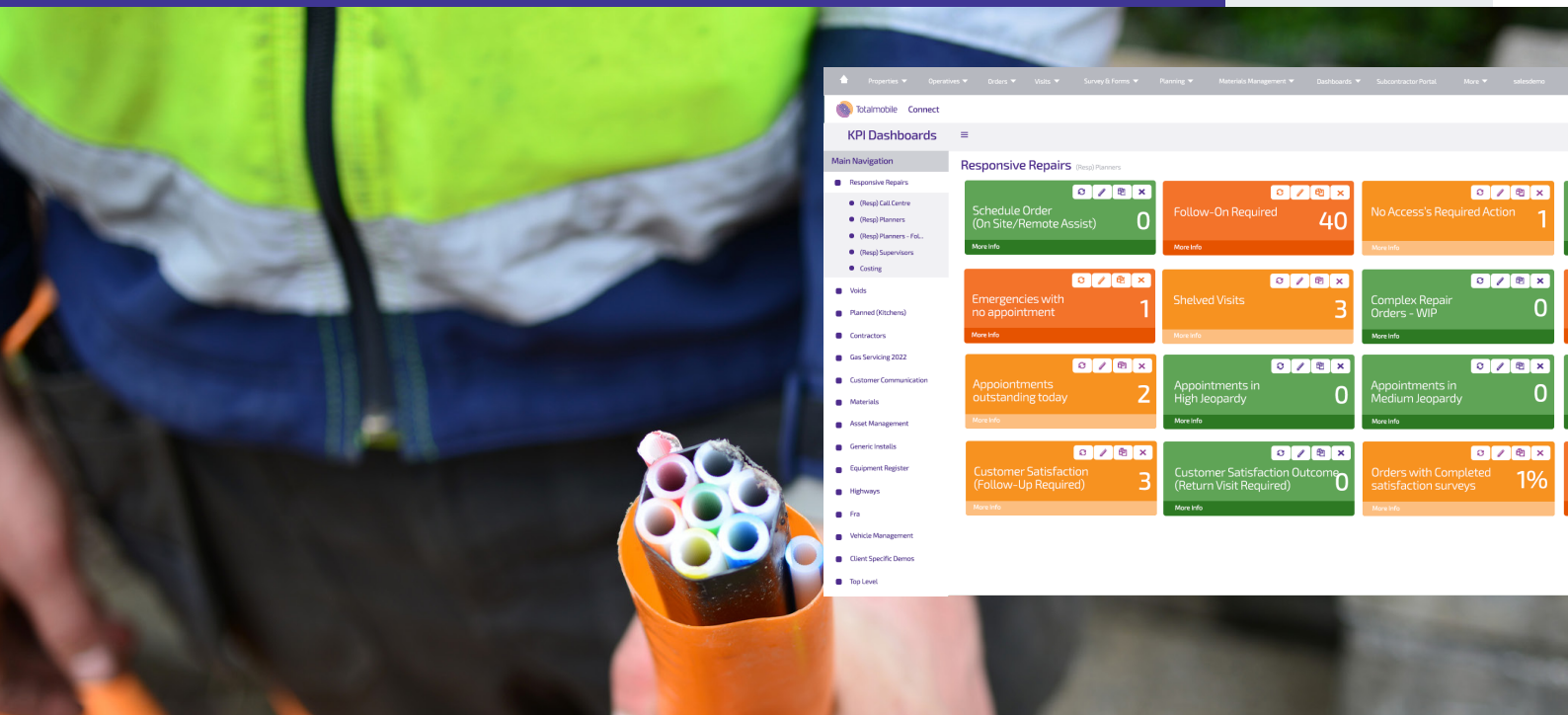




How FSM technology becomes a decisive differentiator for Altnets



Properties Operatives Orders Visits Survey & Forms Planning Materials Management Dashboards Subcontractor Portal More Settings

Totalmobile Connect

KPI Dashboards

Main Navigation

- Responsive Repairs
 - Repair Call Centre
 - Repair Planners
 - Repair Planners - Full
 - Repair Supervisors
 - Costing
- Visits
- Planned (Kitchens)
- Contractors
- Gas Servicing 2022
- Customer Communication
- Materials
- Asset Management
- Generic installs
- Equipment Register
- Highways
- Fra
- Vehicle Management
- Client Specific Demos
- Top Level

Responsive Repairs (Repair Planners)

Schedule Order (On Site/Remote Assist)	0	Follow-On Required	40	No Access's Required Action	1
Emergencies with no appointment	1	Shelved Visits	3	Complex Repair Orders - WIP	0
Appointments outstanding today	2	Appointments in High Jeopardy	0	Appointments in Medium Jeopardy	0
Customer Satisfaction (Follow-Up Required)	3	Customer Satisfaction Outcome (Return Visit Required)	0	Orders with Completed satisfaction surveys	1%



Introduction

Totalmobile provides Altnets (Alternative Network Providers) a fully automated platform of field-service management capabilities without the need to overhaul existing infrastructure.

Our one single service platform will support the entire delivery of FFTP through one cost-effective deployment that meets SLA's, whilst delivering exceptional service to customers.



Challenges

We recognise that providers of fibre connectivity face a highly competitive and volatile market.

We appreciate that survival is based on navigating through a rapidly changing landscape marked by new regulations, evolving customer needs, and unprecedented technological developments. Additionally, is the need to reduce carbon footprint and contribute to the global decarbonisation effort.

In this environment, fibre providers must adapt and innovate to address these pressing issues and deliver reliable, fast, and sustainable services for their customers.

Challenges facing this industry include:

> Speed of transformation

Operational digital transformation must be an inherent priority in the company strategy, otherwise there is a risk of being exposed to competitive threat and therefore a shortfall in achieving service differentiation for customers. While speed of installation is a primary KPI, equally leading edge technology, brand reputation and the necessity to deliver best in class customer experience are all of equal importance.

> Capacity

Understanding the need to collect masses of data to monitor network performance is essential to ensure a high level of customer satisfaction. The focus specifically across an extensive workforce of engineers, is getting it right 'first time' in service delivery. It is essential to have full visibility and understanding of service delivery, otherwise there may be a risk of not meeting SLA's, not achieving a first time resolution and a compromised customer experience.

> Rostering to meet customer demand

Customer expectation for fast, reliable internet and communication services has put enormous strain on how engineers are rostered to ensure KPI's are met. Variations or unexpected fluctuations due to sickness and absence creates difficulties in managing customer demand.

> Meeting ESG Targets

Achieving ESG targets is a top concern with threat of businesses facing litigation over missed and unrealistic targets. This ultimately becomes a significant risk to future performance. With possible damages to brand, hefty fines and ultimately loss of business, fibre providers must find a way in which to evolve operational processes in order to meet these targets.

Key Capabilities

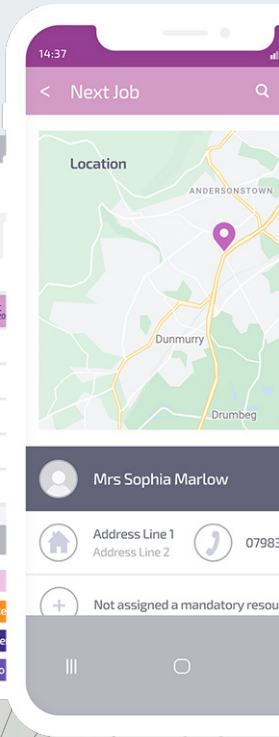
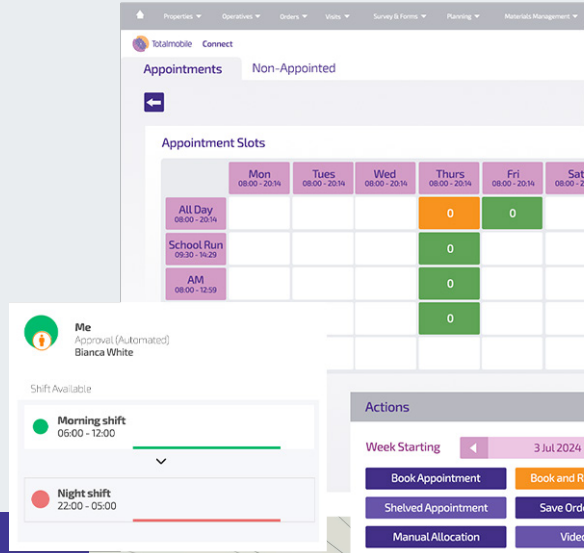
Amidst evolving dynamics and challenges, Totalmobile is emerging as a critical partner empowering major fibre providers to transform how they deliver services.

We offer a comprehensive range of field workforce management capabilities such as:

Real-time Dynamic Scheduling

With dynamic automated workforce scheduling, Totalmobile helps fibre providers better allocate resources to meet service demands.

Our solution ensures the most efficient distribution of staff to achieve complex scheduling goals and with the adaptability to allow for rapid response to required changes during the day.



Mobile Working & Lone Worker Protection

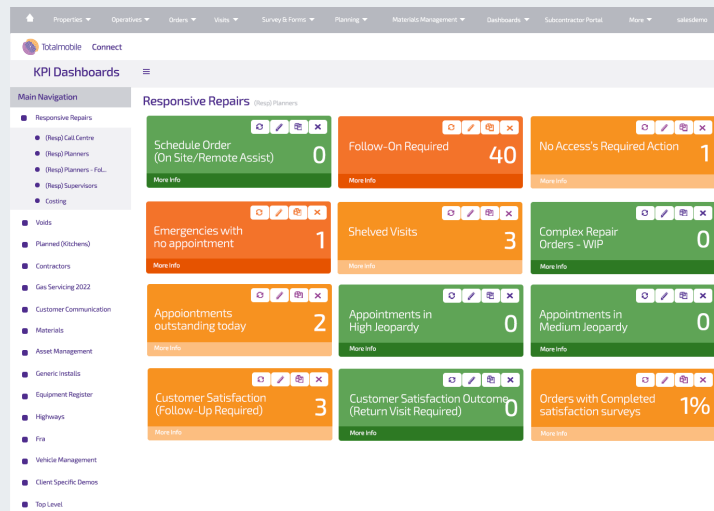
Designed around the needs of the mobile worker, Totalmobile's solution empowers field teams to capture intelligent data and access vital information on the go, ultimately enhancing the efficiency and effectiveness of field operational delivery.



Job & Asset Management

Totalmobile enables the Altnet 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.

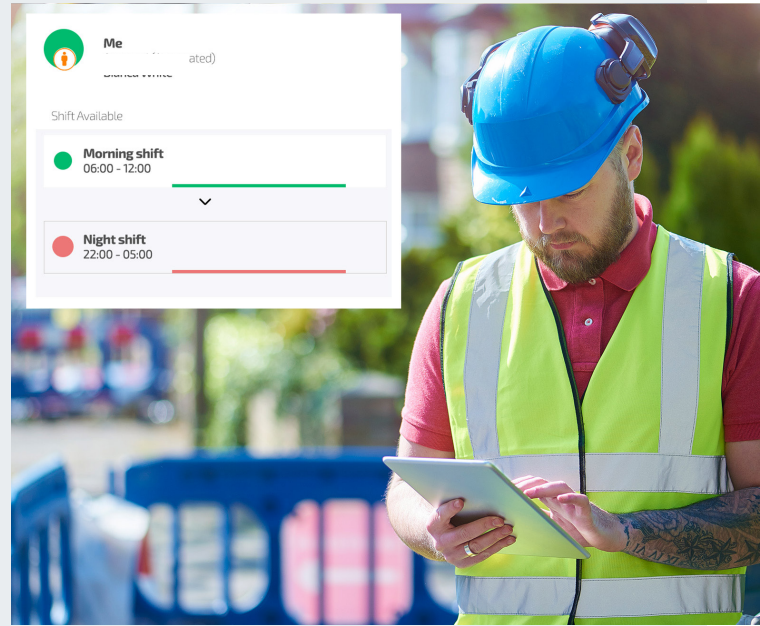


Shift Planning and Rostering

Totalmobile addresses the need to recruit and retain a skilled workforce by simplifying and streamlining the complex process of rostering.

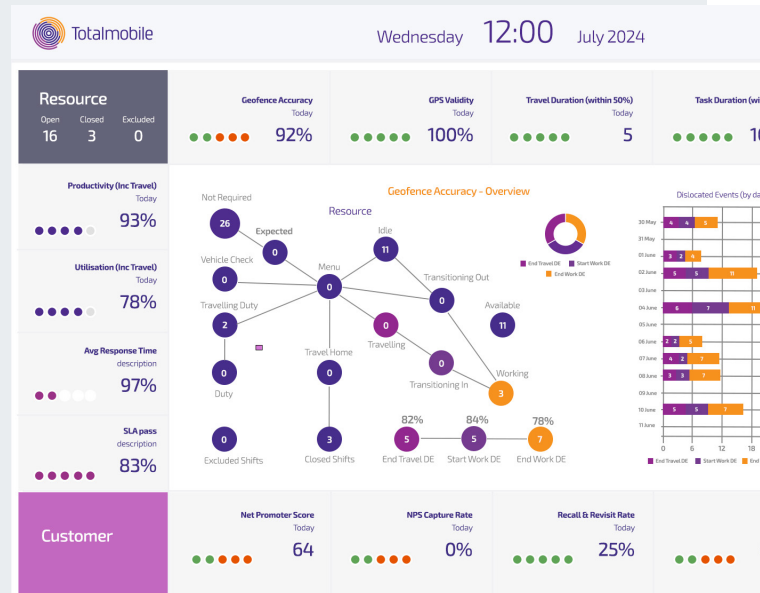
By gaining visibility over key employee information (account balances, time and attendance, timesheets, breaks) and rosters enable fibre providers to make decisions based on live status, balances and availability.

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



Field Service Intelligence

Totalmobile's comprehensive field service intelligence solution equips fibre providers with a complete understanding of past, present, and future service delivery. This ensures 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.



Performance Metrics

By harnessing the power of data analytics and performance metrics, Totalmobile helps fibre providers identify areas for improvement, optimise resource allocation, and continually refine their service delivery strategies to serve their customers better.

By implementing these features, our platform helps address fibre providers' critical challenges. It enables organisations to make data-driven decisions, optimise resource allocation, and deliver high-quality services to their customers.



DEMO OUR SOLUTION TODAY

Follow the QR code to reach our product experts



Benefits

Our solutions help Altnets adapt and innovate to deliver reliable, fast, and sustainable services for their customers.

Totalmobile is emerging as a critical partner empowering major fibre providers to transform how they deliver services by offering a comprehensive range of capabilities such as:



Workforce Productivity: Totalmobile enables fibre providers to streamline their entire field service delivery process, resulting in improved visibility of work, informed decision-making, and accurate data capture.



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



Exceptional Customer Experience: By mitigating the risk of network outages and ensuring top-notch service quality, fibre providers can deliver a higher standard of service to their customers.



Guaranteed Compliance: The Totalmobile platform enhances the visibility and management of contractors, streamlining communication and promoting accountability between all parties involved.



Customer Engagement and Communication: The Totalmobile platform offers a customer portal, facilitating seamless communication between customers and service engineers and enabling customers to track the progress of repairs or maintenance work in real-time.



Building a Sustainable Future for Altnets: Totalmobile facilitates green practices and helps fibre providers meet environmental targets. The Totalmobile platform supports more environmentally conscious processes for field workers and end users, such as remote assist capabilities that reduce unnecessary site visits and minimise carbon emissions.

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



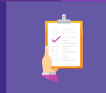
STAFF ENGAGEMENT



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



Lone Worker
Protection Solution



Understanding
Data Analytics &
Business Intelligence





KELLY GROUP

Kelly Group has been at the forefront of the telecommunications sector for over three decades, beginning with its inaugural customer cable TV installation in 1985. They've earned a reputation for constructing networks spanning various industries such as telecommunications, rail, civils, utilities, fleet, traffic management, and energy.

Partnering with Totalmobile, Kelly Group deployed our dynamic scheduling solution for their 1,000 field engineers who annually complete over 1.8 million broadband installation jobs across the UK. This transition from manual, spreadsheet-based scheduling to a dynamic system has dramatically streamlined their operations. Job scheduling now takes under an hour, enhancing completion rates and minimising errors. This efficient process has fostered business scalability with more diverse task types and faster completion times. This enables Kelly Group to operate to a much higher service level, helping them win and retain customers and expand their high-value contracts.



“The best part about Totalmobile’s Dynamic Scheduling solution is that the schedules are calculated and ready to go in just 15 minutes. Our managers no longer need to spend their weekends preparing for the week ahead.”

“Thanks to Totalmobile, all of our engineers now finish work at the same time because the jobs have been scheduled evenly across the team. Work-life balance is important to us, and Totalmobile is helping us make it a reality.”

Jason Chandler, Senior Operations Director at Kelly Group:



COUNTY BROADBAND

County Broadband builds and lays fibre to rural communities in the East of England, enabling this region access to Superfast Broadband. The company has been building connectivity infrastructure for 20 years and have been working with Totalmobile as their workforce management solution provider for the past six years.

County Broadband chose Totalmobile as their connectivity partner due to our expertise in work force management and by allowing real-time visibility and tracking to both their employee base and their sub-contractors. They were specifically interested in selecting a partner that reflects their own organisational values in providing excellence in service both to their end customers and also their employees.

"Totalmobile's solution significantly contributes to our environmental sustainability efforts. By reducing travel time, we minimise the carbon emissions associated with our field service operations."

CHRIS DAVIES, CHIEF INFORMATION OFFICER, COUNTY BROADBAND



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

EMAIL: info@totalmobile.co.uk