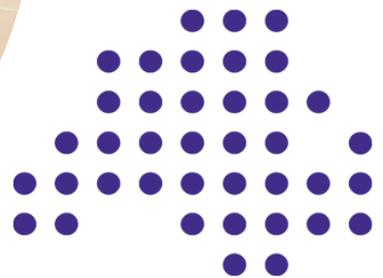




CASE STUDY

Sheffield City Council

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Background

With a population of over 730,000 Sheffield City Council is England's third largest district authority. The Council is one of the major employers in the city, employing over 8,000 people. The Council is responsible for providing a comprehensive range of services across the city. Sheffield's Housing and Repairs service comprises of approx. 540 employees segmented into 350 trade operative's and 190 back office staff.

The Challenge

In April 2017 Sheffield City Council acquired their Housing Repairs and Maintenance Services, which were previously outsourced, back in-house as they wanted the ability to have control over their own services. A project team was put in place to learn what was working and where they had issues and it was quickly discovered there were frequent challenges around materials, contact and co-ordination.

Only 1.4% of customers were using the customer portal and the tool used for analysis wasn't fit for purpose. This often led to required work being incorrectly diagnosed and therefore the wrong tradesperson being sent to a particular job. The scheduling process was also very laborious, and with over 44,000 council houses and 200,000 repairs a year, the process presented real issues to the department.

Sheffield City Council required a solution that would minimise the amount of time staff needed to spend logging and planning maintenance requests from residents. They wanted a system that would provide customers with the ability to book repairs appointments easier and faster, while ensuring maintenance workers were better informed to complete jobs more effectively and efficiently.



The Solution

Sheffield City Council carried out a soft market test to learn exactly what functionality existed and from this they created a detailed system specification of what they expected from any potential solution. Within 6 months of the soft market test Sheffield had selected Connect, Totalmobile's cloud-based job management solution, procured via the G-Cloud Framework.

Connect is a modern, cloud based and intuitive job management solution that provides users with the visibility and ability to control complex tasks, enabling the streamlined delivery of work.

The solution offers a range of capabilities that will enable residents to request repairs during a convenient slot for them. These jobs can be automatically assigned to workers who have the correct skills, materials and resources to hand. The mobile capability of the solution also provides each worker with contextual job information to consider beforehand, while operational dashboards enable management to monitor ongoing work and ensure that residents are receiving the highest quality of service.

Sheffield City Council, who are continuing their journey to transform service delivery, will be utilising Totalmobile's state of the art repairs and dynamic scheduling solution to:

- Maximise operational efficiencies whilst reducing vehicle travel time and CO2 emissions
- Access a user-friendly interface with the ability to integrate data more thoroughly, removing the need for duplicate systems.
- Reduce the time spent completing paper-based processes enabling repairs teams with more time to complete jobs and reduces manual data entry
- Use the interactive dashboards to provide real time information which are fully configured to each manager and resource. They can also manage workforce performance and have full visibility of their teams.



“We’re very excited to get Totalmobile’s Connect solution rolled out to our 600-strong team, as this will transform the way we provide repairs services to our residents,” said **Mark Betts, Transport & FM Senior Service Improvement Manager at Sheffield City Council.**

“The dashboards and the dynamic scheduling were the two biggest requirements for us. The dashboards will provide visibility of the situation of work, ensuring that we have the intelligence to react to potential issues before they impact upon planned services. In addition to this utilising the dynamic scheduling capability will help us improve the customer journey, enhancing the efficiency of our staff and empowering residents to select the time that best suits them for any required repairs.”

The Future

Sheffield City Council plan to also implement the video diagnostic feature of the Connect solution to better understand the repair and what needs to be done before staff are even set out. The solution will be used to improve customer satisfaction through the timelier resolution of problems and enhanced interaction. Through using the solution, the Council expect to reduce operational costs with the removal of unnecessary visits and improve their first-time fix rate.

The business intelligence and diagnostic scripts also help to alleviate some of the pressure on contact centres as Totalmobile’s solution provides diagnostic scripts that use a bank of data to suggest a course of action.



What’s Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.co.uk>

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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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