



EBOOK

The Ultimate Guide to Increasing the Capacity of Your Mobile Workforce

A guide to how technology
increases capacity in your mobile
workforce.





Totalmobile

Introduction



In this eBook, you'll find the focus on one very important outcome of successful mobile working through technology – increased workforce capacity. To begin, capacity is essentially the amount of work a set workforce is able to do in a given day. The automatic reaction when there is need for greater capacity is to hire additional staff. But for some businesses the added expense isn't possible. Instead focus should be on the existing workforce and finding ways to improve daily processes to release time that can increase capacity.

Now that we've covered what capacity means, it's time to explore what greater capacity is. It can

enable different benefits for different organisations, but as a rule of thumb it involves creating a mobile workforce that is more productive, and who's work can be done more efficiently enabling them to gain more time and unlock untapped potential. Potential that becomes greater capacity.

It's all about creating more time - more time with service users, more time to provide valuable services and less time on frustrating tasks such as paperwork and travel. It's about increasing the amount of time that is spent productively by staff, meaning that they can deliver more services and are able to spend the right amount of time doing their job instead of on time consuming processes.

In this eBook we are going to look at the five key areas where transformation can help provide increases in capacity. Finally, we'll explore how mobile technology can transform those processes into more efficient and productive activities.

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Chapter One

Time Spent on Administration

One of the major areas of time consumption is the recording and processing of administration; for many mobile workers their day revolves around it.

To begin, they have to physically find and carry around paper case notes for each visit of the day; during the visit they have to make handwritten notes, whilst at the same time accessing previous visit information. This multitude of administrative tasks take place while they are trying to provide a high level of service and complete the job in the time allocated. These manual, paper-based processes take place at the point of service and distract staff from providing a consistent and quality level of service.

Manual administration also poses a security risk, with physical paperwork there is the potential for human error, information can be lost or misunderstood, affecting compliance and hindering the provision of service. Accessing the right information can be a slow process if mobile workers have to search through pieces of paper and handwritten notes. Throughout the day this can add substantial extra time on top of their duties that could be spent

more productively. It doesn't end there, once the working day is over, typically a mobile worker will return to the office and begin the process of re-typing the notes into the back-office system, taking up more time that could either be spent with service users or maintaining their work life balance. This can often account for hours of time that could be better spend delivering services.

But by providing easy access to information and enabling a more efficient way to record information, administration can be significantly reduced so staff are spending more time doing their job. With the additional capacity that this creates, they can take the time to understand service users' needs, providing an added level of service. By removing the physical paperwork, an organisation can reduce the risk of lost information and reduce the time wasted on recording and processing administration.



2

additional patient visits,
per nurse, per day.

virgincare 

Chapter Two

Travel Time Whilst Working

For many mobile workers, travelling time whilst working is a large drain on daily resource. The travel between jobs being the main issue. The cause? Poor scheduling. Mobile workers find themselves travelling long distances from one job to another or having to travel back to the office for additional job information throughout their day. Time spent travelling is time that could be spent providing value to service users.

Travel between jobs is inevitable, it is also completely normal for unforeseen events to occur throughout the working day, absences, delays and new priorities are a regular feature of mobile working. It can mean the rescheduling of work, which often isn't effectively communicated, causing a risk of missed jobs, a large backlog and unhappy service users. Out in the field, delays or changes in priorities can disrupt a mobile worker's schedule and communicating those changes can be difficult. When a mobile worker is working with out of date information time is wasted travelling to the wrong jobs at the wrong times.

On the surface, these may seem like minimal issues but they do take up valuable capacity in a mobile worker's day. Lack of job information and poor routing directly affects service users and result in a negative impact on the quality of service as well as capacity. By providing accessible optimised travel routes, mobile staff are able to move from visit to visit more efficiently, creating additional capacity in their day. Additionally, mobile staff need an evolving schedule which reflects changes as and when they happen; by implementing a reactive schedule that is easily communicated, time wasted travelling to the wrong site or at the wrong time is reduced. More simply, by having access to their work schedules at the beginning of the day, mobile staff have the information they need to prepare, ensuring that work is completed on time and with no disruptions. Staff are able to enjoy a more streamlined approach to their working day and additional capacity to do more with their day.

20%
more appointments





20%
reduction in travel

 Nottinghamshire
County Council

Chapter Three

Office Time

As you've read previously, time outside of the office can be spent inefficiently, but it's also time inside the office that we should be concerned with. Of course, returning to the office to touch base with colleagues and stay up-to-date with the latest company developments is important, but unnecessary time in the office completing administration or returning because of changes to their working day is unproductive and could be better spent providing valuable services. For many workers, they find themselves back at the office to receive an update to their schedule, or to gather missing job information, or due to a lack of visibility, they didn't have the right tools to do the job.

As we've touched upon, administration and the re-typing of handwritten notes is another main culprit of returning to the office. Often mobile staff spend much of their visit time completing hand written forms, asking additional questions and trying to ensure compliance is completed. They carry physical paper case notes to and from each site, before adding the new set of notes created that day. Then it's back to the office to begin the tedious and time-consuming process of trying to decipher the notes and type them into the back-office system.

But when unnecessary office time is reduced, greater capacity is created, staff can spend less time in the office and more time providing the services they have been employed to do. By enabling mobile staff to start the working day from home and end it at home, they can get straight into their daily visits without delay. By removing manual administration, they have no need to return to the office to type up notes or update compliance; instead they can return to the office only as and when they need to, giving them back greater control over their day.

With the additional capacity created they can be out in the field providing more services to those who need them and enjoy a more flexible and beneficial way of working.

30%

increase

in the internal capacity to take
on new service users



Chapter Four

Getting the Job Right First Time

For a mobile worker completing their jobs on the first visit is important in ensuring their schedule remains efficient and on target, any problems and their capacity is directly impacted. For service users, it's also important, they expect a resolution as quickly as possible, they want the job to be completed correctly and to a high standard. They do not want repeat visits or multiple workers visiting.

Completing a job the first time eliminates the need for additional visits and allows the mobile worker to move onto the next job quickly and efficiently; the more successful this is the greater their capacity grows.

But there are a few things that can stand in the way; on a day to day basis it can be difficult to ensure that the right person is assigned to the right job. Schedulers have to juggle absences and changing demands throughout the day, there can be

limited choice in who is available, resulting in someone with a different skillset being sent to a job. Once there they may not have the right equipment, or experience to fully complete the job. However, the risk isn't only in someone underqualified being sent to complete a job, when a mobile worker is over qualified and is being sent to complete jobs that don't utilise their skillset, this inefficient use of resources is just as harmful.

Couple this with paper based job information that can be incomplete and the time it takes to find and record information and suddenly, the process begins to take a lot longer. Another visit is required with a new member of the team and additional material. By ensuring that the right person is utilised and their time isn't spent on drawn out processes; jobs can be completed the first time, improving capacity and the quality of service.



50%
efficiency increase



Chapter Five

Staff Culture

Everyone understands that any working day can be stressful, for many their day involves juggling administration, poor communication and excess travel, all whilst trying to provide a high level of service. It can result in overworked, stressed staff who find themselves doing overtime just to stay on top of their daily activities, interfering with their personal life. It can lead to high sickness rates and a high staff turnover both of which result in a reduction of capacity, a strain on resources and costly recruitment processes.

By creating additional capacity for staff, their working lives become easier, by removing the common frustrations like paperwork and unnecessary travel, they can focus on the job they were trained and employed to do. They can provide important services to people who need them, in the right amount of time. This all works together to help increase their working lives and job satisfaction. By reducing the identified issues, staff are happy and more productive, beginning a positive cycle of productivity, job satisfaction and ultimately greater capacity.

36%
more jobs completed





25%
productivity increase

Newham London



Use Case 1

Michael is a social care worker

without additional capacity he finds himself stressed and struggling to meet his daily workload whilst meeting the needs of his service users. He travels to the office to gather his schedule for the day and the physical case files for each visit and then begins his day trying to avoid traffic jams and road works. He gets a call from the office to say that a member of the team has called in sick and he would have to take on their work for the day as well. If needs to return to the office as soon as possible to pick up the additional notes.

Once he arrives with his first visit of the day, he spends vital time catching up on the last visits notes before proceeding to speak with the service user and take additional notes on their condition. Before he realises, the time is up and it's on to the next visit. This continues throughout the morning, when he has a moment, Michael returns to the office for the additional notes, skipping his lunch and then moves on to an afternoon that is even more pressured.

One of his visits, requires a lengthy form to ensure that all is going as

it should, manually completing this administration takes up the whole visit rather than being able to find the time to speak with the service user.

At the end of the day, Michael returns to the office to type up all of his notes from the day, he notices that his handwriting has become progressively worse towards the end of the day and he's not 100% sure of some of the things he has written, he trusts that his memory is sufficient. Finally, Michael finishes his day three hours after he had planned to.

With additional capacity Michael's day looks a little different...

Michael begins his day at home, he checks his visit schedule for the day ahead on his mobile device and reads through all the relevant information and supporting evidence. He jumps in the car and heads straight to his first job; a notification alerts him to the fact that he has received a new priority visit due to an absence in the office. However, it has been slotted in according to priority and other visits have been moved efficiently, with a few clicks he can see that the job information is there and the accompanying forms are also available.

On his first visit, Michael is able to quickly view the last visit information spending a minimum amount of time on it, creating capacity for him to sit down and speak with the service user, he's able to gain a much clearer image about how they are feeling. Once he is finished the visit, he can mark as complete, the form he completed onsite is synced to the back-office system so no need to complete additional notes. With that time saved he is able to move on to the next job. Throughout the day Michael is able to maintain a consistent pace and high level of service, he even has time for lunch and when it comes to the end

of the day, he returns to the office to see how his colleagues are and not to spend hours typing up paperwork.

Michael feels happier that he is providing a level of service that is consistent and allows him to care. By removing administration and improving scheduling, he is able to gain additional capacity in his working day that allowed him to positively react to an additional priority job.

Use Case 2



Robert works in Housing Repairs for a Local Authority

his greatest pressure is managing the volume of jobs on a daily basis; capacity is at its maximum. Robert's day begins with a stop into his depo to get his daily schedule of jobs and accompanying notes and documentation. For each job there isn't a lot of information just a few forms and basic details. He takes as many generic tools and parts as possible and heads out to begin his day. Without scheduling or routing capabilities, he isn't aware of a road closure ahead, delaying him for his first visit and subsequently causing a knock-on effect for the rest of the day. When Robert arrives, he's greeted with a disgruntled service user who was expecting him earlier,

Robert then has to ask some similar questions to try and establish the full picture of the problem, the service user has answered these before, adding further frustrations.

Once Robert has all the information at hand, he takes a look at the repair, realising that he doesn't have the right part with him. Unfortunately, he has to communicate this to the service user, order the part and book in another visit. Once he leaves, Robert realises he is now running behind, however, the only way he can communicate this is by placing a call to the office who have no visibility of where he is and what issues he is dealing with.

The day continues in this vein, until he's finally able to return to the office later than intended. But first he has to inform his manager of the progress of the day and all the additional appointments that need to be added to the back-office system for the next schedule. He also needs to type or scan documentation and compliance from the whole day.

With additional capacity Robert's day looks a little different...

By utilising clever scheduling, Robert can review his entire day from the beginning, he is able to quickly call into the depo to gather all the correct parts and equipment before he begins his visits.

Using optimised routing, Robert has a pre-determined, clear and efficient route to all of his visits, reducing time wasted and creating additional capacity throughout the day. Using his mobile application, he can update when he has arrived at

the visit and when he has completed it. If there are any delays, these are automatically fed back to the office where decisions can be made whether jobs are rescheduled automatically, according to priority. An updated schedule is then sent to Robert, without disrupting his day. He arrives on time to the visit and is able to complete it with the right equipment, resulting in a satisfied service user. Any compliance forms are quickly and easily completed on his mobile device and automatically

synced to the office. Robert marks the job as complete and moves onto the next, the office have full visibility of where he is. By driving more efficiently, reducing time wasted during visits and ensuring the job is completed the first time, means that he is creating additional capacity that can be used to complete more jobs and reduce waiting times.

The Solution

30%
increase
in the internal capacity to take
on new service users



We've discussed the key areas which directly impact on capacity and looked at what happens when these are addressed – additional capacity and a more efficient mobile workforce. But how does this change happen? How do you address those issues?

With the implementation of mobile technology, such as mobile workforce management, an organisation can begin to tackle those capacity consuming issues. Administration causes multiple issues that we have identified in Chapter 1 – poor access and recording of information, manually carrying case notes to and from visits and the additional task of typing up handwritten information into back office systems, are only a few of the frustrations.

By providing staff with a mobile working solution that enables the easy access of detailed, relevant information at the point of service straight from their mobile device, begins to remove these time-consuming processes. Rather than spending their time trying to find the right information and manually recording visit details, they do it there on their mobile device at the point of service.

With more efficient access to information and full visibility of their working day they no longer have to travel to the office for notes at the beginning of the day, instead

they can get straight into their work schedule, even starting from home if required. Moreover, there is no need to return to office at the end of the day to re-enter information, instead it seamlessly updates relevant record systems, in real time, straight from their device. Not only do they have the ability to add notes, they can also include supporting documentation and evidence, such as photographs and signatures, giving them and their organisation added reassurance. Compliance becomes a simpler process with smart forms, easy to use click options and auto-filled details that save time and repetition.

By streamlining administration and using technology to optimise mobile working practices, staff are able to see real transformation and additional capacity is created in each activity they complete, enabling them to take on additional work or to enjoy being able to spend time doing the job they love.

The implementation of a scheduling solution that integrates with mobile workforce management enables mobile workers to be deployed in a more effective manner, whole areas can be assigned to one worker so that they are able to reduce their overall travel time. Or with the use of intelligent routing the optimum route can be selected for the working day, not only saving time and reducing travel costs but providing service users with a more

timely, consistent service. With live information, mobile staff are able to respond to changes as they happen throughout the day, as their schedules are automatically updated in real-time on their mobile device, so no more travelling to the wrong site or missing priority appointments.

As we mentioned above, one of the main issues mobile workers face is not having the right equipment or documentation to complete the job. By providing mobile workers with access to the right information and full visibility of their working day they can plan ahead and have all the relevant items with them from the start of their day, no more driving back and forth to gather additional material. Instead they can be where they need to be on time, with the right information and the ability to provide a high standard of service.

It's important to ensure that mobile workforces are being used to the best of their ability, that their skills are being used in the right areas. Without the right technology this isn't always possible. However, with the right scheduling solution and mobile workforce management in place, mobile workers are given the tools they need to do their job and the right people with the right skills are assigned to jobs.

Conclusion

What does all this mean?

We've looked at key business areas and how those are affected when the right technology is introduced – it results in increased capacity. Greater capacity could mean different things depending on your organisation – it could mean being able to take on more work, reducing service times/waiting times, it could mean doing more jobs per day with the same number of staff, it could mean spending more time with service users, or give staff time to have their lunch. It gives the organisation greater control over resources, by freeing staff up to be redeployed into other areas of the business that require attention.

With mobile workforce management this can be achieved. It unlocks the additional capacity that is trapped in old manual processes, such as paper

based admin, manual work schedules and too much time spent travelling between jobs and back and forth from the office. With mobile technology, these processes become intertwined and work together more effectively to create additional capacity.

With mobile technology and scheduling these processes are transformed by a mobile application in the hands of the worker where they can access key information, update records, capture supporting evidence and benefit from clever scheduling that intuitively uses information to create efficient schedules and assign skilled staff to the right jobs.

Additional capacity is achievable for all organisations, but it involves the implementation of a mobile solution that will analyse and transform those

time-consuming processes that are holding our mobile workforces back. To begin your transformation into increased capacity first look at the five key areas we have highlighted, it is here that improvements will give your staff essential time back that can be spent providing value to service users.

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Totalmobile will help you release the potential in your mobile workforce. Our 'mobile worker first' approach to innovation results in solutions people love to use.

Our customers are seeing significant increases in workforce capacity and cost savings, while also ensuring compliance and driving levels of service consistency. We will transform how your organisations works and help your people do more of the work that really matters.

Totalmobile
Pilot Point
21 Clarendon Road
Belfast BT1 3BG

T: +44 (0)28 9033 0111
E: info@totalmobile.co.uk