



Totalmobile



## One solution to transform Facilities Management

Totalmobile provides integrated field service management solutions that ensure services are delivered when required and in an efficient manner. By helping reduce operational costs and improving compliance with KPIs, Facilities Management organisations are provided with a competitive advantage.



# Introduction



## A Complete Approach to Facilities Management

### Delivering Value to All Services

This results in both hard and soft FM services that offer an excellent customer experience and increase operational efficiencies to help achieve commercial targets.

Through working with Totalmobile, Facilities Management organisations are:

- Implementing new service delivery models such as on demand FM
- Developing a multi-skilled workforce that maximises the utilization of staff
- Improving service quality by enhancing visibility over planned and ongoing services
- Benefiting from a fully integrated solution that offers a diverse range of field service capabilities

Totalmobile's Asset Lifecycle Management capability creates a single source of truth for all asset processes. It permanently digitises asset records with full lifecycle capabilities, helping organisations to transition to strategic and predictive service delivery. Comprehensive IoT integration complements and supports providers in their journey to high-quality services.





# Challenges

## We understand your challenges

Totalmobile's comprehensive solutions empower Housing Associations 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.

### > Delivering Value in a challenging time

With solutions that streamline the visibility, management, planning and delivery of field services, FM organisations can harness data to ensure that all services are delivered via a fully integrated workflow that complies with all SLAs and targets, while also better managing resources and ensuring staff capacity is fully utilised.

### > Ensuring the delivery of timely, cost-efficient services

Totalmobile provides a comprehensive range of integrated capabilities that empowers FM organisations to take a complete approach to transformation and deliver more strategic and predictive services that effectively manage stock condition, compliance and risk.

# Key Capabilities

Combine the management of assets, investment, activities and people through one fully integrated solution

## Asset Lifecycle Management

Our Asset and Stock Management capability creates a single source of truth for all asset processes. It permanently digitises asset records with full lifecycle capabilities, helping facilities management organisations transition to strategic and predictive service delivery.

## Proactive Stock Management

Facilities management organisations can efficiently manage asset value, compliance, and condition while streamlining maintenance, resource allocation, and performance monitoring across all activities.

- Detailed record-keeping of asset information across the entire lifecycle.
- A single source of truth ensures the 'golden thread' of data.
- Centralised document storage and indexing.
- Accurately record completed work and demonstrate compliance with clear audit trails.

## Job Management

Totalmobile's job management software provides organisations with full visibility of their field staff, enabling effective communication processes, reducing administration and travel time and streamlines how work is assigned, tracked, resolved and reported.

## Remote Assistance

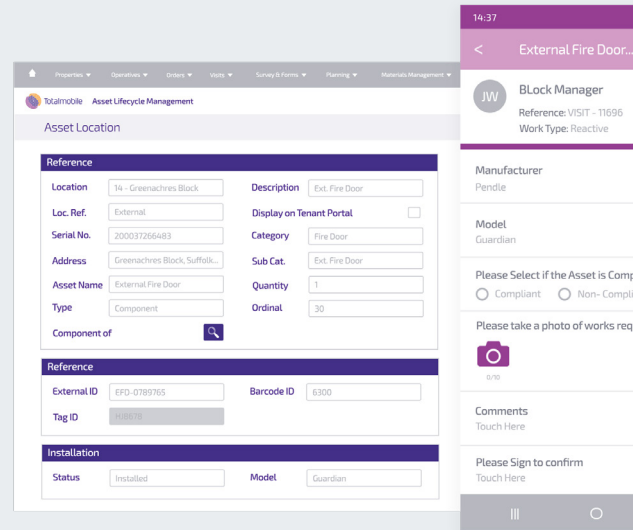
Video based diagnostic solution that enhances the standard of remote support services delivered to your customers, while reducing the number of unnecessary site visits.

## Stock Management

Organisations have an increased visibility of the current situation of work, their field teams, assets, materials and costs.

## Sub-Contractor Management

Users are provided with a solution that enables them to have tight control over all areas relating to the efficient delivery of service.

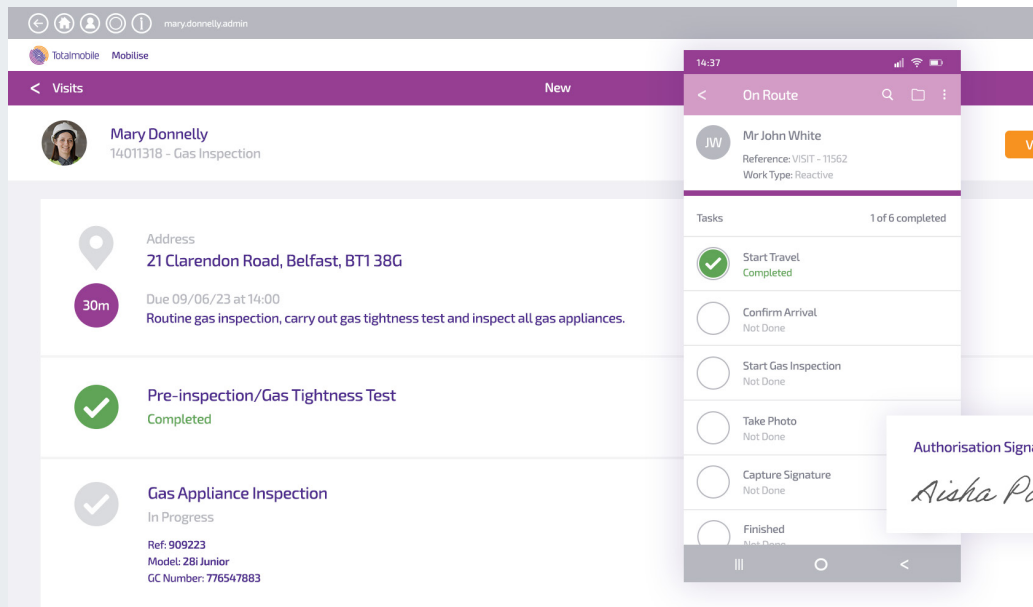


Category Name	Awaiting Replacement	Compliant	Fair	Good	Needs Immediate Replacement	Needs Removed	Needs Repair	Needs Replacement
Access	0	0	0	0	0	0	0	0
Bathroom	0	0	0	1	0	0	0	0
Boiler	0	4	0	2	0	0	0	0
Cabinet	0	0	0	1	0	0	0	0



## Mobile Working

Field technicians are empowered with on-the-go access to vital property information and histories and intelligent data capture, enhancing the efficiency of property maintenance and service delivery.



## Data Capture

Record all relevant job information, including photos and client signatures, via a mobile device at the point of service delivery.

## Workflow Management

Guide staff through a series of pre-approved workflows and status updates to ensure services are delivered in a compliant and consistent manner.

## Folio Access

Provide staff with the ability to access all relevant job related information, providing them with the background details they require to deliver a great service.

## Field Service Intelligence

Totalmobile leverages data analytics and performance metrics to provide housing providers real-time insights into asset maintenance and service delivery. This enables continuous refinement of strategies to improve resource allocation and facilities management.

### Historic Operations Analysis

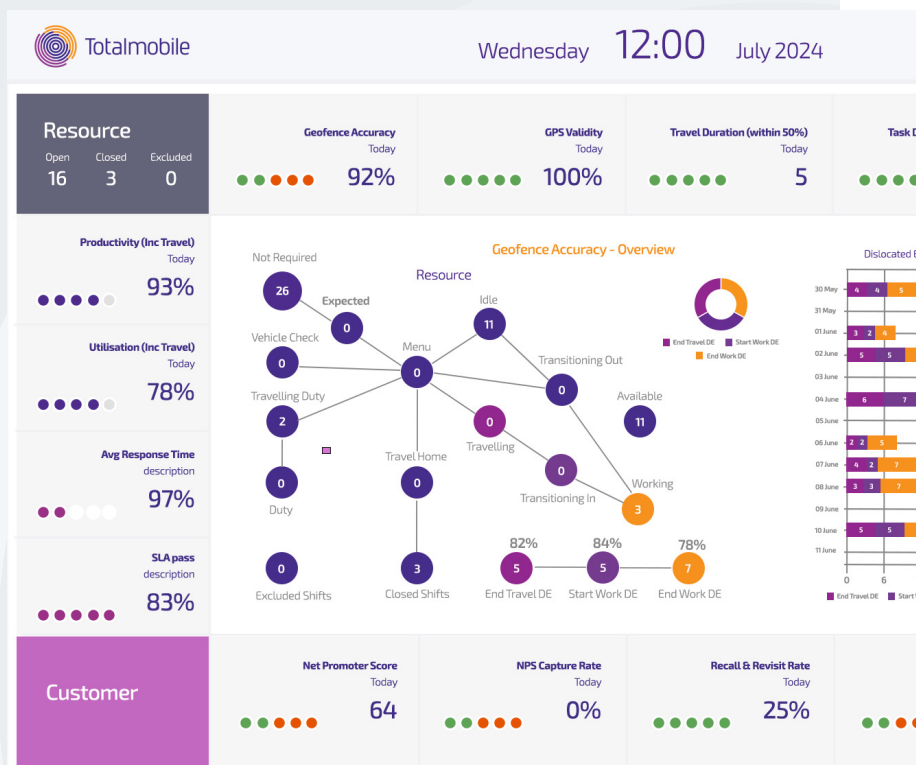
Assess a comprehensive range of reports that provide an overview of past operational and employee performance.

### Real-time Operational Analysis

Managers are provided with a live view of all aspects of ongoing service delivery with potential risks clearly identified.

### Virtual Coach

Embraces historical data and machine learning to provide guidance on actions to improve future service delivery.



## Dynamic Scheduling

Totalmobile's scheduling solution optimises resource allocation ensuring the efficient allocation of resource to achieve complex scheduling goals, based on time, location, availability and service levels.

The screenshot displays the Totalmobile scheduling interface. At the top, it shows the Totalmobile logo, the date 'Wednesday 12:00', and the month 'July 2023'. Below this, there are three technician profiles: Mary Donnelly, Sam Smith, and Jack Nolan. The main area is a grid of job cards. Each card includes a 'Due' date (07/08/24), an 'Address', and 'Requires: FTTP/repairs'. The jobs are color-coded: green for 'Electrical Inspection', orange for 'Alarm Installation', and grey for 'Smoke Alarm Installation', 'Deep Clean', and 'Electrical Inspection'. The technician names and addresses are listed on each job card.

## Manual Advance Scheduling

Empower planners to view all required visits and efficiently schedule planned work to available resources.

## Automated Advance Scheduling

Take advantage of advanced scheduling algorithms that dynamically create the most effective schedule based on an individual organisation's scheduling objectives.

## Dynamic Dispatch

Assign work to staff one job at a time, based on skills location and work requirements, after they have completed their most recent visit.

## Lone Worker Protection

Totalmobile's Lone Worker Protection solution ensures the safety and well-being of service technicians working in the housing sector and the unique risks they face when working alone. Our comprehensive platform offers real-time assistance, intuitive mobile apps, and robust devices, all supported by 24/7 Alarm Receiving Centres (ARC), ensuring complete compliance and peace of mind.

### Lone Worker App

Safety at their fingertips. Prioritise the well-being of your lone workers with our intuitive smartphone app designed for effortless engagement and rapid response when an emergency occurs.

### Lone Worker Devices

Ensure the safety of your workforce with the widest range of lone worker protection devices on the market. Equip each lone worker with a device that fits their specific needs, part of our single vendor solution.

### Alarm Receiving Centre (ARC)

Totalmobile's state-of-the-art Alarm Receiving Centres (ARC) offer unrivalled support for lone workers. Our ARCs operate 24/7, 365 days a year, ensuring every call for assistance is answered by expertly trained support officers.



# Benefits

Totalmobile's property management solution offers organisations the technology to support their business to become more agile, by providing a single consolidated platform solution for housing associations which is fully configured to their needs.

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

Totalmobile empowers the users within the organisations to develop their business processes and allowing them to change, evolve and scale over time. We have a clear understanding of the sector and provide a service to suit their needs whilst giving the user full ownership.



Provide an increased visibility of accurate and timely data



Enhanced productivity and efficiency resulting in the better management of housing stock



Real time visibility of what is happening across in-day service delivery



Increase in first-time fix rates



Consolidation of multiple solutions resulting in a more stable and manageable solution



Provide staff with a better way of working helping improve retention and recruitment



Increase revenue by reducing end-to-end void times



Evidence performance and compliance of the service delivered by the organisation



35% more jobs completed per day



52% reduction in void-to-let times



25% reduction in operational costs



40% decrease in average revisit time



## About Totalmobile

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 and 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.

FOLLOW THE QR CODE



TO BEGIN THE EXPERIENCE

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