

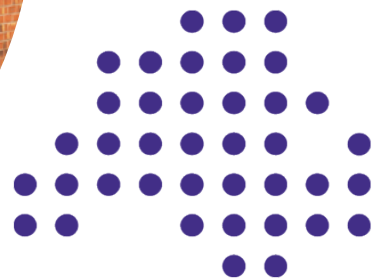


Totalmobile

CASE STUDY

emh homes

emh homes, part of emh group, provides affordable housing and housing-related care services in the East Midlands. emh homes manage over 18,000 properties across 35 local authority areas, empowering residents to live securely and independently.



Overview

As part of their sheltered housing and support services, emh offers advice and support on money-related matters while providing adaptations for people with disabilities and running a personal alarm service for housebound residents.

emh homes extend their solution with Totalmobile to include fully integrated job management and lone worker protection capabilities.

Following a successful implementation of Connect as their primary job management system, emh homes have extended this contract by integrating Totalmobile's lone worker protection solution, Protect.

Personal safety is at the forefront of emh homes' operation. To ensure compliance across every level of the organisation, emh have identified that introducing and utilising a lone worker product was imperative. However, introducing and ensuring the widespread adoption of prior solutions has proved challenging.

On any given day, as many as 100 emh lone workers will be working across the community, delivering services, and completing work orders. Management identified that the legacy system was underutilised and falling short of what was required. The system was often viewed as an extra task for engineers to log in to the system. This resulted in missed data capture, with teams being manually chased to locate engineers and encourage them to use the system. In some cases, engineers would leave the safety device in their cars or vans without charge.

After discussions with Totalmobile, emh implemented the lone-worker app Protect alongside their existing job management solution, Connect, as one single platform for their workers to use. The fully integrated solution allows emh to have one single app where engineers can log into the system and mark themselves as safe and having started their day.



A fully integrated solution...

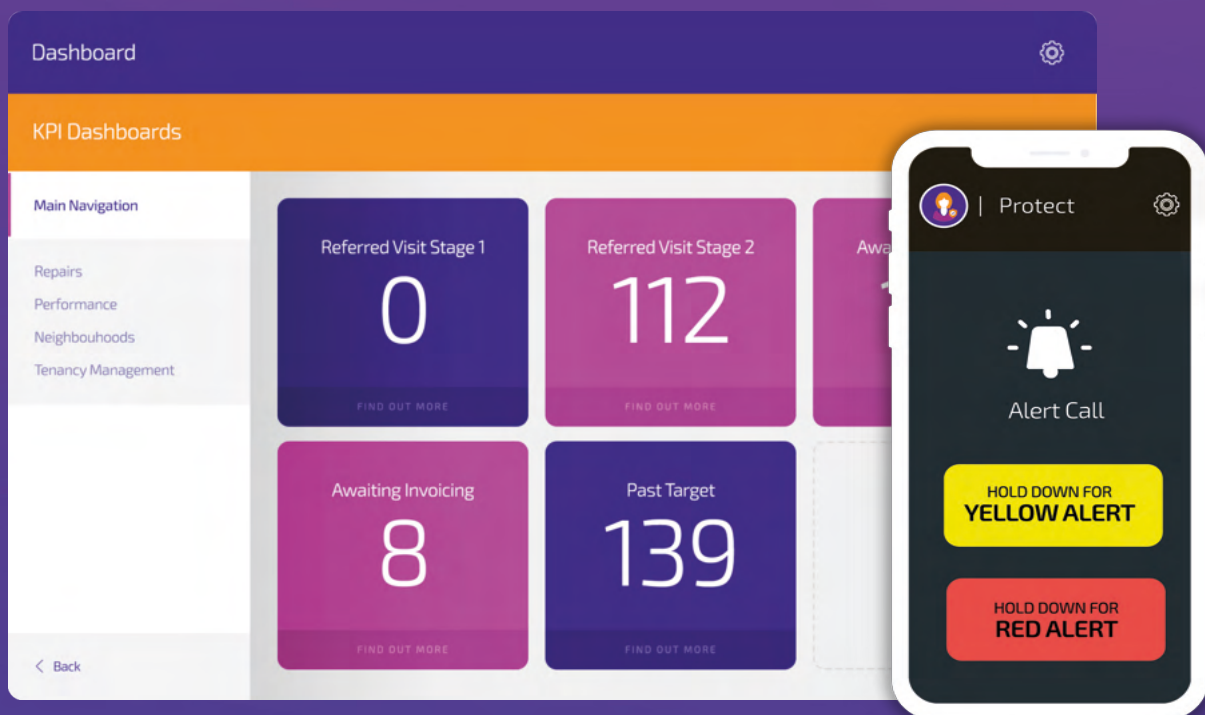
The easy integration of Protect with Connect was a primary driver in the decision to introduce an updated lone worker solution and the fully managed service offered as part of the Protect offering.

Using one device, engineers who receive all their jobs through Connect are now guided to log into a single solution to mark themselves safe. An engineer must do this to be able to receive their daily workload.

Aside from the one-click interface to report personal safety, the lone worker solution does not interfere with any other aspect of the engineer's day-to-day role. emh homes promoted this to staff, emphasising Protect's convenience and ease of use with no real-world effect on their job other than one click to ensure they are safe on site.

Connect is a complete cloud-based work order management system, providing emh with a comprehensive range of capabilities via a fully integrated housing solution. This empowers the organisation with enhanced control and visibility surrounding all aspects of job management.

The integration of Protect allows lone workers to raise alerts, contact an Alarm Receiving Centre (ARC), and request emergency assistance in addition to the work order information all via one app.



The Results?

Before integrating Protect with Connect, emh received less than 100 safety compliance interactions per month. After incorporating Protect, this number rose to over **16,000 interactions** per month at the end of 2022. In addition, emh can now evidence a **90% engagement** with the Protect solution, aiding them to achieve their staff well-being and compliance goals.

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“It’s a seamless interaction for the engineer and a very easy system to use. Now we have a solution in place that people don’t really have to think about using. It’s like an automatic function that is just part of their day-to-day role.”

– Carolyn Allin, Health and Safety Manager.

The Relationship

emh worked closely with Totalmobile to customise features of the solution, ensuring the system fully met emh’s specific requirements.

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“We have gone from a solution that was causing continuous issues to a seamless system which has high engagement and one the engineers wish to use.”

– Carolyn Allin, Health and Safety Manager.

A key benefit of the system is the ability for users to access two critical capabilities via one single application and user profile. The seamless integration of each solution has provided a higher quality user experience for engineers and enabled the company to enhance compliance standards. With smoother communication and fully integrated workflows, the company stays compliant while gaining a better perspective and control over field service delivery as it occurs.

Beyond this, other benefits emh homes gained through this solution focused on:

HOLD DOWN FOR
RED ALERT

The ability to raise red alerts. This is crucial for surveyors operating on their own in potentially high-risk sites or for emh engineers working solo.

Worker Down
Orientation Monitoring is not active.
Movement Monitoring is paused.

The 'man down' function helps ensure that staff in the field receive medical assistance and intervention as and when required, enhancing emh's duty of care.



Raise escalations ensures the safety of their field workers with personal safety events or service level disruption to be effectively reported and communicated.



Access to a self-service portal 24/7. This saves time and reduces operational costs by providing engineers access to centralised resources and folio access in one location, reducing the need for multiple visits.



Dashboards for the management team stream vital service information into one place. This empowers management with more powerful insights and real-time reporting on operational performance and safety compliance.



Easy-to-use SOS Fobs & Name Badges allowing emh to use whichever device best suits their field workers and the nature of work. This offers flexibility on an individual, or team basis rather than a 'one-size fits all' approach.



Seamless integration across departments, allowing data to be quickly shared and tailored among different teams and departments. This improves information flow within the organisation, improving access to pertinent information and driving overall improvements in operational speed and efficiency.



Flexibility within the system allows emh to personalise the app for their use, tailored to the individual or team needs.

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*“The introduction of Protect has considerably increased the usage of a lone worker solution within emh. With an integration with Connect, we are now seeing almost **90%** of engineers updating their status.”*

- David Shaw, Head of Asset Management & Maintenance.

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“The integration of two solutions from Totalmobile has saved us time and money. The job management and lone worker protection integration has been fantastic and allowed us to stay compliant whilst completing jobs for our clients on time”.

- David Shaw, Head of Asset Management & Maintenance.



What's Next?

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