



Totalmobile

Connect

WORK ORDER MANAGEMENT

Totalmobile's cloud-based job management solution that provides organisations with the visibility and ability to streamline the delivery of work



Introduction

Over the last number of years, many organisations have discovered that the expectations of their customer base are increasing exponentially. This is particularly true for those organisations involved in field-based service delivery. Customers are now expecting that services are not only provided to the highest quality, but also expect additional flexibility to suit their requirements and are less likely to be forgiving of miscommunications and low quality or missed work.

However, as these expectations continue to rise, organisations often find their approach to job management is not developing at a rate to satisfy customer demand. This is often due to:

- Outdated job management technology which in many cases has not seen a significant revamp in over 10 years, therefore not taking advantage of recent innovations in this area
- A historical approach to job delivery that often means that organisations only realise that errors have been made, or work has been missed, after it has already happened
- Limited capabilities across existing systems that means when additional features are required, organisations need to turn to a separate provider, ultimately leading to a fragmented unreliable IT landscape

The lack of innovation, capabilities and even the fundamental approach of many existing job management systems, means that organisations inevitably end up delivering services that are not fit for purpose, falling short of customer expectations and leading to longer term implications.

When this is combined with the challenge of navigating continuous budgetary pressures and strict compliance requirements, more service providers are looking at how they can take a modernised approach to job management to help them meet their business objectives.



An Introduction to Connect

Connect from Totalmobile is a modern, cloud-based job management solution that provides users with the visibility and ability to control complex tasks and streamline the delivery of work.

The software is designed around the simple principle that organisations should move away from looking backwards and taking a historical view of service delivery. Instead, Connect empowers organisations to adopt a real time, forward looking view of the services that are being delivered, enabling them to better monitor service delivery, identify risks and take the required actions to ensure high performance standards are maintained.

A web based, SaaS solution, that is hosted on Microsoft Azure, Connect provides users with a fully integrated solution that offers a comprehensive range of capabilities including, job management, costings, mobile working and stock management. By offering these diverse range of features, organisations can truly transform and streamline service delivery, via one complete, robust software solution.

Unlike many other providers on the market, Connect offers a modern, high quality user experience and is updated on a continual basis, with all customers having access to newly released features and capabilities. This ensures that organisations are provided with a comprehensive and configurable solution that supports even the most complex of business needs.

In addition to this, Connect is provided as part of a fully integrated suite of Field Service Management products, providing your organisation with a diverse range of capabilities that not only enhance the standard of services delivered, but enable additional processes to be automated and optimised.

Empowering your Organisation to Delivery High Quality, Compliant Services

By taking a more forward-looking approach to the delivery of services, your organisation are able to better manage ongoing work, monitor job progress and identify any risks, as they occur. The outcome of this leads to a range of benefits for not only the organisation, but also staff themselves and importantly, the service user.

- Compliance with standards – enhanced control and increased visibility of the job management process means that risks can be identified and dealt with early, ensuring that the rights services are delivered at the right time, while meeting all required standards
- Workforce productivity – streamlining processes and automating admin means field workers have more time to spend delivering quality services every day
- Service Efficiency – through improved visibility and control of operational costs, organisations can closely track expenditure to ensure an efficient service is being delivered, while identifying areas of inefficient spend
- Customer Satisfaction – by delivering services when they are required, enhancing first time fixes and improving communication with customers, satisfaction of service delivery is increased

An Overview of Connect

Connect offers a comprehensive job management solution that consists of a range of features and capabilities to streamline the delivery of field-based services.

Dashboards

real time, role specific dashboards provide users with an overview of service delivery and highlight risks and actions that are required, to ensure the efficient delivery of services. Colour coded tiles, highlight areas that require attention and enables users to drill into more detail and complete whatever actions are needed

Costings

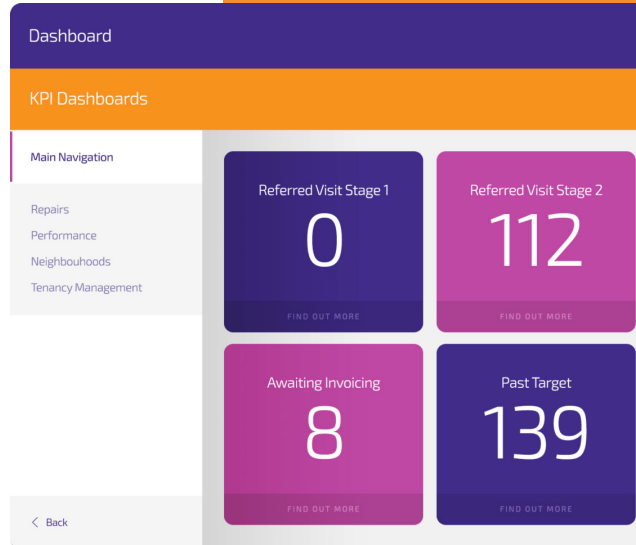
the solution is designed to drive commercially accurate data, providing the user with a line by line breakdown of each area of work. Further details can then be accessed such as the total cost of a job over a period of time and any margin that will be made

Asset Compliance

with a strong focus on the compliance requirements surrounding assets and facilities, Connect offers a live dashboard that highlights any existing or upcoming compliance issues, such as an asset about to move past it's compliance timeframe

Stock Management

a comprehensive back end stores process that can be integrated to all main merchants. Users can easily view materials being regularly and irregularly used and streamline the ordering process, with an overview of material costs provided



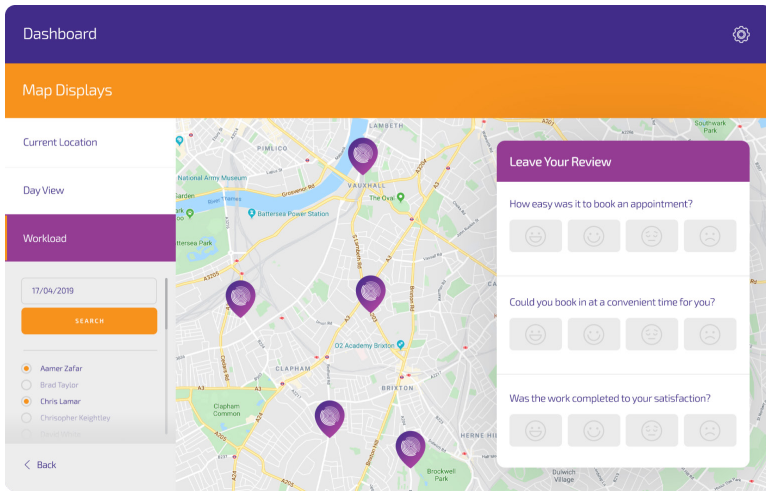
Dashboard

Customers - Resources - Orders - Visits - Surveys & F...

Order Profitability Summary

Financial Year: 2019 - From Period: Apr -

Contract	Work Completed	Labour	Van Stock	Direct Purchase	Subcontract
Responsive Maintenance	£249,495.91	£680,876.37	£44,633.89	£134,175.93	£363.80
Heating Servicing	£2,558.68	£3,344.01	£1,954.81	£195.02	£0.00
Voids	£336,408.38	£193,381.01	£44,633.89	£112,976.48	£471.16
Heating Repairs	£2,031.48	£7,013.02	£44,633.89	£214,294.13	£363.80
Major Works	£389,066.31	£398,522.29	£44,633.89	£134,175.93	£201.40
Heating Installations	£0.00	£680,876.37	£44,633.89	£97,921	£931.12
Surveying Team	£0.00	£27,972	£44,633.89	£511,112.83	£821.69



Scheduling

a scheduling capability that determines and highlights the breakdown of a staff members day, to ensure that all time is accounted for. This data can then be used to drive timesheets, reducing admin, while providing analysis of performance and where time is being spent

Planning

the solution provides a planning board that simplifies the efficient allocation of work. This allows users to easily view work that requires assignment, alongside the availability of staff resources. Larger items of work can also be planned to ensure that each step of the job is completed when required

Mobile Working

provides a mobile working capability that enables staff to receive the work that has been assigned to them and guides them through the job-related processes through to completion. Staff can complete required forms, access job details and capture supporting information as required

SaaS Solution

providing all the benefits of SaaS based technologies, the solution can be deployed in a matter of days and is frequently updated, ensuring all customers are benefiting from any newly released features

An Established, Trusted Solution

Totalmobile takes great pride in providing a solution that enables organisations to streamline job management processes and enhance the efficiency and quality of service delivery.

That's why we are trusted by some of the largest employers in the UK:



Homes for Haringey



Black Count
Housing Gro



What's Next?

Totalmobile would like to speak to you about how our Connect solution can drive and enhance the quality and efficiency of service delivery across your organisation.

To learn more about Connect, please visit

<https://www.totalmobile.co.uk/software/connect-job-management/> or contact us via the details on the back of this document.



Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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