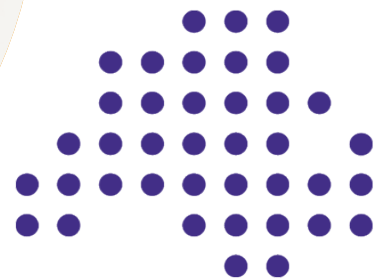


CASE STUDY

Coastline Housing

Coastline Housing Ltd (CH) is an independent, not-for-profit housing association owning and managing almost 5,000 homes. The company's purpose is to build great homes and offer great services provided by great people.



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The challenge faced by Coastline Housing is enormous. In many areas of Cornwall, high house price rises have excluded many people from owning their own home.

With a growing annual turnover - currently £24 million - and staff totalling over 300, Coastline Housing's contribution to solving this problem and improving people's lives continues to increase.

The Coastline Housing brand includes subsidiary Coastline Services which offers top quality repairs and maintenance services to companies and individuals.



Challenges

Coastline's biggest challenge was to find an effective job management system which brought all of their systems together. The system previously used by Coastline didn't enable the addition of materials or any sort of purchasing, meaning it was very difficult to manage costs and track what was being ordered and by whom.

Coastline very quickly decided they wanted to go down the software as a solution (SaaS) route. They made the choice to use the G-cloud platform as their framework and started their procurement. Connect from Totalmobile was selected by Coastline as it was evaluated to be a better developed system compared to all the other software providers Coastline looked at.

Some highlights from the evaluation of the Connect solution included:

- Connect was very competitively priced compared to the others and was more cost effective
- The SaaS capabilities were unique and offered more support to enable Coastline to grow their business
- The functionality was much more impressive and appropriate compared to the competitors

"Connect from Totalmobile has been a breath of fresh air, providing us with a ground-breaking system. The dashboard functionality has been a particular highlight and has helped us improve how we deliver services and enabling us to enhance the customer experience. "

Barry Cox - Business Systems Analyst

The relationship with Totalmobile has been identified as a particular positive for Coastline. Totalmobile was the first software provider who listened to Coastline and helped them truly meet their requirements.

In previous experiences Coastline have had lasting issues when problems have occurred, with previous providers only fixing issues with the next upgrade, that ultimately incurred additional charges. For years organisations in the housing sector have put up with this attitude and Coastline wanted to break the mould.

The continued frustration of having to keep paying for upgrades meant that working with Totalmobile was a breath of fresh for Coastline, as the software system allowed them to keep up to date with current technology.

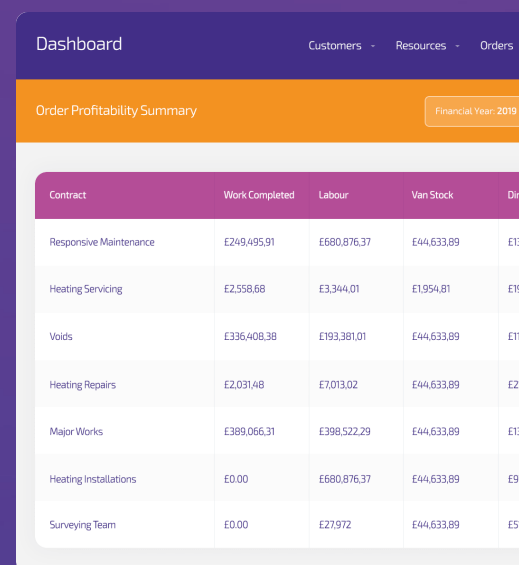
By providing a SaaS based solution, using Connect now meant that any issues experienced by Coastline were rectified quickly and at no additional cost. For Coastline this was ground-breaking and unique from previous experiences of dealing with suppliers in the housing sector.

Why Totalmobile / Benefits

Coastline has been using Connect since 2017 and have had a growing relationship with Totalmobile. With well over 100 mobile operatives on the field and just over 120 internal users of the system it just keeps expanding as Coastline grow as a business.

There are many different reasons why coastline choose Connect as their software provider:

- Connect listened to coastlines needs and helped them overcome their internal challenges with their current systems
- Totalmobile were viewed as a software provider who was keen to listen and also act upon the requirements
- Seamless integration and effortless working with Connect
- Connect demonstrated they were always keen to produce new solutions, upgrade their product specification and also enhance the system which would benefit Coastline not only now, but in the future as well



The screenshot displays the Totalmobile Connect software interface. At the top, there is a navigation bar with 'Dashboard' selected, and links for 'Customers', 'Resources', and 'Orders'. Below this is a header for 'Order Profitability Summary' with a 'Financial Year: 2019' filter. The main content is a table with the following data:

Contract	Work Completed	Labour	Van Stock	Dir
Responsive Maintenance	£249,495.91	£680,876.37	£44,633.89	£1
Heating Servicing	£2,558.68	£3,344.01	£1,954.81	£1
Voids	£336,408.38	£193,381.01	£44,633.89	£1
Heating Repairs	£2,031.48	£7,013.02	£44,633.89	£2
Major Works	£389,066.31	£398,522.29	£44,633.89	£1
Heating Installations	£0.00	£680,876.37	£44,633.89	£9
Surveying Team	£0.00	£27,972	£44,633.89	£5



- The products keep improving and growing and Coastline didn't get charged for new modules or new functionalities
- The solution enabled coastline to be more cost effective and plan better
- The dashboards that provide visibility of jobs meant that Coastline could revolutionise how they delivered services
- Job management can go through the same system and be aligned, providing a clear break down of costing and materials
- The solution enabled coastline to use one single service platform and not having to open several system to find out information
- The system provides enhancements in remote working and reduces the reliance on time spent in the office

Future Plans

As coastline expand their business, they have already purchased the additional Remote Assist product. They are also wanting to expand this solution to their virtual lettings and high value customers, including those who are not directly related to repairs.

Coastline are also looking at the asset data base structure, which is a new functionality to Connect, and they are keen to adopt this technology when it goes live.

Coastline have additionally recently integrated Connect with their 3rd party gas supply company who are outside of the Coastline customer base, they have successfully managed to integrate with Connect making it much easier for Coastline to enable their 3rd party to take readings and input onto their systems.

They are also looking at changing their customer portal enabling them to enhance their system even further



What's Next?

To learn more about our products & solutions , visit

<https://www.totalmobile.co.uk>

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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