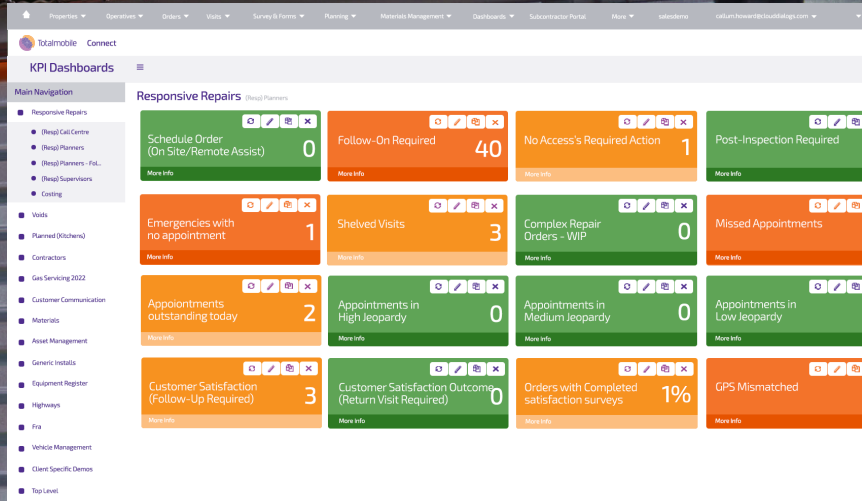
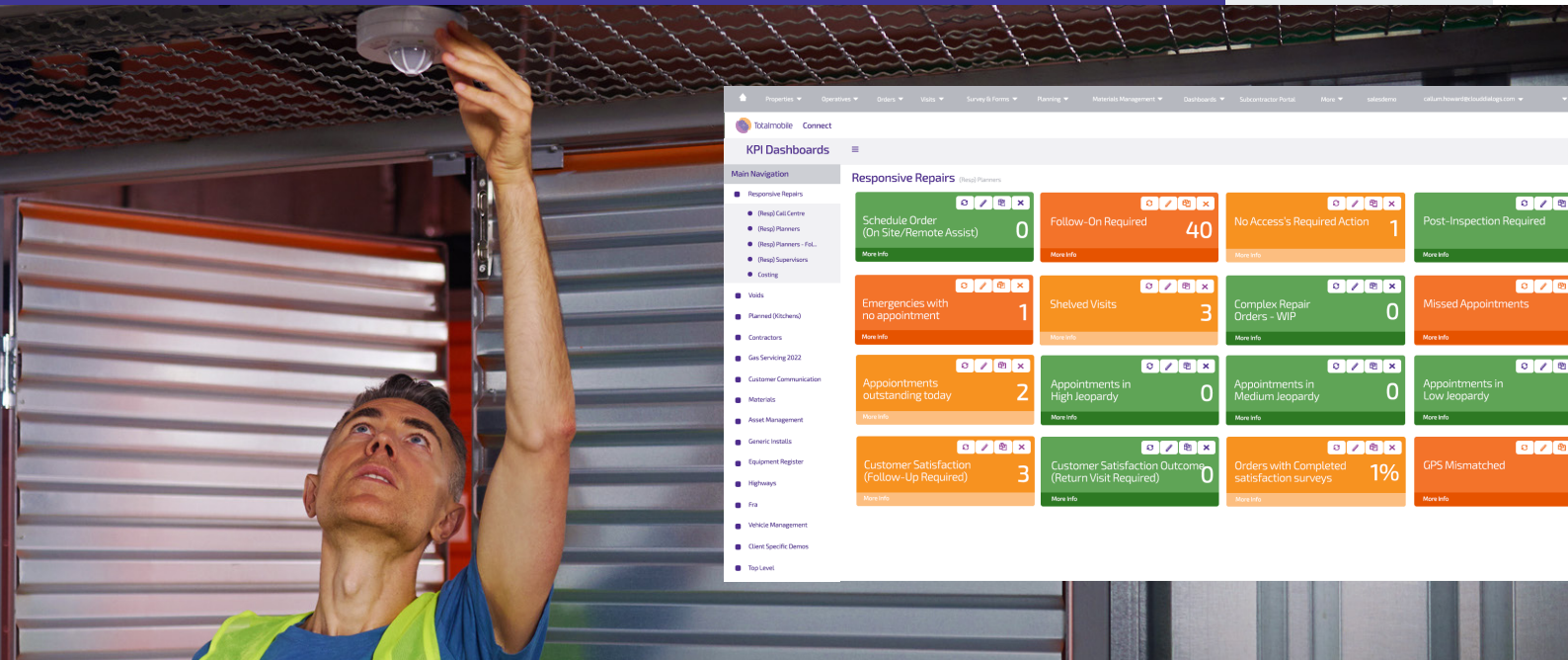




Optimising Operational Efficiencies in the Fire Safety & Security industry.



Introduction

Totalmobile provides the Fire Safety & Security sector with a complete field service management platform which integrates directly and seamlessly into all existing back-office systems and provides the flexibility to manage variations in workstreams such as in-day change.

A solution that also automates the scheduling of work, frees up back-office staff and also the field operatives enabling focus on delivering more work rather than being distracted by administrative tasks. All of this is delivered with adherence to rigorous compliance and a commitment to meet Customer SLA's in a cost efficient way.



Challenges

With the escalating growth and complexity of the Fire Safety & Security sector, meeting a diverse mix of challenges is a constant balancing act. We recognise that these are some of the challenges you may be facing:

- > Evolving Skilled Workforce**

Engineers are multi-skilled and trained in the use of all systems to provide a one-stop shop where all inspections can be carried out in a single visit.

Evolution of skilled engineers to have a more specialised network / IT focus means recruitment of fewer but more highly specialised engineers while minimising the need for contractual staff, has an impact on the availability of resources and the cost involved in recruiting and retaining staff.
- > Differentiating Service Levels**

We appreciate prioritising emergency calls while still serving regular maintenance and routine repair calls in a timely manner can be tricky. We recognise that your customers' expectations for fast and flexible installation and repair servicing puts additional pressure on engineers to meet strict SLA's.

Without the proper field service software, it's easy to double book technicians or give them timeframes that are impossible to meet at the detriment of poor service quality to customers.
- > Technology Drive**

Emerging technologies give the ability to monitor workforce performance remotely, detect when things are going wrong and even carry out necessary adjustments without the use of human intervention.

But we understand that this isn't without risks such as developing faults or hacking, which potentially put human lives at risk.
- > Guaranteed Compliance**

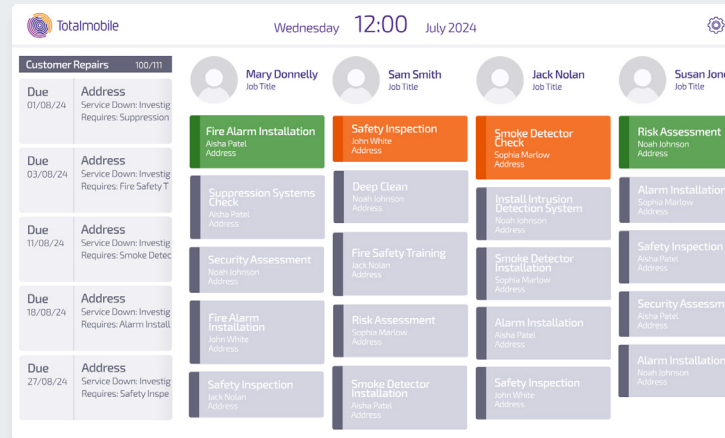
Fire & Safety regulations have never been more scrutinised and rigorously checked that compliant standards & processes are in place in accordance to the reforms made as part of Fire Safety Act 2021.

We recognise such challenges in meeting rigorous regulations mean the risk that slow internal processes and lack of accurate data can lead to misdiagnoses and malfunctions with the impact leading to potentially disastrous outcomes.

Key Capabilities

Real-time Dynamic Scheduling

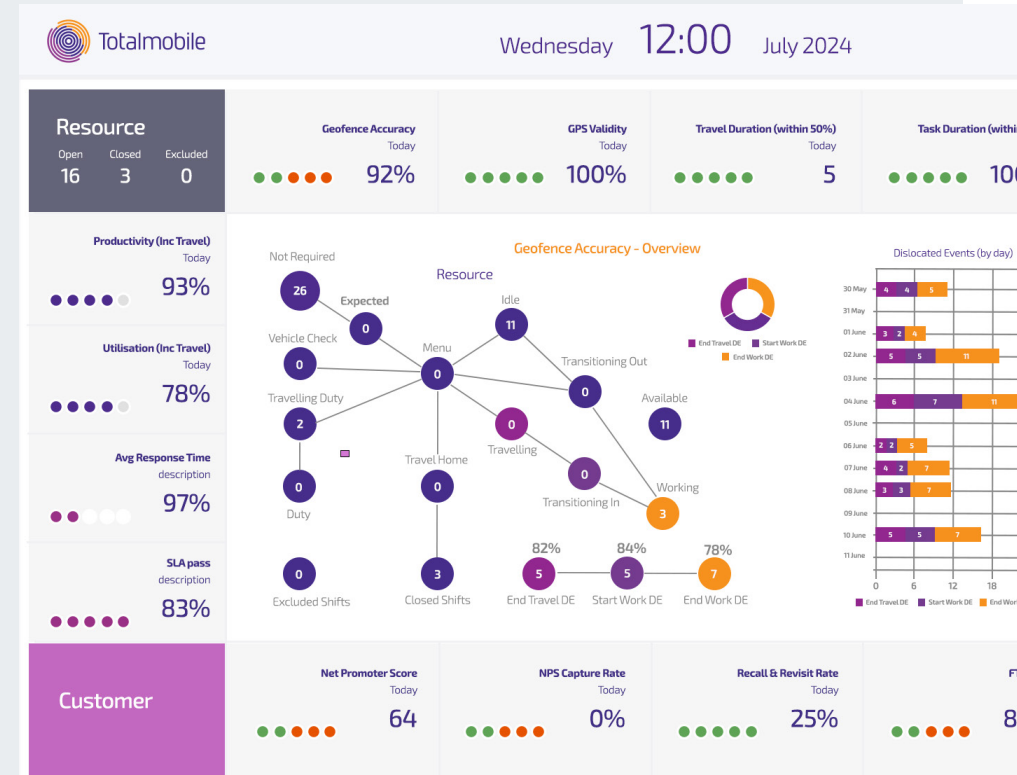
Being an 'always on' 24/7 operation, Totalmobile helps these companies allocate resources to meet service demands, ensuring the most efficient distribution of staff to achieve complex scheduling goals. The platform's adaptability allows for rapid response to required changes during the day, ensuring service delivery remains agile and responsive.



Job & Asset Management

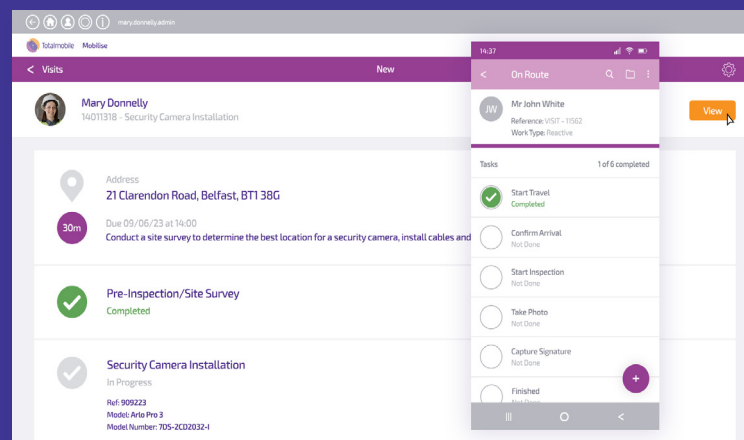
Totalmobile enables the Fire Safety & Security sector to consolidate all network-related activities into one platform shared across their operations. This centralises all maintenance activities and work orders, whether reactive or planned, customer-initiated or provider-driven.

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.



Mobile Working & Lone Worker Protection

Designed around the needs of the mobile worker, Totalmobile's solution empowers Fire & Security engineers to capture intelligent data and access vital information on the go, ultimately enhancing the efficiency and effectiveness of service delivery whilst all in a way which keeps their health and wellbeing in mind.



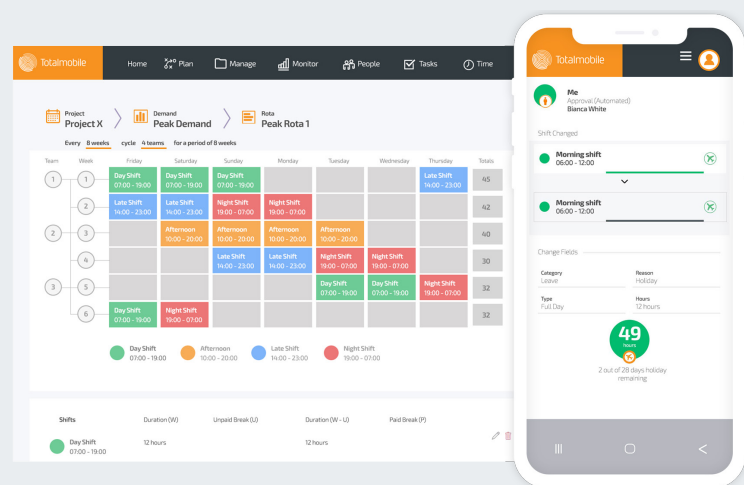
Field Service Intelligence

Totalmobile's comprehensive field service intelligence solution provides Fire Safety & Security engineers the in-depth access to real-time data ensuring that critical information is available at the right time, empowering operations management to make effective decisions, enhance field service performance, and drive actual operational value.

Providing employees a better way of working

Totalmobile addresses the need to recruit and retain a skilled workforce by simplifying and streamlining the complex process of rostering and by gaining visibility over key employee information (account balances, time and attendance, timesheets, breaks) and rosters to make decisions based on live status, balances and availability.

Also to ensure rosters don't lead to inadvertent compliance breaches or negative employee work-life balance and wellbeing outcomes.



Assuring Compliance & Regulation standards are met

With a fully automated workforce management platform that integrates within existing back-off systems, gives Fire Safety & Security organisations the reassurance of compliance to governing regulations.

DEMO OUR SOLUTION TODAY

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Benefits



Better management of delivery of work

For the field-based engineer this means everything they need or require at the point of service delivery can be provided with a fully mobile bile solution.

The ability to access and record information while they are on-site completing installations means an improved quality and consistency of service to the customer whilst enabling them to complete their jobs effectively first time.



Protection for on-site Engineers

Ability to deliver and complete their daily installations with the protection and ability to call for assistance if they find themselves in difficult or possibly even hazardous situations.



Focus on Employee Experience

Lends itself to providing optimised shift patterns to ensure that rosters and rotas are designed to meet demand whilst not overburdening individual employees. Proper shift patterns in place will also provide a reduction in unnecessary overtime costs.



Understanding Employee Performance

Provides the ability to identify top performers across the field based operation and develop improvement plans to achieve service excellence across the field.

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:



STANLEY
Security



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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