Totalmobile

A Complete End to End Housing Contractors Solution

Providing a property management solution which enables Housing Contractors to transform the way that services are delivered using our highly scalable, flexible, agile and configurable cloud-based Field Services Management platform.

Introduction

Totalmobile offers organisations the technology to support their business to become more agile and flexible, by providing a single consolidated platform solution for housing contractors which is fully configured to their needs.

This is also the only solution on the market which has integrated asset management capability, enabling organisations to ensure compliance of all their assets in one single solution.

It enables them to streamline their processes, enhance data accuracy, improve collaboration, and ultimately achieve greater efficiency and productivity in their operations.

Our primary purpose is to help organisations to better manage all activities across the service delivery process, to streamline the delivery of work and enhance service quality.

Challenges

Do any of the below challenges sound familiar to your organisation, can you relate to them? These are a handful of challenges we frequently hear of from our customers.

Backlogs in repairs and maintenance
Backlogs can often strain the availability of resources, including skilled labor, equipment, and materials, hindering their ability to focus on quality control and compliance measures. As well as this, contractors face challenges in maintaining accurate records, documenting completed work and communicating effectively with regulatory bodies, introducing compliance risks.

Inaccurate or incomplete asset data is making it difficult for Housing Contractors to effectively complete required work, report compliance assurance, plan major improvements or meet SLAs. Not having the right information at the right time has caused delays for many housing providers and contractors, which impacts upon the overall quality and timeliness of service.

Reputational risk
Poor service levels are driving low rates of client satisfaction, introducing risk into existing contracts and impacting the ability to win future business.

Complex implementation processes and Inflexible systems are hindering growth due to compatibility and complexity of use. This causes delays, impacting the time to value ratio and leads to inefficient ways of working and frustrated staff and customers.

Increased cost of service delivery leading to lower margins
Fluctuations in the cost of materials, salaries and fuel has significantly impacted the cost of delivering services. This has made it difficult for contractors to manage

Totalmobile's comprehensive solutions empower Housing Contractors to tackle these challenges head-on by optimising responsive repairs, voids management, planned works, and asset management services. The platform ensures full compliance with health and safety requirements and provides a solid foundation for meeting stringent environmental targets.

Key Capabilities

Totalmobile provides a single comprehensive and integrated platform solution for Housing Contractors, our primary purpose is to help organsations manage all their activities and the delivery and compliance of those activities whilst increasing how we harness the data. This provides much more of a strategic insight into operations, efficiencies and ensure understanding of the status of properties.

The key features of our property management solution are:

Job & Asset Management

Front office, field teams and back-office functions including compliance, as well as asset management. We are putting the property at the heart of the solution so all the interactions with that property, whether its reactive or planned, or generated from the tenant or the landlords, we have all the information in one single place.
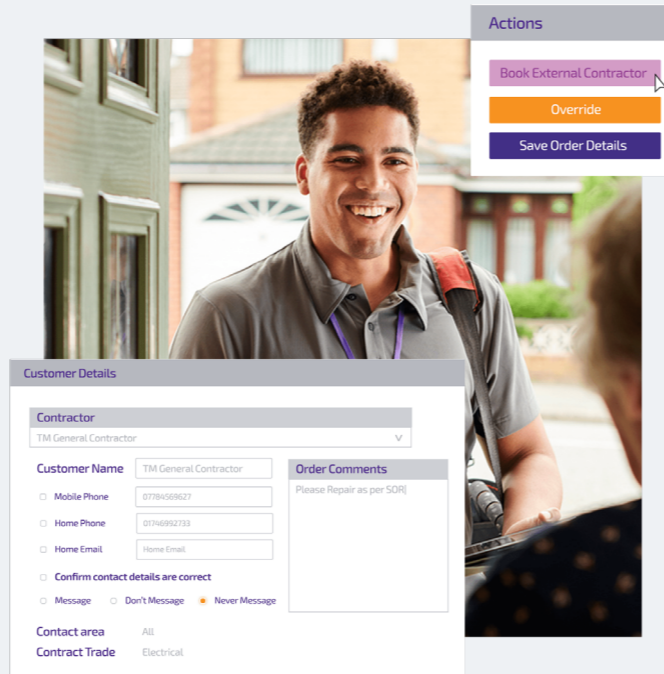
Mobile Working

Designed around the needs of the mobile worker, our solution provides a mobile working capability that empowers your field workforce to capture intelligent data and access the information needed to deliver services efficiently, first time.

Scheduling

Dynamic workforce scheduling enabling organisations to better meet service demands with the resources available, optimise provides a scheduling solution that ensures the most efficient allocation of staff to achieve complex scheduling goals, while maintaining the ability to rapidly react to required changes during the day.

Field service intelligence

A complete field service intelligence solution, that enables housing provides to gain a full understanding of past, present and future service delivery. Specialised in providing in-depth access to real time data, organisations gain unprecedented visibility to all aspects of service delivery and employee performance. This ensures that key information is available at the right time, to enable effective decisions, enhance field service performance and drive true operational value.
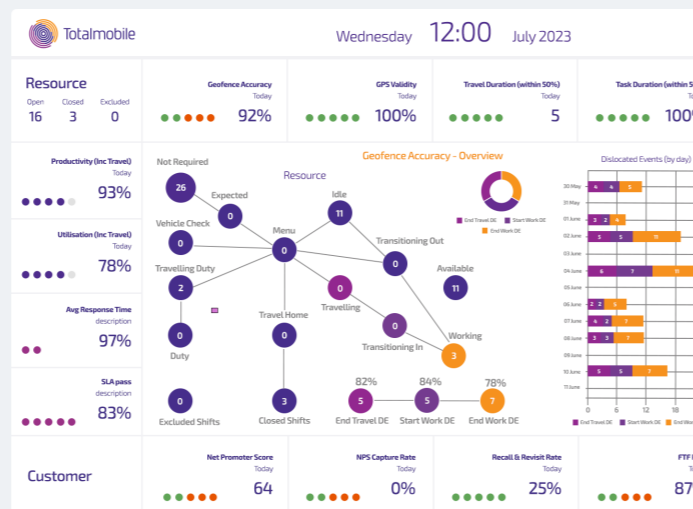
Lone Worker Protection

A fully managed lone worker solution that provides lone workers with the ability to raise alerts, contact an Alarm Receiving Centre (ARC) and request emergency assistance if required.

Rostering

A flexible and comprehensive rostering solution that enables housing providers to effectively manage staff to meet specific and complex rostering requirements. Empowering organisations to take a modern and mixed approach to the make-up of their workforce, the single solution manages all staff to ensure the right people, with the appropriate skills are assigned to the required locations and shifts to ensure the delivery of high quality of services.
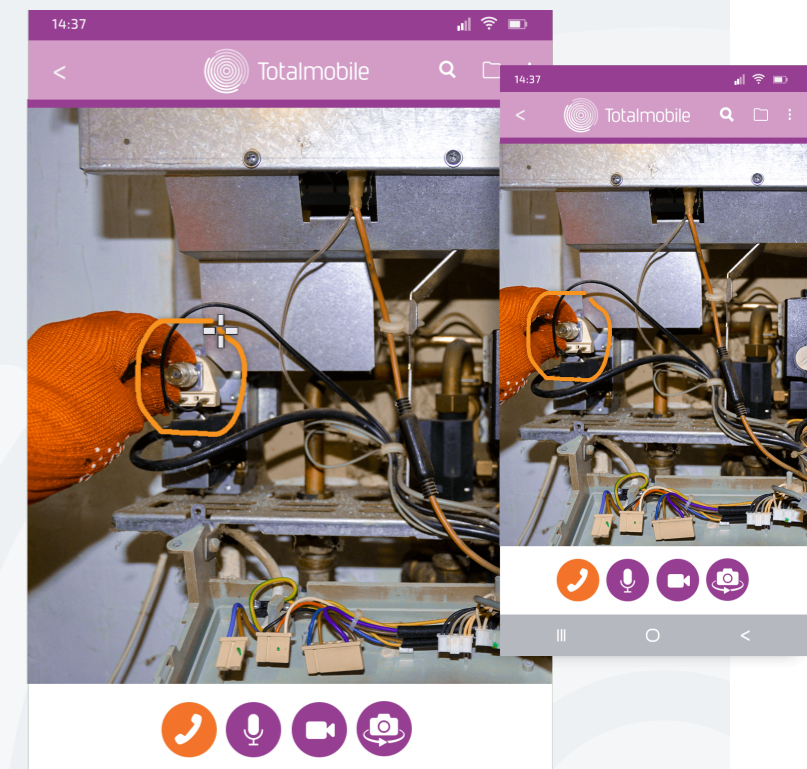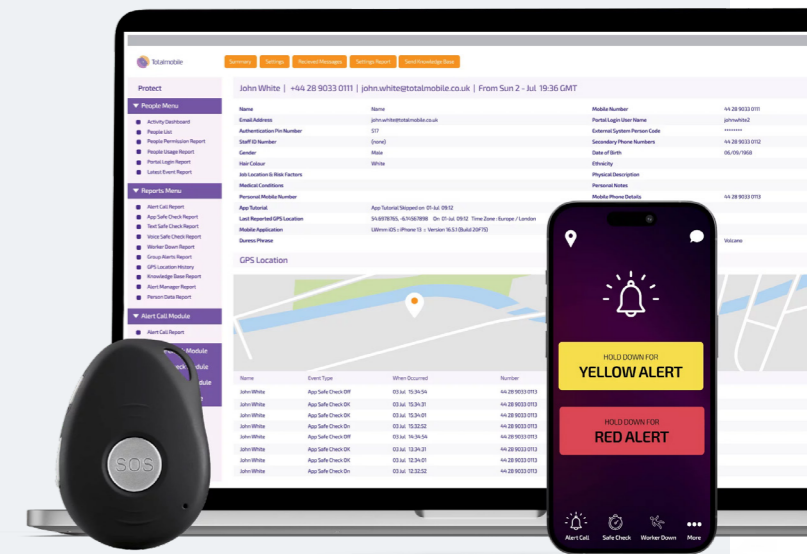
Remote Assist

The ability to provide remote support via video, enables organisations to reduce unnecessary visits where possible and where a visit is required, first time fix rates are improved as there is a greater understanding of what is required.

DEMO OUR SOLUTION TODAY

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Benefits

We enable Housing Contractors to transform the way that service is delivered using our highly scalable, flexible, agile and configurable cloud-based Field Services Management platform.

Improving Service Compliance: We enhance the visibility and management of service delivery, enabling contractors to ensure the delivery of services comply with all regulations, standards and SLAs.

Enhancing Client Satisfaction: Housing contractors are empowered to deliver high quality and timely services that ultimately enhances client satisfactions, while improved communication ensures that the customer is at the centre of service delivery.

Enhancing Operational Efficiencies: By modernising processes, housing contractors can streamline the delivery of services to improve operational efficiencies while maintaining levels of quality.

Empowering the Mobile Workforce: By providing an improved way of working, staff are equipped with the technology that meets their needs and empowers them to spend more time delivering services, while benefiting from enhanced support and control.

Enhancing Capacity: By removing many of the common frustrations and inefficiencies around service delivery, contractors can enhance the capacity of their working, enabling them to better deal with service demands with their existing resources.

Meeting ESG Targets: We facilitate green practices which in turn helps housing contractors meet environmental targets. Supporting more environmentally conscious processes that minimise carbon emissions and differentiate from the competition.

Integration with Existing Systems: The low-code no-code approach empowers Housing Contractors to create end-to-end solutions that address their unique challenges without extensive initial investment or in-house talent.

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.

Vitally 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

Totalmobile

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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