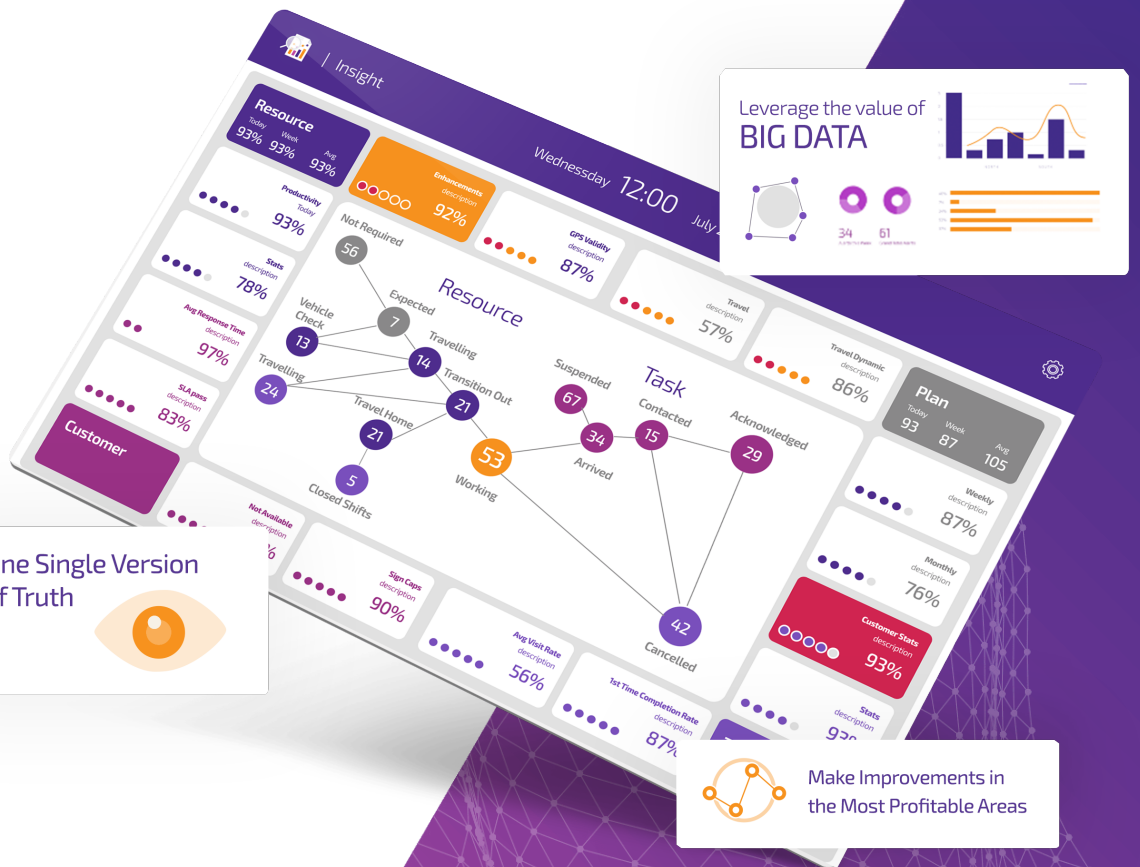**Totalmobile**

Insight

COMPLETE OPERATIONAL INTELLIGENCE SOLUTION

Totalmobile's data and analytics solution that provides organisations with access to rich data and deep insights into their mobile workforce and the delivery of work

Leverage the value of **BIG DATA**

One Single Version of Truth

Make Improvements in the Most Profitable Areas

Introduction

Most field service organisations strive to deliver **"exceptional service"**. A complex endeavour, where few things remain constant for long, and decision making needs to adjust constantly to changes in conditions. Pressures acting on the operation from within the organisation, and externally from customers and the broader market, create a constant, long-term demand for more efficient and effective service delivery.

Just as service delivery indicators point to success, something changes, and operational teams can find themselves facing a whole new dynamic - often without absolute clarity as to exactly what combination of factors triggered the change.

Field service management is challenging and managers are tasked with making a complex array of day-to-day decisions, sometimes with an imperfect 'insight' to the status of the operation. The challenges they face include:

- Capturing and making sense of a broad range of data from across the various dimensions of field service delivery (e.g. workload planning, resource availability, schedule efficiency, service outcomes, customer satisfaction levels, etc.), whilst at the same time embarking on initiatives to increase the range and type of data captured (e.g. IoT)

- Despite the effort organisations place on the importance of data capture, few management teams, feel that the data is delivered to them in a form, which adequately supports the operational decision making they have to perform, on a daily basis

- Spending a large proportion of their available time, gathering and aligning data from disparate sources, and then manipulating it into a form in which it is capable of delivering reliable insight into the operation

- For all the hard-work required to create that insight, management teams are left further frustrated, as the insights available rarely isolate the root cause behind the dynamics of the latest challenge-at-hand, and truly support the decisions they must make in response

- Time lost 'wrestling' with the data, leads many to refer to a sense of "management in the rear view mirror" – decisions based on out of date, expired datasets, giving them the feeling that they're 'chasing echoes'.

All of that effort spent getting to the insight, also takes its toll on time available to spend at the frontline of the operation, with engineers and customers.

An Introduction to Insight

Insight from Totalmobile, provides a complete Operational Intelligence solution that enables organisations to take a 360 view of service delivery. By delivering automated analysis of field service data, it empowers users to make fact based improvements, at the right time.

The range of capabilities allows users to react immediately to challenges in the field, review past performance and reveal new opportunities for longer term strategic improvements.

As well as receiving automated notifications, information can be easily accessed via a range of detailed, interlinking dashboards that provide the current context and the ability to interrogate the data further until the root cause is identified.

By delivering a deep understanding of service delivery on all levels, managers can be confident in their decision making ability. From tactical, on-the-spot corrective actions to longer-term evolution of service strategy to maximise operational efficiency and customer satisfaction.

In addition, Insight is provided as part of a fully integrated suite of Field Service Management products, providing organisations with a diverse range of capabilities that not only enhance the standard of service delivered, but enable additional processes to be automated and optimised.

Providing The Right Information, At The Right Time

By surfacing relevant operational performance data when it's needed, organisations can make more intelligent decisions to enhance service delivery. Which results in:

● **Maximising operational efficiency**

Proactively observe and optimise field service delivery as it happens, ensuring that every element of the plan is delivered on time and on budget.

● **Delivering exceptional customer experiences**

Ensure that the basics are done brilliantly and uncover new ways to move service to the next level through compliance and SLA achievement driving long-term loyalty.

● **Driving continual operational improvements**

Identify trends (good and bad) across the operation and make changes that can have a big impact on employee performance, customer satisfaction and the bottom line.

An Overview of Insight

The application delivers an unprecedented understanding of real time operational performance, provides a detailed overview of historical service delivery and identifies key trends that impact future service quality. Let's take a look at what value each of these perspectives provides.

Real Time Operational View

A real time operational view of the field enables you to proactively make changes to the service plan as the day unfolds, to keep your workforce productive and compliant, and customer satisfaction high.

You can access and act on live data across all dimensions of service delivery. Each area has inbuilt KPIs, with configurable thresholds that alert you to issues as they occur so that immediate action can be taken. A visual RAG status provides an instant performance indicator so you know what needs fixing.

### A consolidated view of all KPIs

Your key field service metrics are displayed in a single master dashboard across the Plan, Technicians, Customers and Tasks. At a glance, you can see how well each aspect is performing and focus your efforts where they are most needed.

Real time, automated insights

Each metric is updated in real time as the field service team conduct their day. You are automatically alerted as soon as a metric is over or under performing. For instance, if the number of tasks completed is lower than anticipated, a change in RAG status will brings this to your attention.

Problem diagnostic indicators

Once alerted to a problem area, the application will present you with the most relevant data. You can interrogate the issue from a number of viewpoints and navigate between different KPIs enabling you to identify the cause of the problem. It also shows whether problems are isolated or connected.
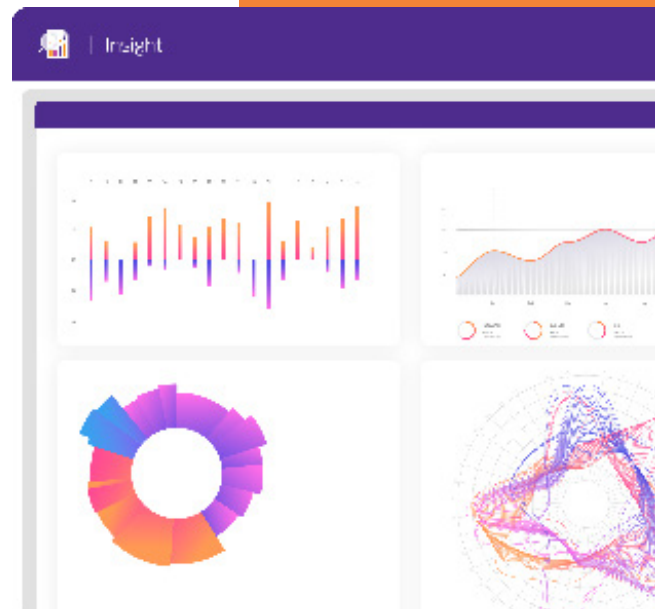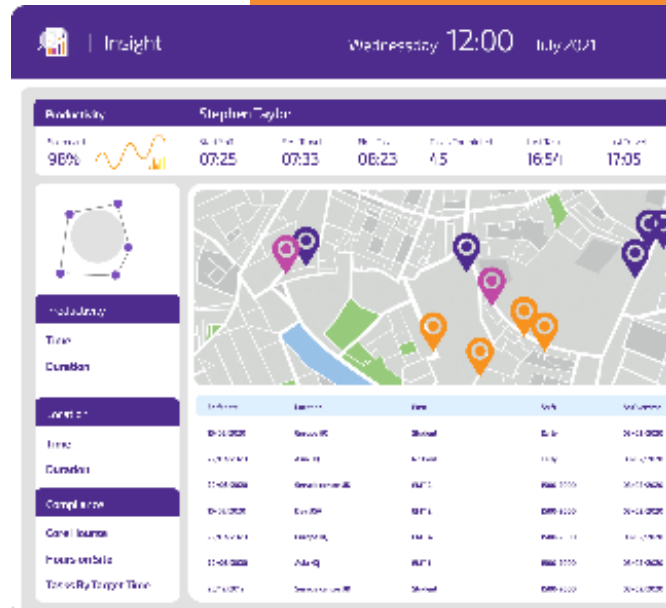
Historical Performance Analysis

Historical performance analysis is available to help you understand any deviance from the plan. It also helps create a consistent, efficient and effective workforce. Reviewing the work of individual employees, teams or regions over time, enables you to benchmark performance, share best practice and spot training needs as well as candidates for reward and promotion.

Improved employee performance

The application enables you to take a continuous improvement approach to managing your greatest asset – your employees. You can analyse performance across time, by team, region or individual, and by the metrics that are important to you, to see what drives great performance, where the issues are, and what to do to improve.

Increased compliance

You can track how employees are behaving and identify issues such as incorrect logging of tasks, or failure to comply with health and safety requirements. This enables you to correct errors, or provide training where needed.

Benchmarking

Compare performance down to the level of the individual worker to highlight problem areas, identify training needs, highlight best practice and reward top performers.

Future Operational Uplift

Future operational uplift can be gained through the analysis of big data, to identify more than the eye can see. Using a combination of artificial intelligence and machine learning the application looks for hidden trends over long periods of time and recommends the necessary actions to improve future service delivery.

Automated trend identification and optimisation

Identifies the source and the size of a service improvement opportunity, from large company-wide initiatives, to issues at an individual team, region or technician level. The application works out the steps necessary to solve the problem, and models the costs, and the impact of a positive outcome, to help you make your case for action.

Data visualisations

The application presents data in easy to understand, visually stimulating ways. The insights derived are displayed in order of benefit to the company, whether in terms of revenue, customer satisfaction or other improvement. The data that led to the initiatives suggested by the application can be viewed at a top level, or you can drill down into the detail, for full confidence in decision making. The Initiative Manager will track progress of improvement initiatives, and report on the outcome.

Competitive advantage

By uncovering these findings and rolling out a delivery plan, you can make changes that have a big impact, keeping you one step ahead of the competition. Having a deep understanding of operational performance, ensures you can have confidence that business change initiatives are going to deliver the best returns.

An Established, Trusted Solution

Totalmobile takes great pride in providing a solution that enables organisations to enhance their understanding of operational performance in order to drive service improvements.

That's why our solutions are trusted by some of the largest employers in the UK:

What's Next?

Totalmobile would like to speak to you about how our Insight solution helps make sense of operational data and drives continuous improvement.

To learn more about Insight, please visit https://www.totalmobile.co.uk/software/insight-operational-intelligence/ or contact us via the details on the back of this document.

Totalmobile

Totalmobile is a market leader in field service and mobile workforce management technology, helping organisations deliver more service of the highest quality and at reduced cost. In March 2021 Totalmobile acquired Cognito iQ to further bolster the existing broad suite of mobile and analytics solutions.

With over 350 staff across 7 locations in the UK and Ireland, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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