



Totalmobile

SOLUTIONS INSIGHT

# A solution for the Facilities Management Industry

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A workforce management solution that optimises  
the delivery of Facilities Management services



Today, Facilities Management organisations have a growing demand to deliver exceptional services to customers and are under continued pressure to deliver more for less.



Since the global recession of 2008, the UK is still feeling the effects with economic stability challenged through Brexit, the living wage, pension reform and the apprenticeship levy.

However, despite these issues, the Facilities Management sector have the opportunity to overcome these challenges through the deployment of technology.

There is a sustaining demand for technology which offers enhanced productivity such as IoT connected devices, automated monitoring & reporting and remote servicing. These technologies are enabling the

Facilities Management market to become leaner and more effective, reducing operational costs, improving compliance with standards, increasing workforce capacity and providing a quality customer experience.

Totalmobile have been revolutionising both hard and soft Facilities Management, from cleaning to mechanical and electrical services, integrating workforce management and dynamic scheduling with the Internet of Things (IoT) to deliver on-demand and condition-based services. Whether it's a smart room telling you when it requires cleaning, through to a break fix

HVAC repair, we are transforming every day practices by improving the efficiency of service delivery. Our solutions provide real-time visibility of data captured on IoT, mobile, and wearable devices to identify flaws, prevent KPI breaches, initiate proactive services, increase efficiencies, ensure compliance, enhance customer satisfaction and deliver a sustainable ROI within Facilities Management organisations.

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# Key capabilities of the technology

Gartner have highlighted three key technologies that will drive the digital businesses of the future; namely, Internet of Things (IoT), Mobile and Cloud.

Individually these will provide incremental improvements, but together they have the potential to drive transformational business change. Being cloud based, our solutions are secure and scalable, ensuring efficiency of services and compliance processes are met.

## Mobile Working:

Our mobile solutions ensure your workforce has everything they need to get the job done from one single app. The easy to use solution streamlines processes whilst ensuring access to real time job information. With access to information at the point of service, your workforce can complete their working responsibilities, collaborate with colleagues and stay in contact their mobile device.

## IoT technology:

Integrating mobile solutions with scheduling and IoT technology aids the delivery of on-demand and condition-based services. The Internet of Things (IoT) is a popular term in recent years that simply describes the connectivity of an object with the internet, but IoT has developed into something much more transformative; it's changing how we work and live. For example, connected sensors can be placed within washrooms to monitor and trigger when facilities need cleaned or within key meeting areas to monitor footfall and usage or on hot desks to monitor capacity planning. Facilities management organisations can capture real time information and leverage that data to influence smart business decisions, transforming the way they operate.



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## Self Service:

Self Service is becoming more prevalent within Facilities Management in order to make organisations more efficient. It allows users to have immediate access to a service without having to make lengthy phone calls to a service desk to report faults or book appointments. This service enables a quicker response time and improves customer satisfaction.

## Dynamic Scheduling:

Our dynamic scheduling solution assists Facilities Management organisations in achieving efficient workforce scheduling and the allocation of resources against planned or unpredictable work demands. Together they provide expert scheduling which takes on board a wide range of considerations, such as skills required, availability, location and time frames to ensure successful service delivery.

## Data Analytics:

By using technology, Facilities Management organisations have access to insights generated from the data collected. This real time information is readily available all on one platform with the ability to review reports, identify faults or performance issues and generally provide organisations with a better understanding of the way their facility is operating. These valuable insights provide information on not only your assets and buildings but also your mobile workforce. Your organisation can then use this information to make intelligent decisions and put a plan in place to prevent issues from escalating further.

We provide Facilities Management organisations with information and analytics solutions that provides businesses with access to rich data, offering a deep understanding of their workforce and the delivery of work. This enables trends to be identified and risks to be addressed before they become a problem.

## Business Benefits:

Implementing our solutions allows Facilities Management organisations to experience transformational outcomes such as reducing operational costs, being compliant with standards, increasing workforce capacity and providing a quality customer experience.

## Increase workforce capacity:

By equipping your facilities teams with mobile technology, effective scheduling and actionable insights, inefficient processes that consume time and resources are eliminated. Full visibility of information at the point of service allows staff to carry out an efficient service, doing the job right, first time. Ensure your teams capacity is used as effectively as possible by delivering services only when they are required, in a timelier manner. Our solutions enable you to easily record accurate information and the reporting analysis helps you identify key trends to ensure staff time is used effectively. Additionally, removing manual processes such as administration duties saves time which can be spent delivering more services.

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## Providing a safer, more compliant service:

With all data updated and recorded in real time, Facilities Management organisations are able to use this information to make informed decisions while ensuring compliance standards through standardised workflow application and reducing any KPI breaches. Businesses have full visibility that maintenance has been carried out, or washrooms have been restocked or cleaned, ensuring compliance. Your organisation can ensure SLA's are met and have all the information at hand should it be required for auditing purposes. Issues can be identified and actioned before they escalate into a serious incident therefore reducing downtime for essential services and ensuring KPI's are met. Staff have access to key information and workflows on their mobile device which ensures all information is accurately recorded, processes are followed, and no information is missed.

## Increase operational efficiencies across your Facilities Management business:

Facilities Management organisations are faced with a growing pressure on budgets and a demand for efficiency savings. With a more efficient workforce, and services only delivered when required, improvements in service delivery is increased, jobs such as cleaning or maintenance are completed quicker and on a first-time basis. This reduces costs, ensuring money is not being wasted and your Facilities Management organisation can achieve maximum profitability.

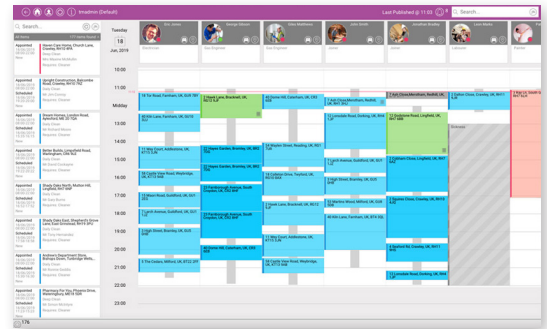
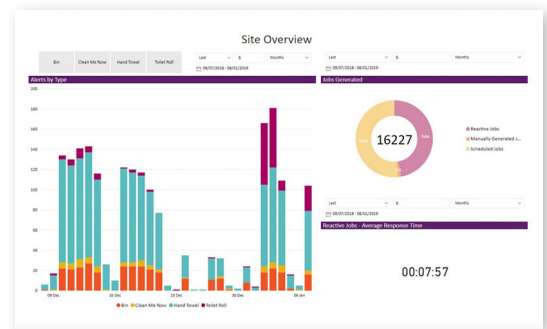
As IoT sensors continue to develop, smart offices and connected environments will grow, with intelligent heating, air con and lighting becoming the norm, benefiting facilities management organisations with reduced energy costings.

## Providing an enhanced, quality customer experience

Within Facilities Management there is a sustaining demand for technology which enables enhanced services. Technology such as IoT connected devices, automated monitoring and real time reporting improves the quality of service that is being delivered and streamlines processes. Combined with having the right mobile technology to capture information and scheduling solutions to arrange staff. Our mobile, IoT and AI capabilities satisfy the need for continuous, innovative improvements within your organisation, ensuring you are always a step ahead of your competition. By providing an innovative, improved, consistent service, your customers can ensure they receive a high standard of customer service, enhancing their experience.



# Product



## Task:

Equip your workforce with everything they need to get the job done from one single mobile solution. With access to key information and workflows available on their mobile device, users have instant visibility to their job calendar, customer information and the ability to update their progress status. Capture images, signatures and complete intuitive workflow all from one device, empowering your staff to complete work on a first-time basis

## Insight:

Our analytics and business insights application helps deliver powerful insights generated from your field-based workforce. Report on SLA's, dashboards and data to develop a clearer understanding of your organisations' needs and those of your customers. This valuable information will help you to make better, informed decisions, ultimately improving the customer experience and identify where efficiencies can be made.

## Optimise:

Empower your planners and supervisors with a manual or dynamic scheduling and route optimisation toolset to facilitate real-time planning of appointments and optimisation of routes. This allows for the efficient and effective utilisation of the workforce with full visibility of progress.

## Connect:

Office based teams who are undertaking the planning, scheduling and supervision of workforce activities have access to real time management dashboards/ web console which allows them to access the appropriate tool sets to manage their workforce and their jobs efficiently and effectively. Receive key status information with full visibility of the current status, work completed, time taken, data captured, signatures and images; all logged and clearly displayed for effective management.

## Sense:

Implement Internet of Things (IoT) devices and sensors to identify events and aggregate and analyse this data feed into the rules engine and report module to drive tasks, alerts and notifications. All the main IoT protocols and providers are supported giving you the choice of using the most appropriate sensors for your deployment.

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## Who we work with:

Totalmobile is revolutionising the way Facilities Management organisations work. We are working with some of the largest Facilities Management companies throughout the UK.



Interserve, a Totalmobile customer implemented our IoT sensors to monitor the temperature of their pipes and water system in order to remain compliant and reduce the risk of a legionella outbreak. By implementing the sensors, they are able to adhere to health and safety and compliance regulations and ensure the safety of their customers. Additionally, the placement of IoT sensors removes time consuming processes such as sending out engineers to detect the temperatures manually. It also leads to better accuracy of monitoring conditions and is a pro-active approach to tackling a wide spread health risk.



Mitie decided to partner with Totalmobile to reimagine its mail tracking operation. As part of the solution, wirelessly connected sensors were deployed to automate processes that were traditionally manual such as triggering a workforce service request to collect urgent mail from a sensor-enabled tray. Totalmobile' platform allows Mitie's clients to maximise their investment by ensuring they are using the latest technology in the most efficient way for their businesses. Improved efficiency, cost saving, enhanced security and reduced risk are just some of the benefits.



**Totalmobile**  
GROUP

The Totalmobile Group are a leading innovator in field service management and mobile workforce software solutions. We enable our customers to maximise the potential of their mobile workforce by optimising field service management.

We provide our customers with a complete solution that empowers the mobile workforce, provides organisations with a real competitive advantage and customers with a great experience.

With offices in Belfast, London, Derby and Bury-St-Edmunds, the Totalmobile Group continue to grow and establish itself as the leading field service management software organisation in the UK.

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