



Totalmobile



Enhancing Fire & Rescue

EFFICIENCY, COMPLIANCE, COST SAVINGS & OPERATIONAL SUCCESS

Ensure operational success with Totalmobile's Fire and Rescue solution, designed to deploy the most qualified personnel precisely where they are needed. By prioritising compliance and efficiency, Fire and Rescue Services can enhance performance, reduce costs, and meet key standards and regulations with confidence.



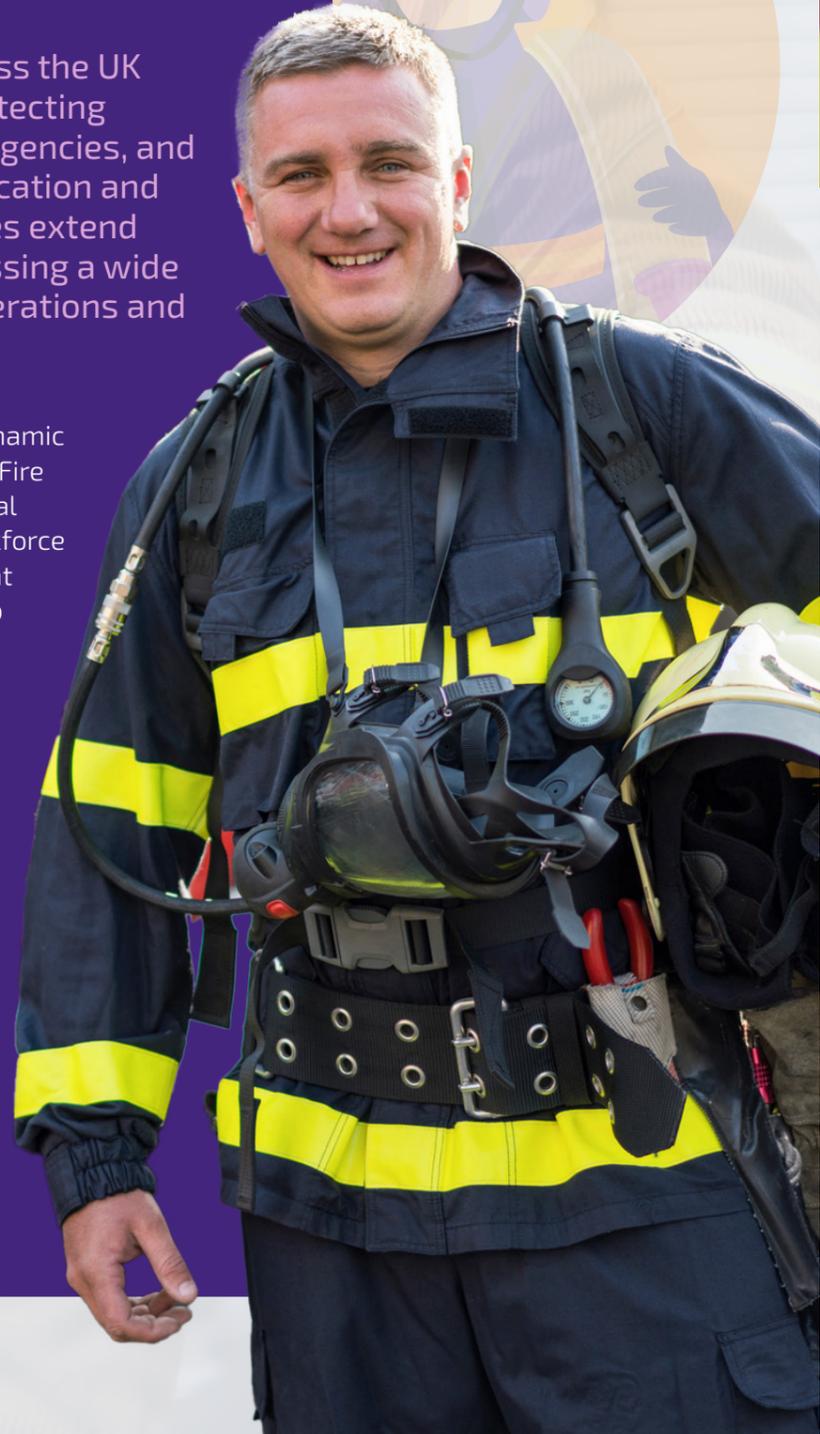
Introduction



Fire & Rescue Services (FRS) across the UK and Ireland play a vital role in protecting communities, responding to emergencies, and preventing incidents through education and enforcement. Their responsibilities extend far beyond firefighting, encompassing a wide range of emergency response operations and community safety initiatives.

However, managing a highly skilled and dynamic workforce presents significant challenges. Fire & Rescue Services must balance operational efficiency, regulatory compliance, and workforce well-being—all while ensuring that the right personnel are deployed at the right time. To address these complexities, many Fire & Rescue Services are turning to advanced workforce management solutions.

Automated rostering technology is transforming the way services operate by optimising staff deployment, automating compliance checks, providing real-time visibility of resources, and reducing administrative burdens. By embracing these innovative solutions, Fire & Rescue Services can enhance efficiency, improve response times, and focus on what truly matters—keeping communities safe.



Challenges

Fire and rescue services face numerous challenges in maintaining operational efficiency while managing costs and ensuring high-quality service delivery.

- > Budget constraints create pressure to operate cost-effectively while meeting growing demands.
- > Effective time management is essential to balance staff workloads with shift requirements.
- > Recruitment and retention remain ongoing concerns, as attracting skilled personnel while offering flexible work arrangements is critical.
- > Managing overtime costs efficiently is vital to controlling expenses without compromising coverage.
- > Coordinating on-call staff availability without overburdening personnel adds another layer of complexity.

Additionally, demonstrating compliance with regulations is crucial to avoiding penalties and maintaining safety standards. Above all, fire and rescue teams must ensure rapid and effective emergency response, as any delays or inefficiencies can have severe consequences.

Key Capabilities



Our comprehensive solutions are designed to streamline operations and enhance efficiency across various functions. Whether you're managing payroll, scheduling shifts, or tracking employee qualifications, our tools are tailored to meet the unique needs of your workforce. We focus on providing seamless, user-friendly experiences that empower both operational and support staff to work more effectively and maintain high standards of service.

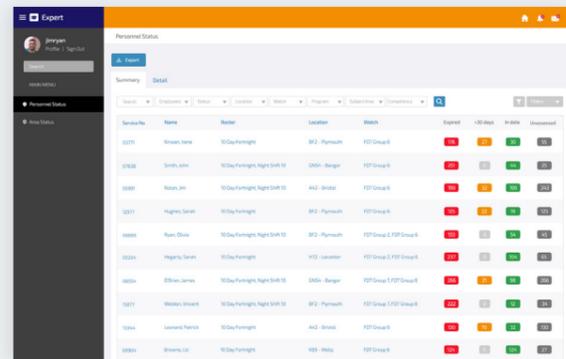
The key capabilities of the solution are:

Payroll

Efficiently calculates and manages payments for on-call personnel, ensuring accuracy and timeliness.

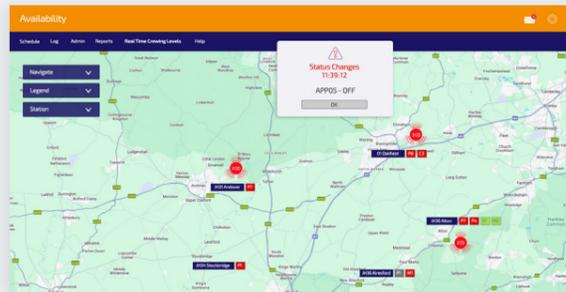
Timesheets

Accurately tracks hours worked for full-time staff, ensuring compliance with work-hour regulations and smooth payroll processing.



Rostering

Easily adapts to complex shift patterns, simplifying staff scheduling based on varying operational needs.



Competency Tracking (Expert)

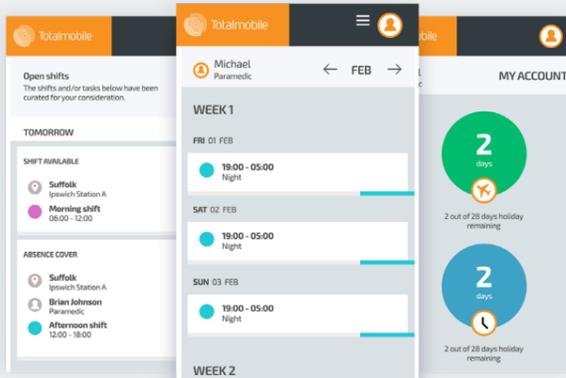
Monitors firefighter qualifications and competencies (e.g., drivers), tracks training completion, and adjusts roster assignments automatically to maintain up-to-date certifications.

Roster Pattern Design

Supports the creation of flexible shift patterns that align with operational demands while prioritizing employee well-being and work-life balance.

Self-Serve App

Provides operational and support staff with a mobile app and web portal to access functionality on the go for greater flexibility and convenience.



Benefits

Totalmobile's automated rostering solution provides a comprehensive suite of benefits designed to enhance the operational efficiency, compliance, and overall well-being of Fire & Rescue Services. By harnessing the power of modern workforce management tools, Fire & Rescue Services can streamline their operations, optimise staff deployment, and ensure that resources are used most effectively. This not only improves service delivery and response times but also helps maintain compliance with industry regulations, while fostering a healthier work-life balance for staff and reducing administrative burdens.



Time Efficiencies: By ensuring that the right staff with the right skills are assigned to the correct shifts, automated rostering significantly improves service delivery. This approach not only maintains high standards of care and responsiveness but also ensures that Fire & Rescue Services consistently meet compliance regulations and public expectations, all while reducing scheduling errors and delays.



Cost Efficiencies: An optimized rostering system reduces the need for expensive and time-consuming recruitment processes by enhancing staff retention. With the right tools in place to manage shift patterns effectively, services can maintain an experienced, well-trained workforce, avoiding the need for short-term hires and ensuring continuity in service.



Maximising Value: Automated rostering helps drive cost savings by increasing operational efficiency. By streamlining shift management, Fire & Rescue Services can reduce overtime costs and ensure that staffing levels are optimal. This results in a more cost-effective operation that doesn't compromise on service quality, providing better value for both the organisation and the communities it serves.



Enhancing Work-Life Balance: Empowering staff to manage their own schedules through mobile apps and self-service web portals promotes a healthier work-life balance. This flexibility allows staff to adjust shifts according to personal needs, which in turn improves job satisfaction and retention rates. Maximizing the capacity of existing staff without overburdening them leads to better workforce well-being and morale.



Compliance & Competence: Maintaining compliance with industry regulations and ensuring staff competence is vital to the safety and efficiency of Fire & Rescue Services. Automated rostering systems make it easy to track and maintain certifications, qualifications, and compliance with legal requirements, providing clear, auditable records and reducing the risk of non-compliance.



Customisable Software: Each Fire & Rescue Service has unique operational needs. Our rostering solution can be tailored to fit these needs, with flexible settings that allow for customised workflows, shift patterns, and reporting functions. This ensures that the software aligns with specific operational requirements, streamlining processes and enhancing overall performance.

Our customers include:



Northern Ireland
Fire & Rescue Service



SCOTTISH
FIRE AND RESCUE SERVICE
Working together for a safer Scotland



45%

We work with 45% of the fire & rescue services in UK



96%

We work with 96% of the fire & rescue services in Ireland



Largest

Fire & Rescue Service in the UK (Scotland)



Largest

Fire Service in Ireland (Dublin)



Largest

On-Call Fire Service in Australia

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:

COST BASE



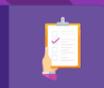
STAFF ENGAGEMENT



WORKFORCE CAPACITY



SERVICE COMPLIANCE



CUSTOMER SATISFACTION



ESG



Demand
Job Management
Solution



People
Workforce Rostering
Solution



Planning of Work
Dynamic Workforce
Scheduling Solution



Delivery of Work
Mobile Workforce
Management Solution



Understanding
Data Analytics &
Business Intelligence



Lone Worker
Protection Solution





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

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