

CASE STUDY

London Borough of Newham



Background

Newham, like other local authorities, has been under extreme pressure to make its organisation leaner, whilst providing value for money for the community it serves. Newham has 16,000 properties under its management, including a small number of public buildings such as schools and libraries.

Newham first explored the concept of mobile working back in 2007. But it needed to find a solution that would provide offline capability. After extensive research it found that Totalmobile was the only company that fitted its key criteria. It now has 170 on-ground and 30+ back office staff in Housing Repairs and Maintenance, Gas Servicing and Public Building Maintenance using Totalmobile's solution on Android devices.



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Tony Abbs, Operations Director RMS, Community and Environment, The London Borough of Newham



Newham saw the importance of engaging frontline staff from the outset in the design of the mobile solution, as they were the ones that would use it – and ultimately contribute to its success.

Workshops allowed staff to identify the levels of training they required and ensure they were given the right support. They were also used to identify key users who could act as mentors to others.

The back office integrates with the Totalmobile solution, designed to ensure efficient administration of day-to-day response, planned inspection and service based operations, managing the lifecycle of every job from creation to completion. This includes all financial and operational management implications. This system is linked to Northgate Housing, Mayrise, Civica Keystone and Travis Perkins. Newham can now monitor performance against set indicators on an individual basis against all KPIs, especially customer satisfaction, so it can continually view its achievement ranking.

Overcoming obstacles

Newham came up against some major challenges in deploying Totalmobile's solution, especially in ensuring it had the right tools in place to meet with all public sector security and legislative requirements, CoCo compliance and PSN.

A combination of deploying Totalmobile's solution and a new bonus scheme has seen productivity in Repairs and Maintenance increase by 25%. The ability for operatives to manage their own schedule has also seen non-productive time drop from 33% to an all-time low of 1%.

The visibility of operational performance has allowed managers to assign and manage jobs more efficiently. This has meant a major reduction of around 25% in front-line operational staff which has cut costs significantly.

An unexpected benefit of the Totalmobile solution for Newham was that during the 2012 Olympics, when some of the Borough was closed for Games access, maintenance operatives could carry on working and access their work despite the restrictions, thanks to Totalmobile's mobile solution. Information was readily available on their device and the solution maintained full functionality without connectivity.



up to
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"Totalmobile has been very supportive and reactive to all Newham's requirements. Key being adaptability and flexibility and that their people have understood every step of the way what we are trying to achieve."

**Tony Abbs, Operations Director RMS,
Community and Environment, The London
Borough of Newham**



The Future

RMS Newham has increased turnover from £16 to £20 million over the first 5 years and further increased to £27 million in the last year while staff numbers have reduced in relative terms. This would not have been possible without RMS Newham's Totalmobile deployment being able to adapt and expand in line with this dramatic increase; demonstrating a rapid return on investment.

"There has been a 25% reduction in operational staff costs on top of the non-tangible benefits," explained Tony Abbs, Operations Director RMS, Community and Environment, The London Borough of Newham. "In a service that handles vast numbers of small jobs combined with large numbers of operatives we needed a system that could cope and adapt to the ever changing demands. Not an easy task, but Totalmobile has achieved this".

What's next?

The next step for RMS Newham and Totalmobile is to evolve and adapt into other areas of work like highways maintenance and new build projects.

The Benefits

- 25% increase in Repairs and Maintenance productivity Non-productive time drop from 33% to all time low of 1%
- 25% reduction in front-line operational staff
- Newham has increased turnover from £16 -
- £20 million over the first 5 years and further increased to £27 million in the last year



Totalmobile

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

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

London Office

Brettenham House
Lancaster PL
London WC2E 7EN
info@totalmobile.co.uk
NI 18486

Belfast Office

Pilot Point
21 Clarendon Road
Belfast
BT1 3BG
+44 28 9033 0111

Belper Office

Ironstone House
Kedleston Close
Belper
Derbyshire DE56 1TZ
+44 (0) 1773 596

Bury St Edmunds Office

22 Park Farm
Fornham St,
Genevieve
Bury St Edmunds IP28 6TS
+44 (0) 1284 330 164