

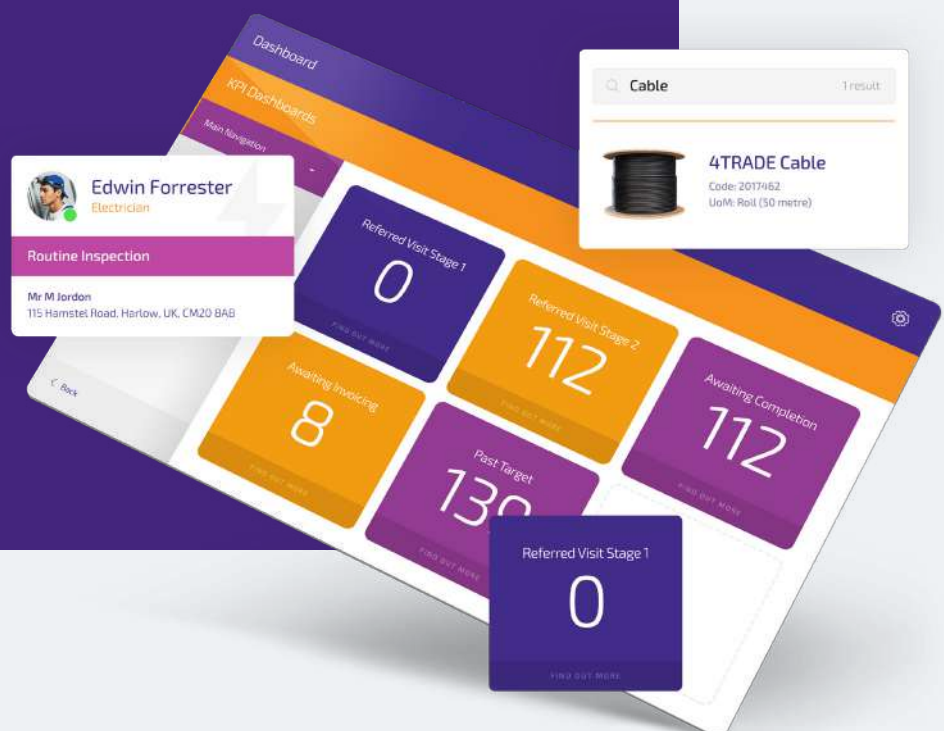


Totalmobile



A Complete End to End Housing Solution

Providing a property management solution that features a wide range of field service capabilities, housing organisations can take a complete approach to the optimisation of responsive repairs, voids management, planned works and asset management services.



Introduction



We empower housing providers to deliver an effective repairs and maintenance service, that complies with all health and safety requirements and ensures the provision of high-quality housing to tenants.

The housing sector is currently facing a diverse range of challenges. This includes a sustained period of legislative change, much of which has been prompted by the Grenfell Tower fire and evidence of clear signs of sluggish productivity post-pandemic, with sluggish productivity causing some organisations to outsource maintenance work at increasing cost.

Lack of visibility in reporting on voids and bad debts in annual reports has meant void turnarounds are taking much longer, limiting the availability of housing. And let's not forget, tenant expectations remain as high as ever.

With this diverse range of challenges, it's no surprise that social housing providers are increasingly turning towards innovation and strategic technology partners to transform housing management services and streamline repairs. This is in a bid to keep operational costs low and deliver high-quality, tenant-focused services.



Challenges

Do any of the below challenges sound familiar to your organisation, can you relate to them? These are a handful of challenges we frequently hear of from our customers.

- Pending introduction of the new Social Housing Bill
- Enhancing legislative pressure for all providers
- Growing pressure to ensure delivery of quality housing stock for everyone
- The need to shift spend from reactive repairs to planned & retrofit
- Enhanced Safety regulations – EPC targets by 2030 and Net Zero Carbon by 2050
- Transition to be more sustainable planned maintenance focus
- The need to create operational efficiencies to fund future spend
- Challenges around recruiting and retaining staff to ensure a full headcount
- Managing Sub-contractors and ensure visibility over the completion of work
- Outdated system which are not fit for purpose

Totalmobile's comprehensive solutions empower Housing Associations to tackle these challenges head-on by optimising responsive repairs, voids management, planned works, and asset management services. The platform ensures full compliance with health and safety requirements and provides a solid foundation for meeting stringent environmental targets.

Key Capabilities



Totalmobile provides a single comprehensive and integrated platform solution for housing associations, our primary purpose is to help organisations manage all their activities and the delivery and compliance of those activities whilst increasing how we harness the data. This provides much more of a strategic insight into operations, efficiencies and ensure understanding of the status of properties.

The key features of our property management solution are:

Job & Asset Management

Front office, field teams and back-office functions including compliance, as well as asset management. We are putting the property at the heart of the solution so all the interactions with that property, whether its reactive or planned, or generated from the tenant or the landlords, we have all the information in one single place.

Mobile Working

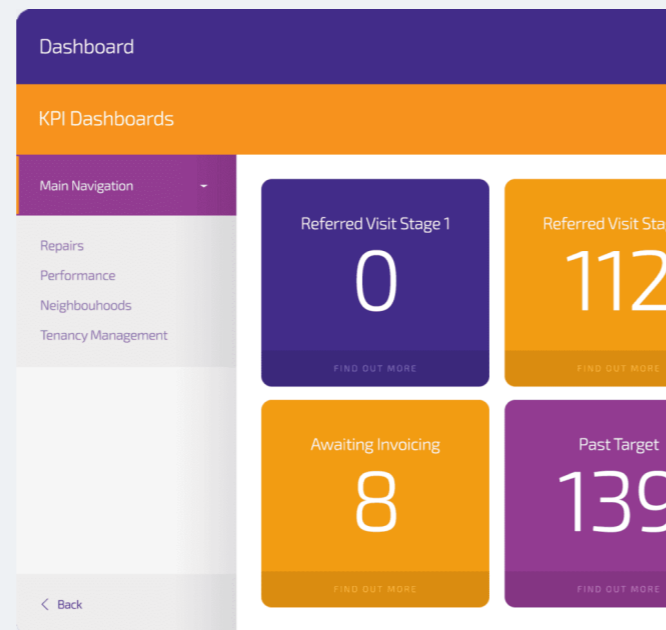
Designed around the needs of the mobile worker, our solution provides a mobile working capability that empowers your field workforce to capture intelligent data and access the information needed to deliver services efficiently, first time.

Scheduling

Dynamic workforce scheduling enabling organisations to better meet service demands with the resources available, optimise provides a scheduling solution that ensures the most efficient allocation of staff to achieve complex scheduling goals, while maintaining the ability to rapidly react to required changes during the day

Field service intelligence

A complete field service intelligence solution, that enables housing provides to gain a full understanding of past, present and future service delivery. Specialised in providing in-depth access to real time data, organisations gain unprecedented visibility to all aspects of service delivery and employee performance. This ensures that key information is available at the right time, to enable effective decisions, enhance field service performance and drive true operational value



Lone Worker Protection

A fully managed lone worker solution that provides lone workers with the ability to raise alerts, contact an Alarm Receiving Centre (ARC) and request emergency assistance if required.

Rostering

A flexible and comprehensive rostering solution that enables housing providers to effectively manage staff to meet specific and complex rostering requirements. Empowering organisations to take a modern and mixed approach to the make-up of their workforce, the single solution manages all staff to ensure the right people, with the appropriate skills are assigned to the required locations and shifts to ensure the delivery of high quality of services.

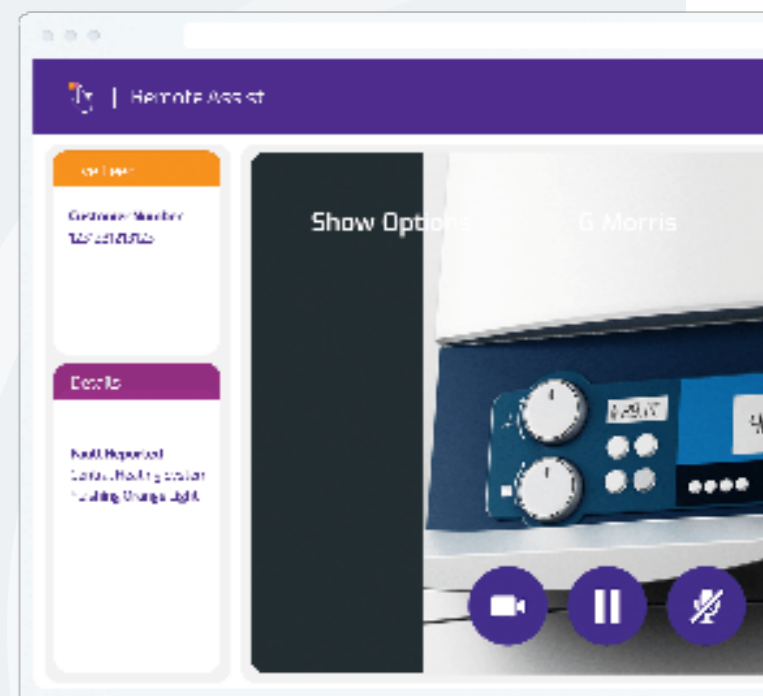
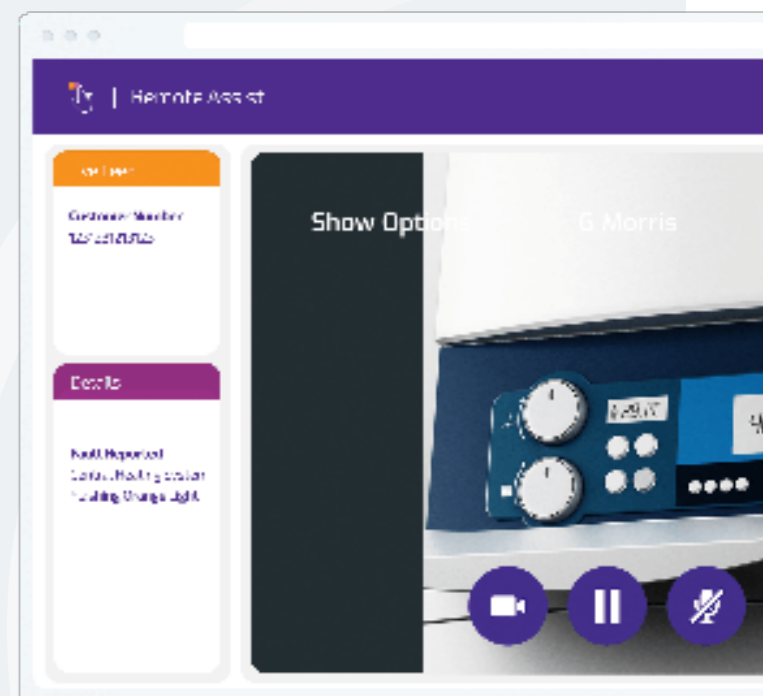
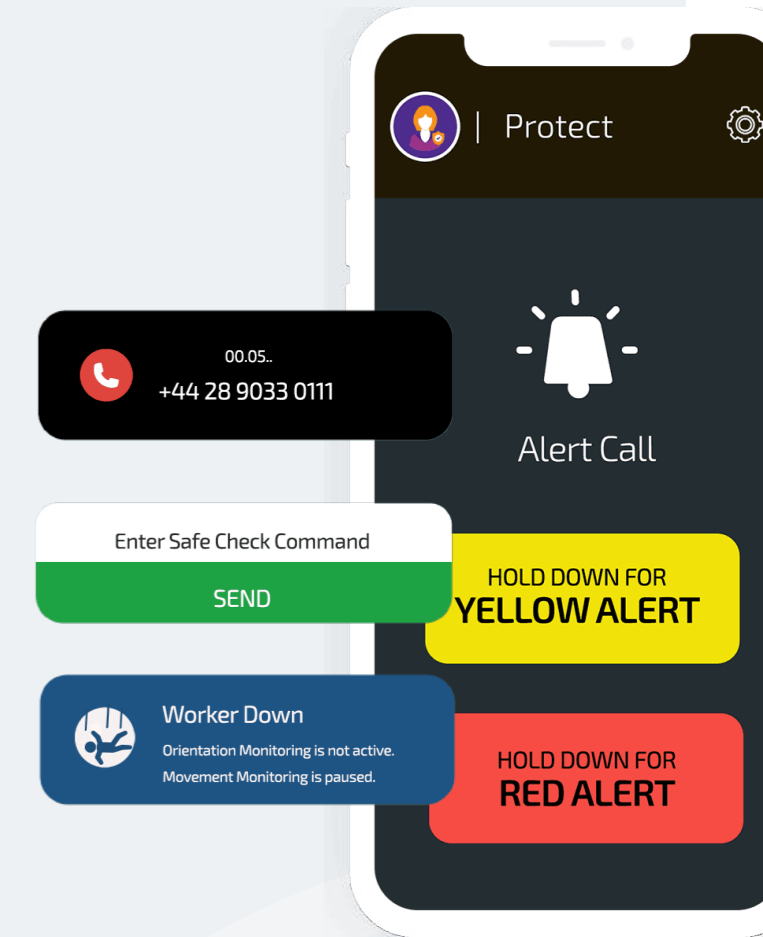
Remote Assist

The ability to provide remote support via video, enables organisations to 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.

DEMO OUR SOLUTION TODAY











Follow the QR code to reach our product experts



Benefits

Totalmobile's property management solution offers organisations the technology to support their business to become more agile, by providing a single consolidated platform solution for housing associations which is fully configured to their needs. This is also the only solution on the market which has an integrated asset management capability, enabling organisations to ensure compliance of all their assets in one single solution. Totalmobile empowers the users within the organisations to develop their business processes and allowing them to change, evolve and scale over time. We have a clear understanding of the sector and provide a service to suit their needs whilst giving the user full ownership.

-  Provide an increased visibility of accurate and timely data
-  Enhanced productivity and efficiency resulting in the better management of housing stock
-  Real time visibility of what is happening across in-day service delivery
-  Increase in first-time fix rates
-  Consolidation of multiple solutions resulting in a more stable and manageable solution
-  Provide staff with a better way of working helping improve retention and recruitment
-  Increase revenue by reducing end-to-end void times
-  Evidence performance and compliance of the service delivered by the organisation

 **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

 Delivering services to over **190** Housing Associations

 Saving our customers **£1 million** per annum

 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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