

CASE STUDY

TLI Group

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Background

TLI Group is a utility infrastructure consultancy and construction company, operating extensively within the utilities sector in Ireland and the UK. TLI Group became a customer of Geopal in 2017 before transitioning to a Totalmobile customer in early 2021, following Totalmobile's acquisition of GeoPal.

Challenges and Objectives

Before implementing Totalmobile, TLI Group were using paper to manage their field work and admin processes. They would print out spreadsheets, distribute them amongst their crew, and retype all necessary information back at the office. The challenge was moving from a purely manual system to an electronic work management system that could cope with a high degree of flexibility and speed which TLI Group required to manage multiple types of projects.

The second challenge to be tackled was gaining data insights to make informed business decisions in a timely and accurate manner. Data was also required to keep track of Health & Safety metrics and pinpoint instances where teams could improve on these.

TLI Group set out to achieve a number of objectives including:

- Having the ability to schedule and plan field jobs
- Real-time job creation on site
- Online and offline data capture
- Eliminate paperwork and duplication
- Full visibility over field work
- Provide proof of service delivered
- Provide the client with actionable reports





The Solution

Totalmobile provided TLI Group with a mobile workflow solution that they could quickly configure and reconfigure inhouse with ease. Mobile work management became a reality, eliminating reliance on ineffective, manual paper processes. Both office managers and field staff were able to successfully initiate using Totalmobile with a minimum amount of training.

With reliable data feeding directly from the field to their back-office systems, TLI Group were then able to significantly reduce admin costs. From a management perspective, these changes made it possible to extract conclusions from real data, rather than relying on field teams to recall the details of their working days or weeks after they had completed it.

TLI Group decided to implement Totalmobile as they believed it would provide them with:

- 100% visibility over field work
- 100% online reports
- 24/7 system availability
- Reduction in repeat call out work
- Reduction in reporting man hours



Benefits

TLI Group achieved a range of benefits from implementing Totalmobile's solution including:

✓ **Real-time contract management has become a reality, with updates and status reports available on a daily basis, rather than at the end of each week.**

✓ **On the production side of things, these timely insights allow managers to fine-tune and refine their processes and address any inefficiencies immediately, rather than being confronted with bad results further down the line.**

✓ **Managers are notified of all instances of near misses and other safety triggers, so TLI Group were able to move to a preventative, rather than reactive safety processes.**

✓ **Increased efficiency and workforce utilisation rates have also given TLI Group a competitive advantage over other utility contractors, not just in terms of delivering on all client's KPIs, but also on their ability to tender and successfully pitch for new business.**

100% visibility over field work

97-98% average productivity levels

75% reduction in admin personnel

100% compliance

“ So, we looked at the market, at the big players and Totalmobile came out on top, for a number of reasons: it was so configurable and the great thing about Totalmobile is that it made super-users out of our staff. It didn't take the view of 'we want to make money out of development'. It took the view of 'we want to sell a product, support our clients'. We want to train our clients, so there is a lot of training which is provided and a lot of questions that Totalmobile could answer quickly.”

“We've tried different systems in the past but have found Totalmobile to be the best. We have had personnel on site who used paper for over 20 years but moved to the Totalmobile app in a matter of minutes. We've never had someone that we failed to train on Totalmobile.”

“When the data comes back, the values are unending: decisions are based on real information and not instinct.

Totalmobile provides a competitive advantage that is needed in this market. Totalmobile interacts with management systems and provides real time visibility of operations and a new level of understanding planned, versus actual cost and time.”

Cormac Howley, Project Manager SIRO FTTB, TLI Group



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 February 2021 Totalmobile acquired GeoPal to further bolster the existing broad suite of mobile solutions across the Utilities and Infrastructure markets.

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.



What's Next?

To learn more about our products & solutions, visit <https://www.totalmobile.co.uk> or contact us via the details on the back of this document.



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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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