



Field Service Intelligence

Real-Time Understanding of Past, Present & Future Field Service Delivery.



Leverage the power of INSTANT DATA

One Single Version of Truth

Take Action in the Most Impactful Areas

Introducing Insight



FIELD SERVICE INTELLIGENCE

Track service performance data across your organisation with Insight, our complete field service intelligence solution. Insight collects, interprets and presents comprehensive and easy-to-understand service data matched with recommendations. This empowers your teams to confidently make decisions based on a clear, real-time view of field service delivery.



Superior Operational Strategy

Make better, data-backed decisions that transform your service delivery with field service intelligence. By analysing past, present, and future service trends, your operational performance is revealed, enabling your team to react immediately to challenges in the field. Crucial operational information is accessible through detailed and interconnected dashboards, providing situational context and enabling root-cause analysis. Operations managers can benchmark past performance and uncover new opportunities for longer-term strategic improvements.

At its core, Insight drives tangible operational gains that:



Maximise 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.



Enhance Service Compliance

Uncover new ways to continuously improve your service compliance, continuity and SLA achievement - driving long-term loyalty.




Identify Areas for Improvement

Identify trends, both positive and negative, across your operation and make changes that improve employee performance, increase customer satisfaction, and safeguard the bottom line.


The Challenges Organisations Face Today

Delivering **exceptional service** is a complex endeavour. Decision making must constantly adjust to changes in operational conditions. Internal pressure to deliver more with less and external pressure from customers and the broader market creates a constant, long-term demand for more efficient and effective service delivery.


Exceptional field service management requires a real-time understanding of vital operational metrics:




Workload planning




Resource availability




Schedule efficiency



Positive service outcomes



Customer satisfaction levels



First-time fix rates

Manually inferring insight from these disparate data sources is time and labour-intensive and rarely isolates the root cause of the latest challenge.

When service leaders have a real-time, bird's eye view of their organisation's actual landscape, they can begin to see where their service model is working— and where it needs retooling.

Key Feature Overview



Exceptional field service requires a real-time understanding of service delivery as it occurs. Insight delivers an unprecedented command of real-time operational performance, providing a detailed overview of historical service delivery and identifying key trends that impact future service quality.

By delivering automated analysis of field service data, Insight empowers your teams to make fact-based improvements at the right time. The range of capabilities allows you to react immediately to challenges in the field while revealing new opportunities for longer-term strategic enhancements.



Real-Time Service Updates

Insight lets users review everything happening during service delivery in real-time. Users can view multiple performance metrics via one comprehensive dashboard while highlighting potential areas of risk that need attention. These real-time service updates empower organisations with a complete understanding of service delivery. Better service quality and achieving all KPIs is possible thanks to proactive, timely decisions and rapid escalation of highlighted risks.



Real-Time Risk Management

Insight provides a visual way to spot inconsistencies and issues before they arise. Real-time risk management enables you to proactively make changes to the service plan as the day unfolds and keep your workforce productive and compliant. Insight has inbuilt KPIs with configurable thresholds that alert you to issues as they occur. Visualised RAG (Red, Amber and Green) status indicators provide an instant performance indicator, so you know where to focus.




Employee Performance Management

Insight enables you to take a continuous improvement approach to manage your greatest asset – your employees. Reviewing the work of individual employees, teams or regions over time allows you to benchmark performance, share best practices, spot training needs, and reveal employees warranting reward and promotion. You can analyse performance metrics that are important to you, understanding what drives excellent service performance.

Insight
Wednesday 12:00 July 20

Plan
Opportunity & Jeopardy

Opportunity	
Worker Name	Worker ID
Alex	2324
John	2746
Garvin	4091
Will	3882
Shaun	5002
Joe	1126
Steve	0777
Anne	2407
Jane	0344
Tracy	5911
Sam	2178



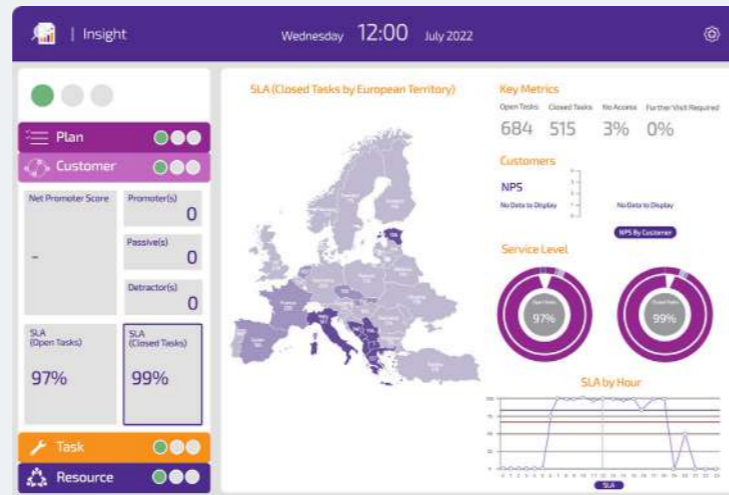
Executive Overview Dashboard

Insight enables users to review every aspect of service delivery in detail. The executive dashboards feature tailored deep operational insights into one simplified version displaying the most relevant data and highlighting areas that require attention. You can see how well each service aspect performs and where to focus your efforts when they are most needed.



Trend Identification & Guidance

Insight 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 action case. Future operational uplift predictions support this by analysing operational big data to determine more than the eye can see. Using a combination of artificial intelligence and machine learning, Insight exposes hidden long-term trends and recommends the necessary actions to improve future service delivery.



DEMO INSIGHT TODAY



Follow the QR code to see our Insight demo



Benefits of Insight

Insight enables you to make changes that have a meaningful impact, keeping you one step ahead of the competition. A deep understanding of operational performance ensures you can have confidence that business change initiatives will deliver the best returns and consistently exceptional service.



Never Miss an SLA

With the ability to customise reports to change focus, you can access information such as; jobs completed, job success rate, customer service score, productivity score and SLA compliance via easy to understand, role specific dashboards. This information can then be reviewed across a range of elements, including geographical regions, team level and individual field worker performance.



Get The Most Out Of Your Data

Insight clearly highlights trends, recurring poor performance and areas of potential risk, enabling you to extract the most value from the data available and achieve continuous improvement across all areas relating to service delivery.



Real-Time Operational Intelligence

Insight provides genuine real-time data that enables users to review everything that is happening in their business, as it happens. With this information easily available, you can make timely decisions, or escalate highlighted risks, to proactively make the changes required to ensure service quality and the achievement of all KPIs.



Stakeholder Support

The executive dashboards, provided by Insight, provides a quick and easy to read version of the solution that displays the most relevant data and highlights areas that require attention to your management teams. Decision making rapidly benefits in speed and quality.

From tactical, on-the-spot corrective actions to longer-term evolution of service strategy, Insight maximises operational efficiency and customer satisfaction.



KONICA MINOLTA

KONICA MINOLTA

Ensuring daily first-time fix rate targets were met was a primary focus for Konica Minolta, supplemented with contextual task completion rates.

Insight delivered success metrics on a by-team and by-worker basis:

- > Staff attrition reduced by **50%**
- > The average work score metric increased by **10%**
- > Increased output equivalent to **100** extra workers
- > Effective reporting reduced travel hours by **3%**
- > Employee engagement programme **developed**
- > Improved **customer service** and **productivity**

An estimated yearly ROI of **£5.5million**

A **33%** increase in tasks carried out per day

NPS scores consistently over **80%**



BAXI

BAXI

Improving customer experience to increase satisfaction and, ultimately, contract sales was the goal of Baxi's field service operations team.

Insight enabled Baxi to set objectives and strategies to reach these goals using actual business performance data. The results speak for themselves:

- > Released the additional capacity of **40** extra staff
- > Average times for engineer revisit fell from **6 days to 3.5 days**
- > Call centre response time of **90%** answered within SLA
- > The customer experience metric, NPS, improved from **68 to 72**

Contract sales grew by **5,000** sales per month

A **25%** improvement in visit response time

A **21%** increase in workforce productivity



The Field Service Management Platform

Insight is part of the Totalmobile Platform, a fully integrated field service management platform enabling providers to transform each stage of service delivery.

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

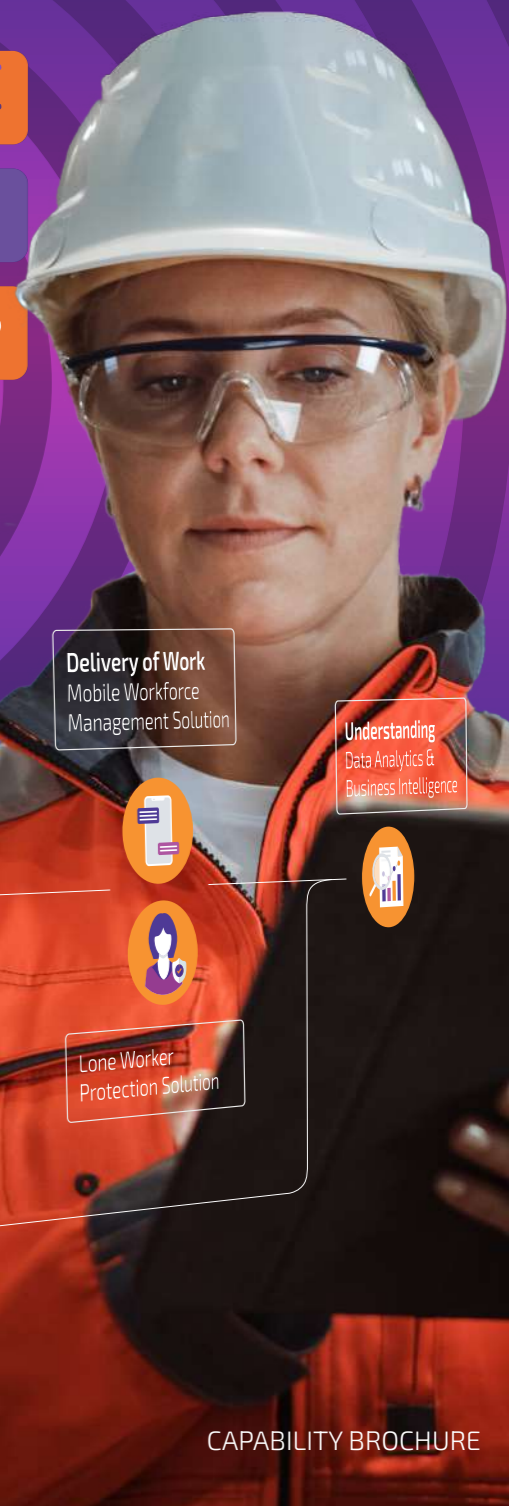
Delivery of Work
Mobile Workforce Management Solution



Lone Worker
Protection Solution



Understanding
Data Analytics & Business Intelligence





Totalmobile

Contact Us

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

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

FOLLOW THE QR CODE TO



**DEMO ALL OF OUR PRODUCTS
WITHIN OUR PLATFORM**

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