



Totalmobile

CASE STUDY

County Broadband

Achieving excellence in field service delivery of Fibre Broadband to premises.



Overview

County Broadband builds and lays fibre to rural communities in the East of England, enabling this region access to Superfast Broadband.

The company has been building connectivity infrastructure for 20 years and have been working with Totalmobile as their workforce management solution provider for the past six years.

A Strategic Partnership

County Broadband chose Totalmobile as it's connectivity partner due to our expertise in work force management and by allowing real-time visibility and tracking to both their employee base and their sub-contractors. They were specifically interested in selecting a partner that reflects their own organisational values in providing excellence in service both to their end customers and also their employees.

"We select partners based on our people relationship... it's important they share the same values, work in a similar way and easy to talk to when we need them..."

CHRIS DAVIES, CIO, COUNTY BROADBAND



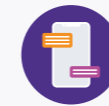
Benefits



The effective management of an array of activities meeting guaranteed compliance objectives including- surveys, health & safety audits, quality assurance, in-home connections all done in the ecosystem of Totalmobile.



Real-time visibility of all activities from back-office scheduling of work to understanding how work is being completed in the field - this provides a 'consistent view of activity' with which County Broadband can build robust processes against an ever changing environment.



Totalmobile's technology has enabled over 141,000 photos to be uploaded from their field devices over a 90 day period – ensuring subcontractors have carried out fully compliant work, to a highest standard.





Enabling our Customers to Succeed

In order for County Broadband to deliver connectivity to their customers while meeting operational compliance they must continuously improve in order to meet their strategic objectives.

“Through Totalmobile's field service management solution and the agile and responsive way we can manage critical issues with our customers is commendable.”

“We couldn't do without Totalmobile, you provide us with expertise in connectivity, efficiency and effectiveness.”

CHRIS DAVIES, CHIEF INFORMATION OFFICER, COUNTY BROADBAND



What's Next?

To learn more about our products & solutions , visit
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