



Totalmobile

CASE STUDY

United Living Water



Key Achievements & Benefits Realised

Totalmobile's field service platform set a new benchmark for what digital operations in the water sector should and can look like.



Increased Workforce Capacity

Workforce capacity increased by **30%**, meaning more jobs are completed every day, reducing backlogs and wait times for customers, all thanks to smarter artificial intelligence.



Sustainability

Mileage cut by **15%**, supporting United Living Water's wider sustainability goals and reducing its environmental impact.



Increased Efficiency

Non-productive time reduced by **5%**, including less waiting around between jobs – a direct boost to efficiency.



Reduced Fuel Costs

Fuel costs cut by **10%**, thanks to smarter scheduling and better route optimisation.



Improved Customer Satisfaction

Customer satisfaction has improved through faster response times and better communication, with teams now equipped to update customers in real time.



Increased Worker Safety

Safer working practices are now embedded, with Totalmobile's lone worker protection offering **24/7** peace of mind to both staff and management.

"Innovations like AI-powered scheduling, cloud-based data, and real-time analytics aren't just buzzwords here, they deliver tangible, real-world results. This isn't just best practice; it's a new benchmark for what digital operations in the water sector should and can look like."

Scott Beard

Director of Water at United Living Group





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What's Next?

Discover how Totalmobile can drive productivity and transform the efficiency of your organisation. Contact us today for a personalised demo and see how our tailored solutions can meet your specific needs.

www.totalmobile.co.uk/demo +44 28 9033 0111