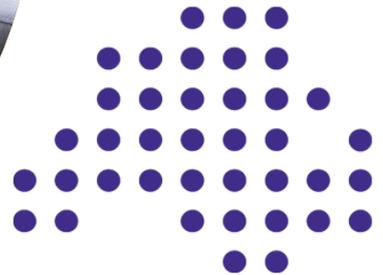




## CASE STUDY

# Leicester City Council

Leicester City Council serves the people, communities and businesses in Leicester and has been a customer of Totalmobile since 2017



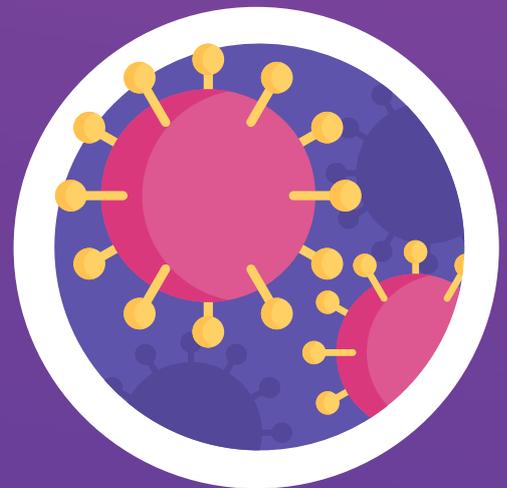
# Background

Leicester is the biggest city in the East Midlands with a population of more than 300,000. The council serves the people, communities and business in Leicester and is responsible for many of the major decisions that affect people's lives.

Leicester City Council have been a customer of Totalmobile since 2017 and have already implemented a range of leading solutions from Totalmobile within their housing department, including Mobilise (mobile workforce management), Optimise (dynamic scheduling) and Assist (remote video support).

## The Challenge

With the country on lockdown due to the ongoing pandemic of Covid-19, Leicester was under increased pressure to keep their staff and customers safe, reducing risk while still trying to maintain a high-quality standard of service. They needed to make a transformational shift in the way they delivered support services and it had to be a priority.



## The Solution

Leicester City Council needed an innovative solution that could not only ensure the safety of their employees and residents but also maintain a high standard of service delivery. With this key challenge in mind the Council deployed Assist, a solution that provides the Council with a cloud-based video diagnostic solution that enables potential jobs to be remotely triaged and prioritised, without sending an operative to resident's homes.

This enables the Council to reduce unnecessary jobs, minimise face-to-face contact and better prioritise emergency visits.

The solution was configured and deployed in just four days and is being used within Leicester City Council's Housing Repairs and Maintenance department, to enhance support being delivered to tenants.

By using the solution, the Council expect to prevent unnecessary inspections and improve their first-time fix rate by 10%. It's anticipated this will remove as many as 9,000 unnecessary visits a year, providing tenants with a timelier service.

The introduction of the innovative Assist solution from Totalmobile will help transform service delivery to tackle current challenges and deliver increased efficiencies, productivity and service benefits now and in the future.

**Kevin Wheeler, Programme Manager at Leicester City Council, said:** "In light of the current challenges presented by COVID-19, it was essential that we invested in technology that enabled our teams to continue to operate to the highest standard, while placing their safety and that of tenants, at the heart of any process. With the help of Totalmobile we've been able to rapidly deploy the Remote Assistance solution, to provide a support service via a shared video stream with the tenant. This allows us to work with the resident to assess the requirement and help them safely conduct simple tasks such as boiler re-sets themselves. This means we can better triage jobs prioritise emergency work and reduce risk for both residents and our maintenance teams."



**Brigitte Frain, Customer Success Director, Totalmobile highlighted,** "Local authorities like Leicester City Council continue to deliver vital public services during this time and need to balance health and safety factors with continuity and efficiency.

At Totalmobile we're proud to provide a range of innovative solutions that enable organisations to deliver great services, while also protecting their staff and the public. Leicester City Council have been a long-standing customer of Totalmobile's and we are delighted to assist them in their ongoing digital journey and response against COVID-19."



### 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.

## **Belfast HQ**

Pilot Point

21 Clarendon Road

Belfast

BT1 3BG

+44 28 9033 0111