



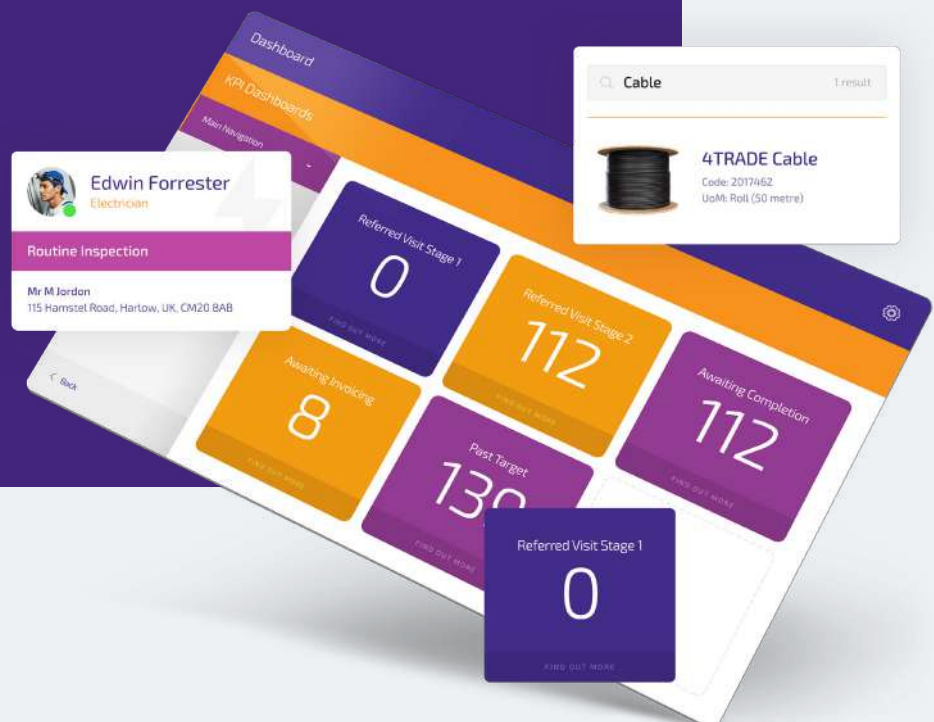
Totalmobile



CONNECT

Job & Work Order Management Solution

A complete cloud-based work order management system providing a comprehensive range of capabilities via one fully integrated solution.

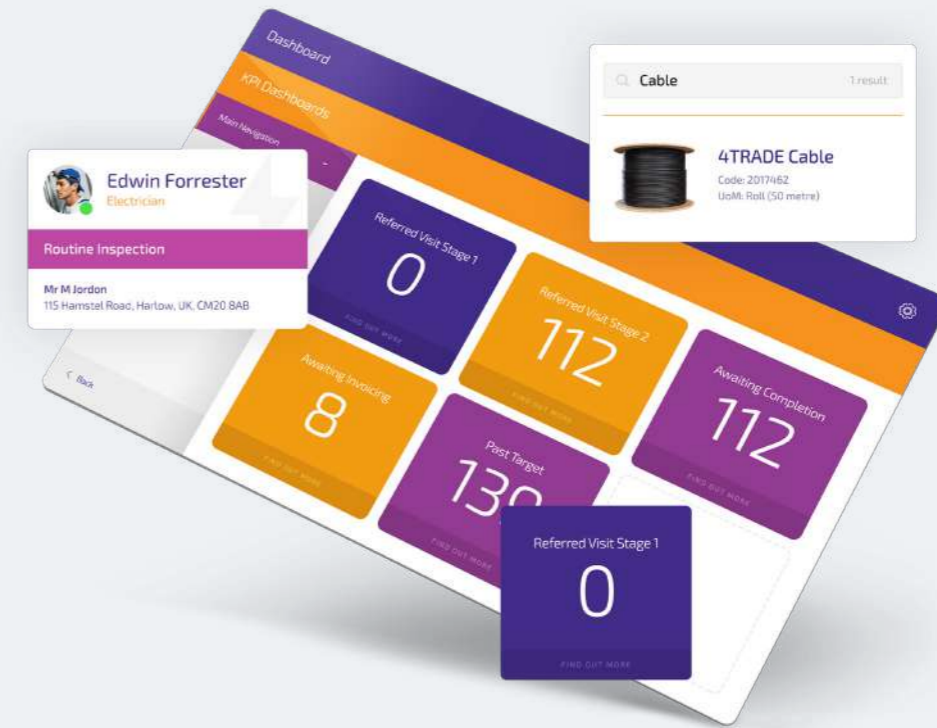
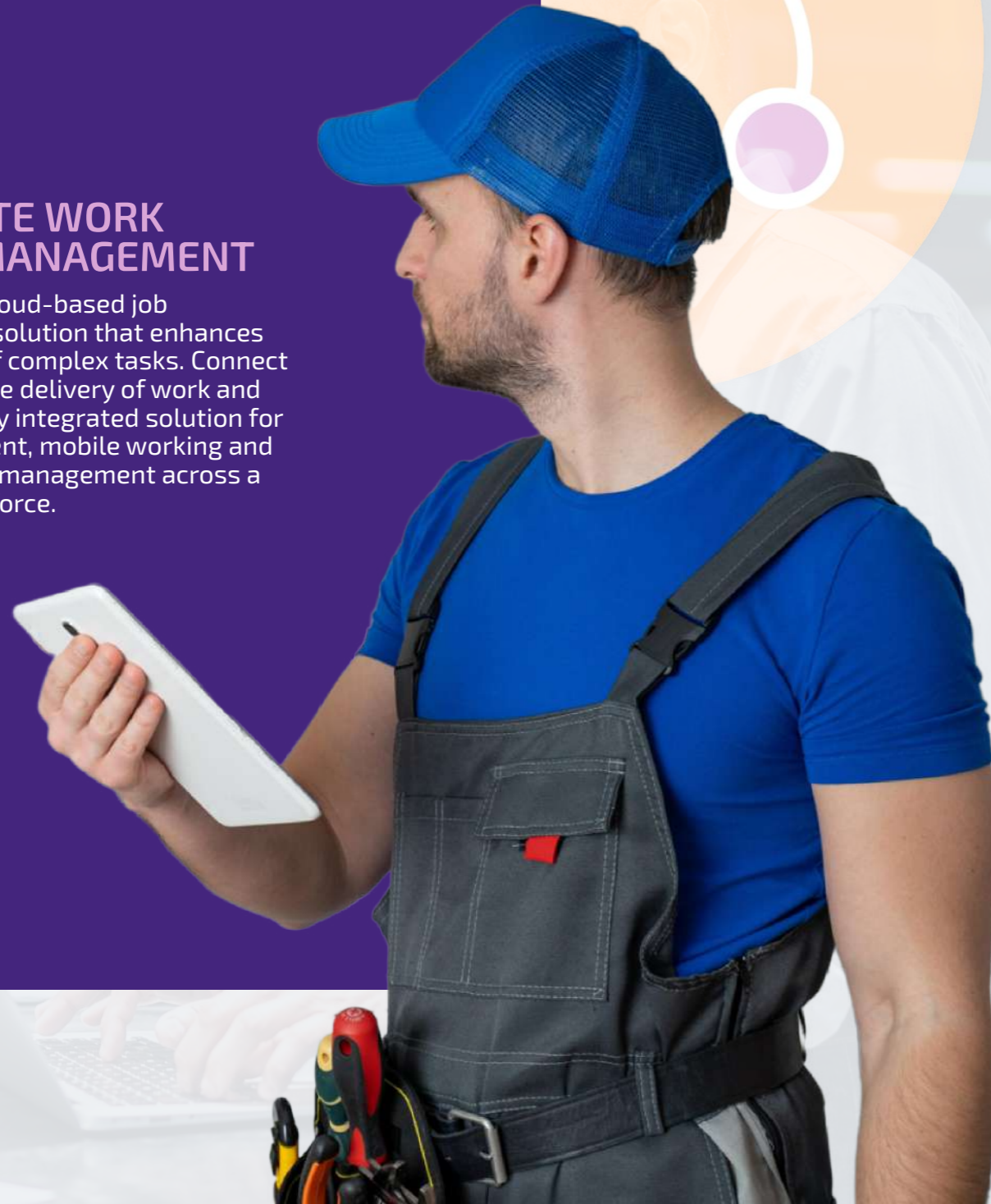


Introducing Connect



COMPLETE WORK ORDER MANAGEMENT

Connect is a cloud-based job management solution that enhances your control of complex tasks. Connect streamlines the delivery of work and provides a fully integrated solution for job management, mobile working and housing stock management across a blended workforce.



Streamline How You Create, Progress & Record Work Orders

Connect lets you create, manage and track work orders through one singular interface. Rather than taking a historical view of service delivery, Connect empowers you with a real-time, forward-looking view of service delivery. This enables you to better monitor your operation, identify risks and pursue action which maintains high-performance standards.



Better Control Costs

Closely monitor operational costs in real-time. With a complete view of the entire job lifecycle, your teams can manage assets, better control contractors, invoice quicker, and have one source of truth for all service activities - reducing overall operational expense.



Improve Workforce Productivity

The basics done brilliantly, you can better manage items of work and remove admin tasks that don't add value. The result is a workforce with more time to focus on customer service and the task at hand.



Customer Engagement

Connect empowers your organisation to take a customer-centric approach to service delivery at every step. Your customers are consistently engaged, ensuring the service received works around their needs. This elevates the value of your service and meets the rising expectations placed on modern service providers.



Visibility of Performance

Live insights provide crucial performance data, enabling your management teams to ensure all compliance standards are being met. This provides a basis for continuous improvement.

The Challenges Service Organisations Face Today

Delivering **exceptional service** is a complex endeavour. Customers expect high-quality service that works around them with a desire for engagement at every step. If a technician is en-route to your property, you want to be sure it's at a time that suits you. Your customers are no different.

With rising expectations, organisations like yours may be feeling the pinch when it comes to satisfying customer expectations. This is often down to:



Outdated job management technology that doesn't take advantage of recent digital innovations.



Historical view of service delivered, meaning errors are only highlighted after the incident rather than as it's happening.



Disparate systems prevent capabilities from being shared across your operation, leading to a fragmented, unreliable IT landscape.



Limited access to data in the field hampers the delivery of service. Workers operating without complete access to job or asset information may not be able to complete jobs as quickly as promised.

The best job management systems are flexible, scalable, and user-friendly enough to be quickly adopted by your workforce. By placing compliance at the core, your workforce is better informed and able to deliver a service which meets a changing regulatory landscape.

Key Feature Overview



Connect is a comprehensive, scalable and flexible job management solution. A range of core capabilities ensure that Connect is the most comprehensive work order management solution on the market:



Job Status Dashboards

Get real-time service insights with Connect's task-specific dashboards. Risk reports and action items are constantly updated, helping you deliver efficient services consistently. Stay on top of potential issues with color-coded tiles that allow you to drill down for more details and act quickly.



Accurate Job Costings

Cost a job there and then. Connect drives precise commercial data, providing a line-by-line breakdown of each work area. Further details can then be accessed, such as the total cost of a job over time and any margin that will be made. You can better control costs and run reports as required, enhancing cost transparency and auditability.



Asset Compliance Overview

Connect arms you with a strong focus on the compliance requirements surrounding assets and facilities. Live dashboards highlight existing or upcoming compliance issues, such as an asset about to move past its compliance timeframe.



Stock Management

As your operatives progress through their working day, Connect provides complete visibility of all the material usage, enhancing the stock management processes. With regular cycle counts, field workers are encouraged to check and record their stock levels via the solution. This enables organisations to undertake frequent and accurate stock counts while also gaining visibility of any discrepancies.



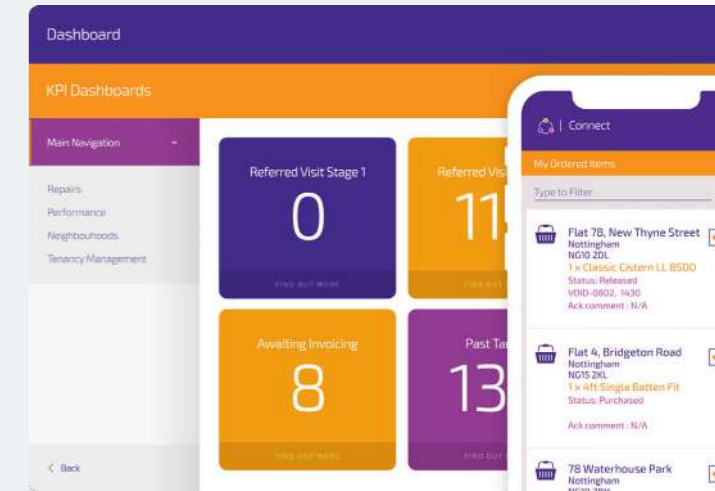
Supply Chain Management

You can manage inventory and streamline replenishment processes effortlessly. Connect can automatically order materials based on usage and native integration with all your suppliers. This integration enables Connect to automatically raise and send purchase orders to your suppliers and track collection and inventory logging.



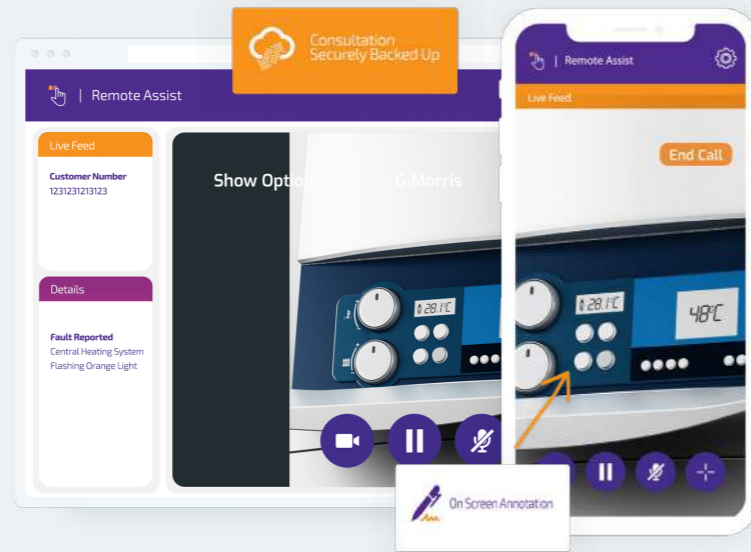
Project and Complex Use Case Management

Keep your project progressing and on schedule with Connect. Milestone tracking lets you easily manage complex projects. Break down larger projects into multiple phases and receive status updates after each step. Escalate any issues that put the project at risk to your teams to address.



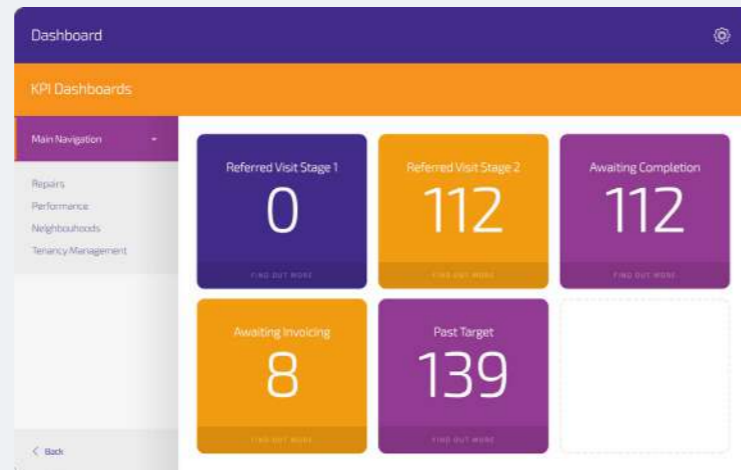
Remote Assist

Connect your customers with dedicated technical support officers via live video stream. Get remote support and advice to help solve simple issues. This reduces unnecessary visits and improves first-time fixes. Record and store all call details for later reference. Improve customer satisfaction and communication with peer-to-peer support.



Self-Service Portal

Put your customers at the centre of your service with Connect's self-service portal. Empower your tenants, customers, and service users to log and report issues quickly and in their own time. Keep track of job progress and improve engagement with your customers and housing association via two way communication and regular status updates.



DEMO CONNECT TODAY



Follow the QR code to see our Connect demo

Benefits of Connect

Connect offers a modern, high-quality user experience that enables your organisation to manage ongoing work better, monitor job progress, and identify risks as they occur. This drives a range of benefits for your organisation and service users.



Compliance with standards

With enhanced control and increased visibility of the job management process, Connect identifies and deals with risks early, ensuring timely service delivery that meets required standards.



Workforce productivity

Streamlining processes and automating admin tasks frees up field workers to focus on delivering quality services, improving their productivity.



Service Efficiency

Connect provides improved visibility and control over operational costs, allowing organisations to track expenditure closely and ensure efficient service delivery while identifying areas of inefficient spending.



Customer Satisfaction

By delivering services promptly, enhancing first-time fixes, and improving communication with customers, Connect boosts the satisfaction of service delivery.



Customer Engagement

Connect's focus on managing and meeting expectations, including timely service delivery and effective communication, drives customer engagement, leading to higher satisfaction levels.

DEMO CONNECT TODAY



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FORTEM SOLUTIONS

Fortem Solutions implemented Connect to enhance service operations across 40+ social housing clients across the UK. Following a successful Mobilise implementation in 2018, Fortem expanded this contract to implement Connect. This was to digitalise communications with subcontractors and provide a faster, smoother appointment process for customers. Learn more:



Appointment & diary optimisation to **increase the number of jobs** a Fortem technician can achieve daily

The day before adopting Connect, there were 977 jobs unappointed. Just eight weeks later, that number dropped to **50**

Employee engagement programme **developed**

Improved **customer service** and **productivity**



SHEFFIELD CITY COUNCIL

With a population of over 730,000 Sheffield City Council is England's third largest district authority. Sheffield City Council implemented Connect to streamline housing repair workflows across 44,000 council houses and 200,000 annual repairs. Learn more:



Maximised **operational efficiencies**, reducing **vehicle travel time**, and **CO2 emissions**

One singular user-friendly interface allowed **better data integration** and elimination of duplicate systems

Saved time on paper-based processes, freeing up repair teams to complete more jobs and reduced manual data entry

The Field Service Management Platform

Connect 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:

- COST BASE**
- STAFF ENGAGEMENT**
- WORKFORCE CAPACITY**
- SERVICE COMPLIANCE**
- CUSTOMER SATISFACTION**
- ESG**

Demand
Job Management Solution



People
Workforce Rostering Solution



Delivery of Work
Mobile Workforce Management Solution



Planning of Work
Dynamic Workforce Scheduling 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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