

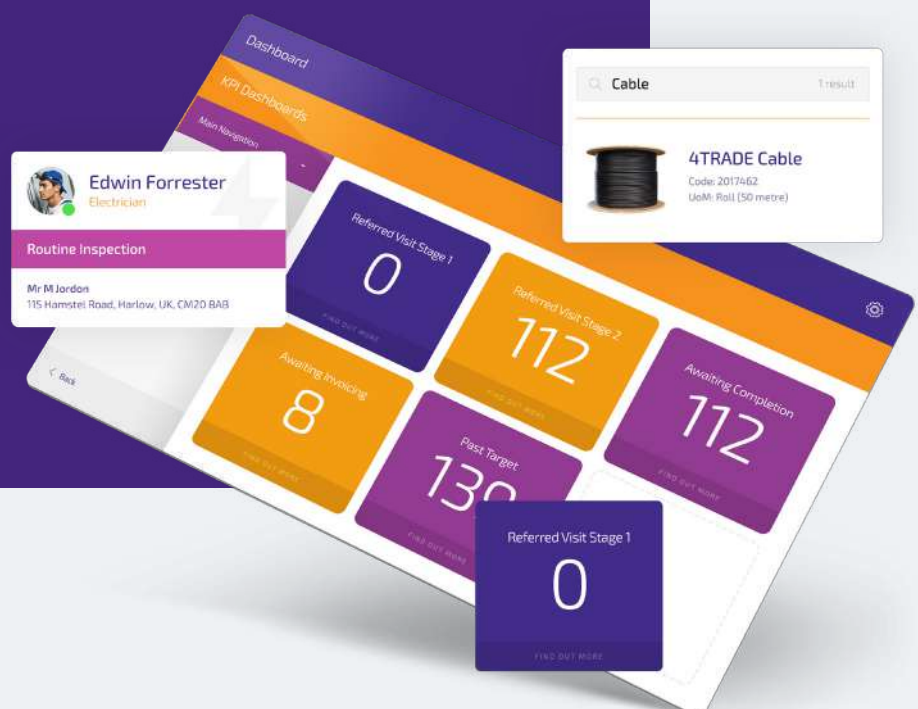


Totalmobile



A Complete Housing Solution for Local Government

Through a state-of-the-art property management solution, learn how your Local Authority can transform how they improve the quality of social housing stock by increasing the capacity of their workforce and improving services to citizens.



Introduction



As it stands today local authorities face many challenges, with continuing budget pressures, staff shortages and growing demands for service the social housing sector is struggling.

In truth there is no quick fix that will solve all these issues immediately, however it is widely accepted that to deal with the growing challenges, the adoption of modern technology needs to be accelerated. Can the implementation of a property management solution transform service delivery and enable an improved customer experience?

Advances in technology offer opportunities to improve the services provided to its tenants and partners alike. Digital transformation programs use these advances to fundamentally change the way a housing department works, using smart technology investments to streamline and refocus the services offered.

This can create efficiencies that will directly translate into operational cost savings, improvements in productivity, and when deployed correctly, increases in customer satisfaction.



Challenges

We speak to many housing organisations and the one thing consistent throughout are the challenges they face as a department. How many of these sounds familiar to you?

- An increased demand with an existing backlog of repairs
- Increasing regulations surrounding the management and quality of housing stock
- Enhanced safety regulations protecting the safety of staff
- Inefficiencies in operations resulting in wasted visits and staff time
- Loss of revenue through high amount of voids
- Inefficiencies in stock management and the supply of materials
- Barriers managing sub-contractors
- Managing a complex business based on historical data rather than real-time data
- Outdated, not-fit-for purpose technology
- Complexities with recruiting and retaining staff

By taking a more forward-looking approach to the deployment of technology, your housing department will be able to better manage ongoing work, monitor job progress and identify any risks, as they occur all while delivering a higher standard of customer service.

Key Capabilities



Totalmobile provide a single, integrated solution encompassing work order management, mobile, dynamic scheduling and lone worker capabilities. It is the only solution on the market that has an integrated asset management capability that enables organisations to ensure compliance as all assets are managed and serviced in the appropriate timeframes.

The key features of our property management solution are:

Real-time Dashboards

Operational dashboards enable management to monitor ongoing work and ensure that residents are receiving the highest quality of service enabling proactive response to potential issues.



Asset Management

Automatically create jobs as required, before issuing them to the field operative and then updating the asset information once the work is complete enhancing the quality of asset data.

Integration Capabilities

The solution can integrate to any 3rd party back-office enabling the system to automatically raise and send purchase orders and track when they have been collected, driving improvements in the management of van stocks and streamlining the replenishment process.

Location	Work Category	Labour	Van Stock	Order Reference	Subcontractor
Thames Valley	Electrical	Electrical	Electrical	12345678	ABCDEF
West London	Plumbing	Plumbing	Plumbing	87654321	GHIJKL
North	Painting	Painting	Painting	21098765	MNOPQR
East London	Roofing	Roofing	Roofing	54321098	STUVWX
South	Landscaping	Landscaping	Landscaping	98765432	YZABCD
West Midlands	General	General	General	32109876	EFGHIJ
North East	Maintenance	Maintenance	Maintenance	65432109	KLMNOP
Yorkshire	Repairs	Repairs	Repairs	09876543	QRSTUV

Job Management

A fully integrated solution that includes job management, job costing, mobile and dynamic scheduling capabilities enabling you to manage assets, better control contractors, invoice quicker and maximise the efficiency of service delivery.

Remote Assist

The ability to provide remote support via video, enables organisations to triage the job, reduce unnecessary visits where possible and where a visit is required, first time fix rates are improved as there is a greater understanding of what is required.

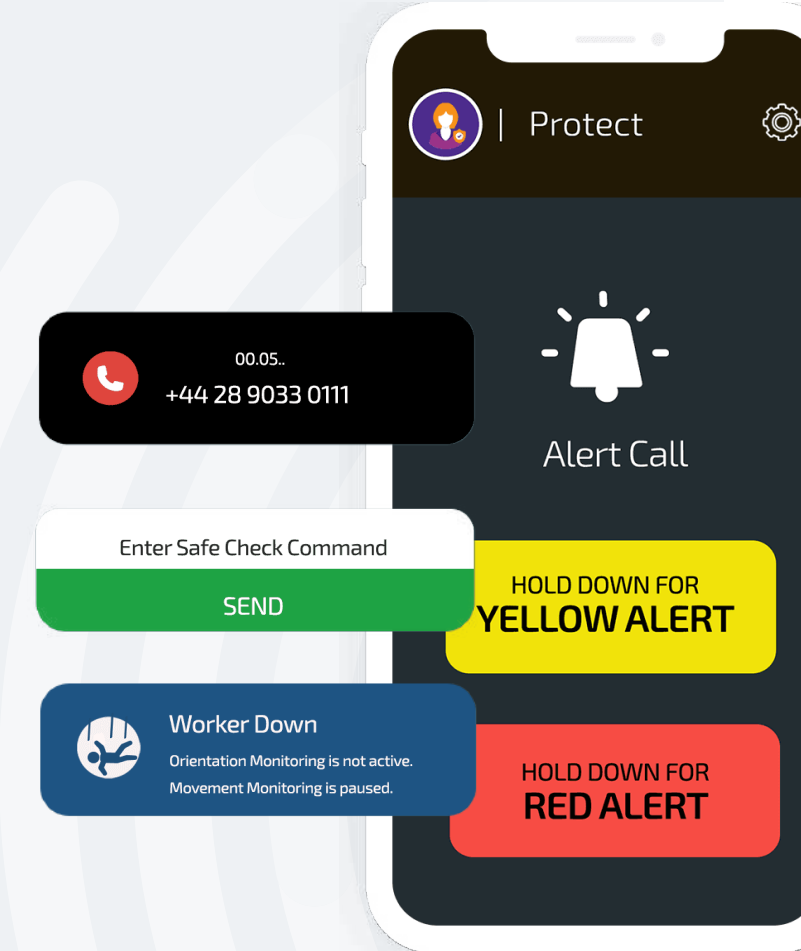
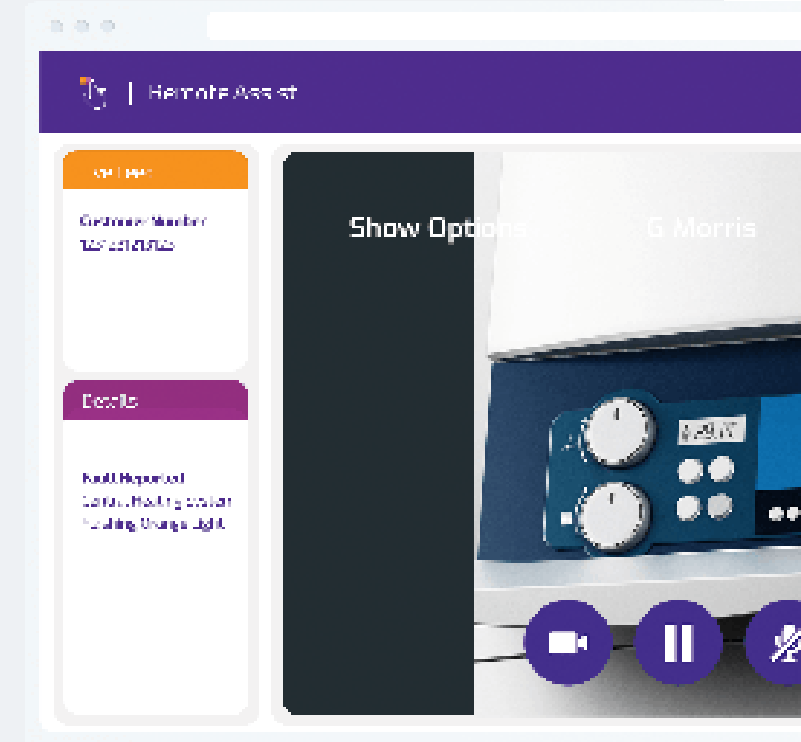
Lone Worker Protection

Monitor and support the wellbeing of your remote workforce and receive alerts from any concerned employee who is operating in a high-risk environment.

DEMO OUR SOLUTION TODAY












Follow the QR code to reach our product experts



Benefits

Totalmobile's property management solution offers a modern, high-quality user experience and this can drive a range of benefits for your organisation and your service users. Some of the benefits our customers are realising after deployment of the solution are:

-  Increased capacity of their workforce
-  Increased 1st time fix and enhanced customer satisfaction
-  Increased revenue and profitability by reducing end-to-end void times
-  Providing staff with a better way of working
-  Reviewing & evidencing performance to assure it complies with standards
-  Better management of stock
-  Staff retention and reduction in absenteeism
-  Increased and better communication with staff and tenants
-  Real-time view of progress on sub-contracted work

 **42%** of the top 50 Housing providers use our technology to manage their housing stock

 Our software is used to support services to over **1 million homes** across the UK

 Drives an average **43%** reduction in missed work reports and **100%** adherence to compliance processes

 Provides a **30%** improvement across crucial customer satisfaction metrics

 Drives a **15%** reduction in carbon emissions

The Field Service Management Platform

The Totalmobile platform is built on a series of core technical principles to ensure users receive an exceptional user experience that is underpinned by integration, stability and a dedication to innovation.

The platform integrates with all existing enterprise IT systems, enhancing the quality, accuracy and value of data.

Vitality our platform-based approach to field service management empowers our customers to drive benefits across core strategic priorities such as:



Demand
Job Management
Solution



People
Workforce Rostering
Solution



Planning of Work
Dynamic Workforce
Scheduling Solution



Delivery of Work
Mobile Workforce
Management Solution



Lone Worker
Protection Solution



Understanding
Data Analytics &
Business Intelligence





Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE



TO BEGIN THE EXPERIENCE

Marketing Team Contact

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