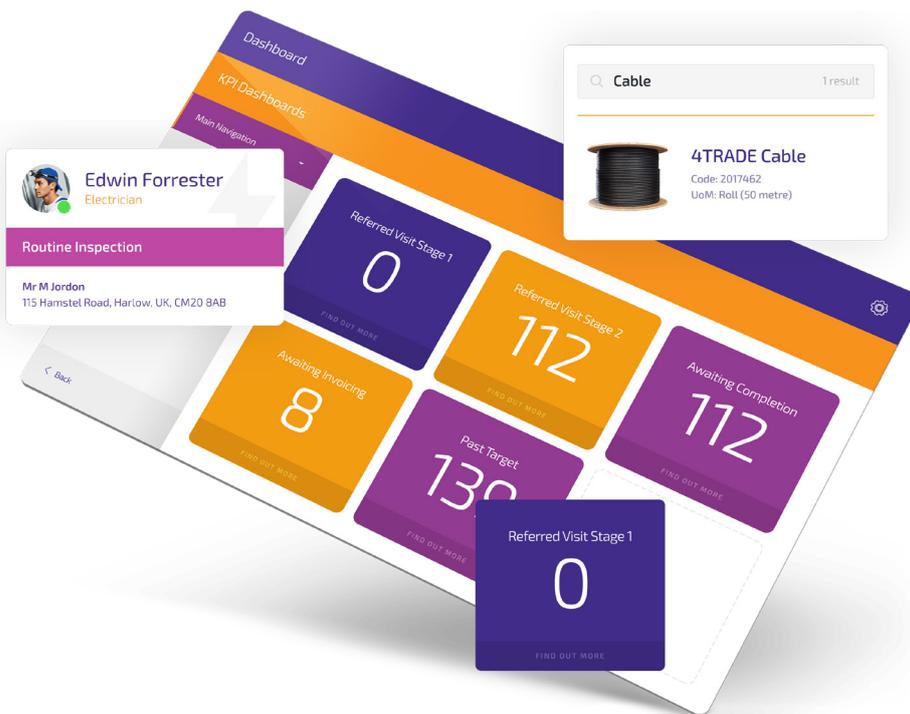
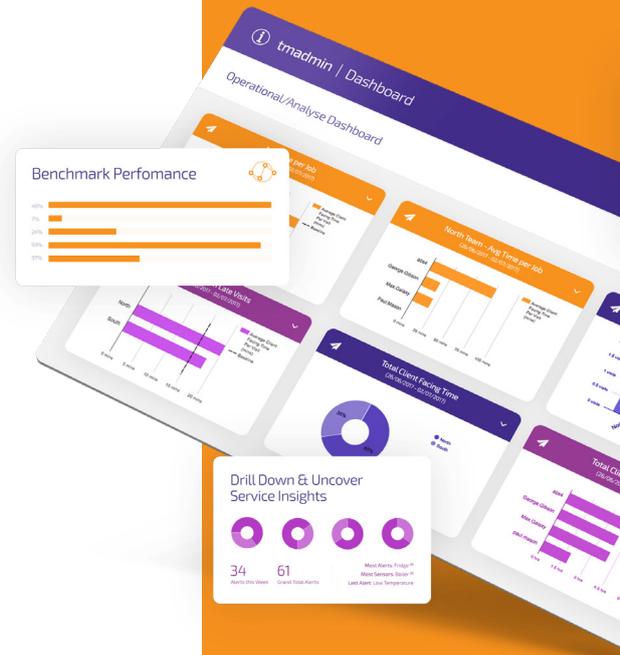


Insight

Our analytics and business insights application helps deliver powerful insights generated from your field-based workforce. Report on SLA's, dashboards and data to develop a clearer understanding of your organisations' needs and those of your customers. This valuable information will help you to make better, informed decisions, ultimately improving the customer experience and identify where efficiencies can be made.

Connect

Office based teams who are undertaking the planning, scheduling and supervision of workforce activities have access to real time management dashboards/ web console which allows them to access the appropriate tool sets to manage their mobile workforce and their jobs efficiently and effectively. Receive key status information with full visibility of the current status, work completed, time taken, data captured, signatures and images; all logged and clearly displayed for effective management.



Who we work with



Contact Us

It's evident that technology does have a part to play in shaping the future of Transport organisations. Innovation and investment in technology must be included within organisations' business strategy in order to manage and plan ahead in terms of capacity planning, ensuring compliance standards are met, improving costs and delivering an overall consistent, customer delivery experience. To find out more, contact us for further details info@totalmobile.co.uk



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