



Totalmobile

CASE STUDY

City of Edinburgh Council



Background

The City of Edinburgh Council is one of the largest local authorities in the UK, with over 17,000 staff providing high-quality services to nearly 500,000 people.

Like many Local Authorities across the UK, the City of Edinburgh Council is facing a range of challenges across its portfolio of services, including budget pressures, increasing demand for services and rising customer expectations. The City of Edinburgh Council is working with its transformation partners Totalmobile and CGI to address these challenges through digital innovation.

In 2019, working in partnership with CGI, the Council began implementing Totalmobile's mobile working solution to digitally transform the operations of its Social Housing Repairs & Maintenance service. Through the digitisation of their previously paper-based processes they have access to real-time information and are now able to direct employees to the most urgent repairs each day.

The impact on the service has been positive, they now have even more access to job information in the field and they can call up additional information to view previous jobs, photos, and previous certifications.

In using the mobile workforce management solution, the council has been able to develop forms and replace paperwork, saving operatives time each day as well as reducing the risk of data loss. Forms such as vehicle checks and safety certification are all completed on their mobile device.

Skip forward to 2023, and this project is now into its third phase of value delivery, finding new and innovative ways to improve efficiency and service quality through a continuous approach to digital transformation.



Challenges

In earlier phases of the transformation, there was a manual process to convert contact centre requests from tenants into actionable tasks for social housing repairs operatives. Call handlers had to look up Schedule of Rates, key it into the housing system, and then re-key it into the CRM system, before scheduling the task to a member of staff in the field.

Tenants were limited to contact centre opening hours when seeking to request a repair. This process generated additional administration effort for the Council, and inconvenience for tenants, who in today's climate, expect a seamless digital experience. The council relied on manual processes to record key information regarding vulnerable people in social housing. Call handlers would key free type into the housing system to be retrospectively reported on.

Solution

Using modern open API's, the Council integrated Totalmobile with their citizen portal, case management and housing systems. Leveraging existing systems meant the Council were able to enhance their service offering without costly investment in new technologies or platforms.

The Council now has a truly online digital experience for social housing tenants, who can now log simple requests 24 hours a day and 365 days a year, selecting a time for the repair that suits them best.



Benefits

Since implementation the new integrated solution, the Council has experienced an increase in digital channel use of **15%**, allowing the contact centre team to handle winter call volumes without additional resources.

Service users now have access to report issues at a time to suit them, and the council is able to prioritise repairs to vulnerable people, based on accurate information, which is provided by the tenants themselves. The software has allowed the council to modernise service delivery, streamline processes, delivery a better way of working to all staff and increased the quality of service for their tenants.

Councillor Jane Meagher, Housing Convener added:

“Our housing repairs service is so vital with workers helping thousands of people to live safely and comfortably in their homes. Adopting Totalmobile is helping us to digitise and continuously develop the service for our tenants and members of our workforce, who are often visiting different parts of the city in one shift.

“We’ve found that operatives are now able to go about their day without having to return to the office to handle paperwork, as they can find out information about the homes they’re visiting quickly and easily while on the move.

“From a risk and compliance point of view, we’re reassured that data on our homes is very secure and held in one central point. Plus, the new smart damp sensors we’re installing will be plugged-in to the Totalmobile system, so that repair staff can be allocated to attend homes automatically, where needed. This will support our ongoing work to improve the condition of our 20,000 homes and our response to repairs.”

Plans for the Future

“We are delighted to continue working with The City of Edinburgh Council to support with their continuous approach to digital transformation” **commented Chris Hornung, Managing Director for Public Sector at Totalmobile.** “The introduction of our Connect solution will deliver immediate value and maximise the efficiency of service delivery”.

City of Edinburgh Council is dedicated to a programme of continuous innovations and will be rolling out the Totalmobile flagship Connect solution to their Empty Homes team next. Connect is a fully integrated solution encompassing work order management and mobile, dynamic scheduling. This will complement their existing working practices, helping deliver immediate value, while providing the ability to amend the solution as required to align to any changes to working practices.

Ultimately, the Council is considering fully utilising Totalmobile’s solution as an enterprise mobile working capability by rolling it out to more field-based services across the organisation. This could enable the benefits of mobile working to be experienced in all service areas.

Due to the value already being experienced by the council, and the potential for expansion, the City of Edinburgh Council is committed to mobile working as a key enabler to providing a greater quality of service to the citizens of Edinburgh.





What's Next?

To learn more about our products & solutions , visit <https://www.totalmobile.co.uk> or contact us on +44 28 9033 0111 or at marketing@totalmobile.co.uk

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