



Totalmobile

C&I GLOBAL AIRPORTS SOLUTION

How the Airport Industry addresses increased demand through emerging technology.



Introduction



Totalmobile provides a scalable SaaS based field operation platform uniquely positioned to provide an industry specific solution across UK, US, Canada, S.Africa and European Airports.

The global air passenger traffic is projected to double by 2040, according to IATA, further intensifying the demand for efficient airport operations. The focus of aviation is shifting towards smaller, regional airports.

While major air hubs will always play a vital role, the growth of budget airlines and the increasing demand for short-haul flights are driving the expansion of regional airports. These airports, often serving as gateways to less accessible regions, are becoming critical points in the global aviation network.

Regional airports are increasingly catering to budget carriers and short haul flights with a huge variation in flight schedules with a near on 24 hour operation. There is often a mismatch between the number of staff and the number of passengers causing frustration with long wait times.

Short notice changes to flight schedules driven by adverse weather, cancellations, delays and other external influences can cause disruption in matching planned workforce with the increased demand on areas like security and border control.

There are significant interdependencies across departments and site, staff who are siloed into one role may be required in another area of the airport where demand is unpredictably high.



Challenges

Initial investment in automation and technology such as real-time flight updates that help passengers navigate the airport more efficiently is a start, but there is still lots more technology required to improve passenger processes and ultimately improve the customer experience.

We understand the challenges regional airports in particular face in managing demand with existing workforce. Here are some of the challenges we are aware of in this industry:

- **Balancing resource with demand:**
Predicting huge fluctuations in passenger flow and having the staffing levels to meet this demand accordingly, not only enhances operational efficiency but it improves the passenger experience.
- **Labour shortages remain a critical issue:**
As airports try to balance cost-efficiency with the need for a productive and agile workforce that are adept at managing emerging technology.
- **Impact of regulatory changes:**
New regulations surrounding security protocols (ie. abolishing the max. 100ml liquid allowance), passenger screening and biometrics, will continue to shape the industry.
- **Impact due to unpredictable demand:**
Unplanned downtime can be costly, especially in airports where insufficient resource can cost on average 35% more per minute than planned downtime.
- **Poor staff morale:**
Shift rota's that don't meet staff expectations nor are flexible enough to change if employee requires time off. This leads to poor working conditions and attrition of reliable labour which in turn leads to expensive recruitment costs or reliance on third-party contractors to take on the gap in resources.

Key Capabilities



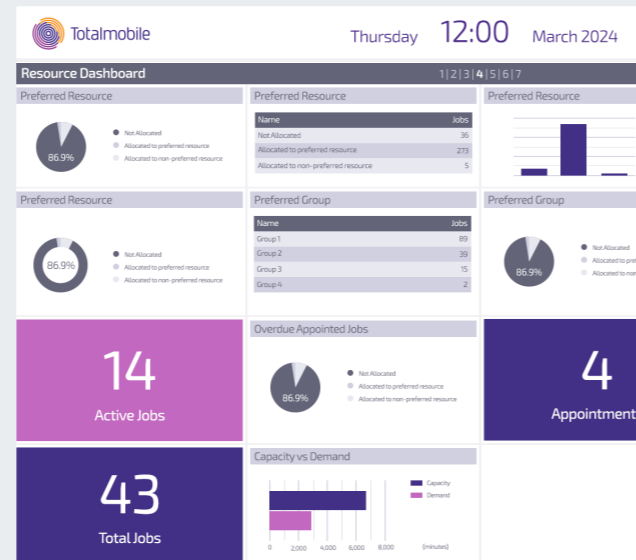
Totalmobile offers a complete automated field-service platform allowing Airports, particularly the smaller air hubs, meet both predicted and volatile demand with their existing workforce. Transforming workflow with technology and AI ensures labour supply is optimised and service levels are maintained across both passengers and supply chain.

The key features of our aviation solution are:

Dynamic Scheduling

Totalmobile helps Airports better allocate resources to meet service demands, ensuring the most efficient distribution of trained staff to achieve complex scheduling goals.

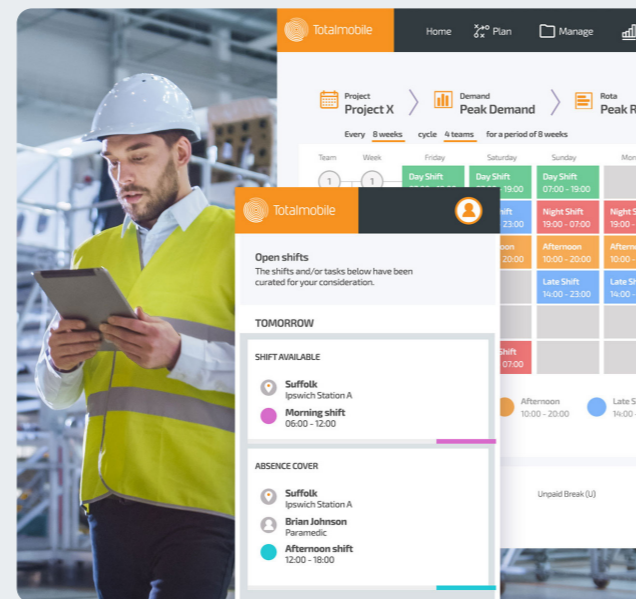
The platform's adaptability allows for rapid response to required changes during the day, ensuring service delivery remains agile and responsive. This allows a complete understanding of the size and the shape of the workforce needed at any given time – based on current and future inflows of work.



Workforce Rostering

Totalmobile equip Airports to better manage their people through efficiently designed shift patterns that are right for the specific, skilled services of their workforce.

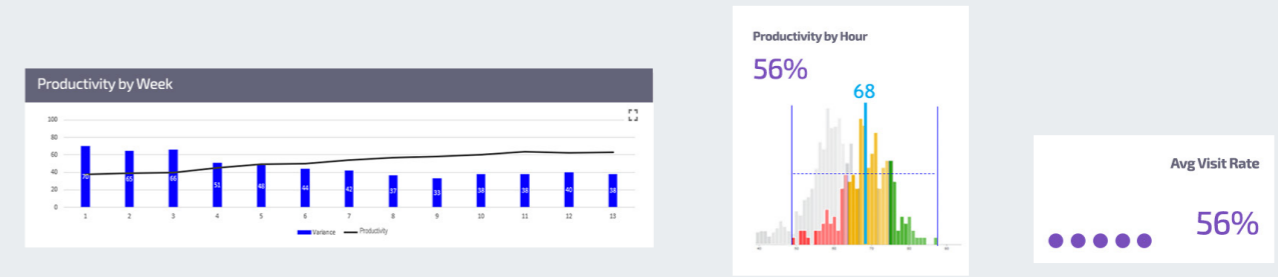
The fully optimised rostering solution ensures the right people with the right skills are available at the right time, working the right shifts.



Job & Asset Management

Totalmobile enables Airports to consolidate all field-based activities into one platform shared across their operations. This centralises all maintenance activities and work orders, whether reactive or planned, customer-initiated or provider-driven.

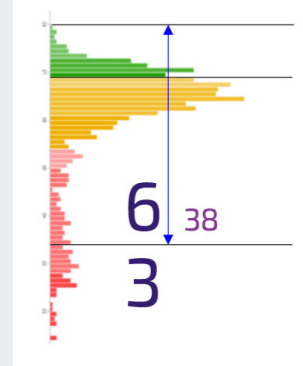
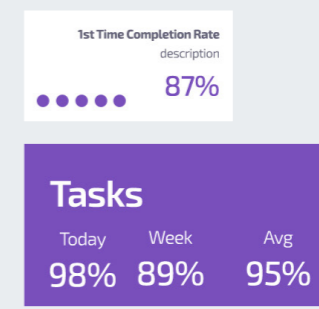
The seamless integration of front-office, field team, and back-office functions, including compliance and asset management, ensures that all vital information is centralised and easily accessible.



Overall Productivity Utilisation Efficiency Effectiveness Compliance C-Sat

League Table

Rank	Name	Sentiment	Productivity	Productivity 1	Productivity 2
1	Claire Brown	😊	⊕	⊕	⊕
2	Robert Thompson	😊	⊕	⊕	⊕
3	Sarah Watson	😊	⊕	⊕	⊕
4	Brian Harris	😊	⊕	⊕	⊕
5	Melissa Morgan	😊	⊕	⊕	⊕
6	Sally Wright	😊	⊕	⊕	⊕
7	Edward Johnson	😊	⊕	⊕	⊕
8	Jeremy Brown	😊	⊕	⊕	⊕
9	John Harris	😊	⊕	⊕	⊕
10	David Wright	😊	⊕	⊕	⊕
11	Peter Hughes	😊	⊕	⊕	⊕
12	Robert Smith	😊	⊕	⊕	⊕
13	David Wilson	😊	⊕	⊕	⊕



Performance Metrics

By harnessing the power of data analytics and performance metrics, Totalmobile helps Airports to identify areas for improvement, optimise resource allocation, and continually refine their service delivery strategies to serve their customers better.

Mobile Working

Designed around the needs of the mobile worker, Totalmobile's solution empowers Airport staff to capture intelligent data and access vital information on the go, ultimately enhancing the efficiency and effectiveness of service delivery.

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Benefits



Managing Fluctuations in Demand

Coping with unpredictable variation in resource requirements or unplanned change in demand (ie. Change of Flight Gate) requires the ability to react to change in an automated and dynamic way. The ability to manage variances such as sickness and absence quickly and accurately, avoiding costly capacity gaps, admin overhead and payroll errors.



Workforce Efficiency

Planning and having the right amount of people to meet the demand of work can significantly increase efficiencies particularly having a 'live' view of cover to support on-the-day resourcing decisions. By using intelligent data insights and AI, airports can better predict passenger flow and adjust staffing levels accordingly.



Improved Service Quality

With end-to-end service levels being met through optimised rostering comes an enhancement in customer satisfaction which in turn can lead to a 55% improvement in productivity and hence incremental revenues gained.



Predictive Maintenance

This is emerging as a critical component of airport management. Using advanced technologies, such as IoT sensors, machine learning algorithms, and big data analytics, to monitor the health and performance of critical equipment in real-time. By analysing the collected data, these systems can predict potential failures before they occur, allowing maintenance teams to take proactive measures.



Improved employee wellbeing

A self-service rostering application empowers employees to choose the shifts they want to work, or indeed perform shift swaps with colleagues with the same skills & availability without a breach to working time regulations. This can be done automatically without management intervention (ie. approval of shift swaps).

Overall this can lead to a happier workforce, a reduction of absenteeism by over 50% and a reduction in the cost of recruiting and retaining shift workers by approx £1.5million* annually.

*based on a workforce of 500 shift workers.

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

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TO BEGIN THE EXPERIENCE

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