



Totalmobile

CASE STUDY

Plus Dane



Overview

A Game-Changing Impact

Plus Dane is a housing association with a social purpose. It employs almost 600 people and has over 13,500 homes across Merseyside and Cheshire. The organisation is ambitious, striving to provide the very best possible services to over 30,000 customers who live in its homes. Plus Dane is passionate about the positive impact it can have in communities.

The organisation has a strong track record as a specialist in affordable home ownership through HomesHub by Plus Dane, the home sales arm of the organisation.

In 2022, Plus Dane, a leading organisation in the housing sector, embarked on a journey to enhance operational efficiency and staff safety. After conducting an open tender process, it selected Totalmobile to meet its specific requirements, ultimately choosing the Protect solution.

For the past two years, Plus Dane has benefited from real-time updates regarding staff locations, allowing it to respond promptly to emergency situations and guarantee their employees' safety at all times. The Protect solution has become an essential component of Plus Dane's operations.









A Tailored Solution

Totalmobile's Lone Worker Protection solution was tailored specifically to meet Plus Dane's needs, emphasising lone worker safety and reducing administrative burdens with its fully comprehensive solution.

Totalmobile also created custom dashboards for Plus Dane's monthly client reports displaying logged tickets and their sources. The Totalmobile team worked closely with Plus Dane to select devices that fit their specific organisational purposes.

Key Achievements

-  **Streamlined Procurement:** Achieved a seamless procurement process thanks to Totalmobile's single point of contact.
-  **Device Robustness:** Zero issues reported with Protects devices, exceeding Plus Dane's expectations and an instance success with the team.
-  **Tailored Safety Solution:** Totalmobile's Protect app and fob was specifically customised to cater to Plus Dane staff's needs and preferences. Staff could choose the device that best suited their job role.
-  **Cost-Effective Solution:** Plus Dane has realised substantial savings on devices and products, contributing to overall financial efficiency of the taking on the solution.
-  **Efficiency and Support:** Totalmobile's dedicated support team provided first-class customer service to Plus Dane, going above and beyond to ensure 100% customer satisfaction in the solution's rollout.
-  **Administrative Relief:** Totalmobile handled all support aspects of implementing the software for Plus Dane, including device setup, report customisation, and information updates.



The Benefits Realised

By utilising Totalmobile's Protect solution, Plus Dane has improved workflow efficiency and boosted operational productivity.

Protect's comprehensive suite of safety features has also helped to ensure the well-being of Plus Dane's staff, reducing the risk of accidents and injuries whilst in the field. With the Protect solution, Plus Dane can promptly address safety concerns through real-time tracking and monitoring.

The impact of this ongoing partnership extends beyond operational efficiencies and has nurtured a culture of support and progress within the organisation. Plus Dane Housing can now confidently move forward, empowered by Totalmobile's tailored Lone Worker Protection solution.

"We have always felt very supported by Totalmobile. The wider team is always on hand, and we feel we are moving forward in a good direction. Staff safety is at the forefront of all that we do and the Lone Worker Protection app and device provides our colleagues with the confidence and autonomy they need to deliver excellent customer service!"

RACHEL COOK, HEALTH & SAFETY ADVISOR, PLUS DANE



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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