Totalmobile
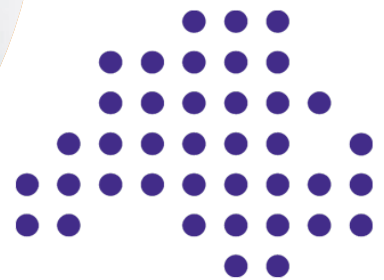
STANLEY Security

STANLEY Security is part of Stanley Black & Decker, an $11 billion S&P 500 company and worldwide supplier of tools, hardware and security solutions. The European organisation employs 6,200 people across 14 countries.

Today, the company designs, installs, monitors and services security systems for industrial, government, commercial and national account customers. An ISO9001:2000 accredited company, STANLEY Security offers innovative, total solutions tailored to the specific needs of its customers' sector and business. STANLEY Security is dedicated to earning their customers' 100% Trust by providing world-class service. This makes STANLEY Security one of the most trusted names in the security business

The Challenge

An increasing part of STANLEY's business involves integrated security solutions for multinational and global organisations. These customers expect consistent service offerings across multiple geographies, and a single point of contact from the vendor.

To ensure STANLEY Security's customers get the best possible service, their objective, following the takeover of Niscayah in 2011, was to review and streamline processes between technicians and back office and to standardize on Mobile Workforce Management solution across Europe. After an extensive evaluation process, Totalmobile was selected as the Europewide Mobile Workforce Management solution standard.

STANLEY recognised that many significant operational benefits could be achieved by focusing on optimizing Field Service processes, implementing and connecting it to the existing ERP applications. This was made possible by Totalmobile's comprehensive and flexible data model, which allowed STANLEY to implement identical customer-facing field service functionality across its different European locations and deliver a consistent customer experience that befits a global organisation.

STANLEY Security Finland was chosen for early implementation. The Finnish operations organisation is comprised of approximately 250 local employees, of which around 120 are field-based engineers and supervisors.

The Finnish team handles ca. 20,000 service calls a year. Around 25% of these calls are preventative maintenance visits, but the remaining 75% require on-site intervention to address an issue or incident. Many of STANLEY's service contracts involve demanding SLAs that require a response within a tightly defined timeframe.

Expanding and extending their relationships with their key accounts is a key strategic priority for STANLEY, and their ability to provide a broad range of services and international support is a key differentiator against local competitors. As a consequence, the balance of STANLEY's service activity is progressively shifting from the initial installation of solutions to the ongoing maintenance and monitoring of systems.

This helps drive recurring monthly revenues and provides significant opportunities for upselling and cross-selling related services. Prior to the implementation from Totalmobile's solution, the field service organisation had relied on accessing a web portal into the ERP system and self-assigning tasks - meaning that reporting and analysis could take days or weeks, diverting the service/ maintenance engineers from more productive activities. It also meant that additional revenue opportunities often remained undetected.

Activity was recorded retrospectively; Managers struggled to see what was really happening at the front lines of the service operation and lacked real-time visibility of the progress of jobs. The delays in processing paperwork also had an impact on the speed and accuracy of invoicing, with the inevitable knock-on effect on cash flow.

Bruce Ginnever VP OPERATIONS, STANLEY SECURITY EUROPE

"In today's incredibly competitive environment it is imperative that businesses constantly strive to both improve their efficiency and deliver ever improving levels of customer satisfaction. With Totalmobile we have developed a very solid and flexible field mobility platform which is enabling us to stay ahead of our competition"

Our Approach

Back in 2004, STANLEY Security GB first chose Totalmobile's for its mobile data needs. The success of that initial project and the quality of service that the company was able to deliver led STANLEY to confirm Totalmobile's as its first choice supplier for mobile deployments in GB and France.

In 2012, Totalmobile was chosen again when the expanded STANLEY Security Europe organisation decided to standardise operations on a single Mobility platform. This time they chose the newly enlarged Totalmobile's Intelligent Mobile Workforce Management product set. The commitment covers the Smart Worker mobile application, with its associated managed service, plus the Actionable Analytics, the Employee Performance Management portal and Dynamic Resource Scheduling.

But, it was not simply the combined power of the software modules that convinced STANLEY. The expertise of Totalmobile's consultants, their pragmatic approach and real-world experience - plus a commitment to the highest standards that is shared by both companies – makes Totalmobile a perfect fit for STANLEY's needs.

With the system up and running in a number of countries already, future plans will see the system rolled out to 14 countries in Europe and implementation of the more advanced analytical and automation modules.
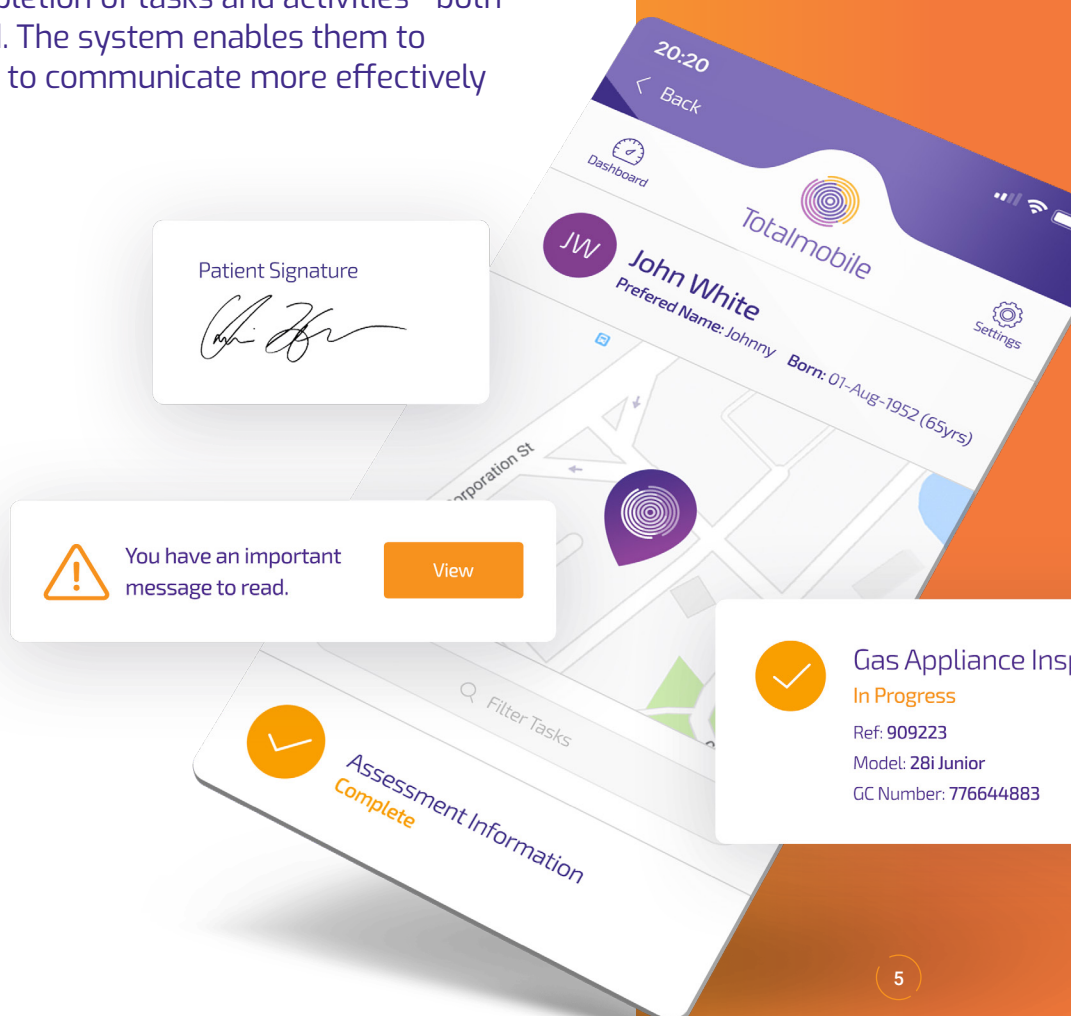
Benefits

STANLEY Security's implementation is already delivering a number of tangible benefits. Every field-based engineer now has a completely up-to-date view of their assigned workload and can capture and report their progress in real time.

Totalmobile's easy-to-use Smart Worker mobile application intelligently guides them through their shift sign-on/sign-off, plus individual activities as they are carried out. This also enables them to record and report any issues or exceptions and includes a tool to capture customer feedback at the completion of each job.

By keeping track of everything they do, as they do it, there is no need to maintain a separate paperwork trail recording time and attendance. Non-productive activities like team meetings are captured as easily as on-site work, meaning engineers and supervisors can devote more of their time to productive, customer-focused activity.

Managers enjoy real-time visibility of what's happening at the front lines of their service operations, including live updates on the progress and completion of tasks and activities - both scheduled and unplanned. The system enables them to manage by exception and to communicate more effectively with the field workers.

Patient Signature

You have an important message to read.   View

Assessment Information Complete

20:20
Back
Dashboard
Totalmobile
Settings
JW John White
Prefered Name: Johnny   Born: 01-Aug-1952 (65yrs)
Corporation St
Filter Tasks

Gas Appliance Insp
In Progress
Ref: 909223
Model: 28i Junior
GC Number: 776644883

According to Michael Langendorf, IT Director Operations & Supply Chain at STANLEY Security,

one of the most productive aspects of the Totalmobile's solution lies in the powerful visual reporting: "Totalmobile's real-time dashboards are particularly impressive. I can see the big picture and drill down into the detail whenever I need to." Langendorf continues: "The system allows us to recognise patterns of performance and identify areas that might require attention. I find the utilisation, productivity and first-time fix rate reporting particularly insightful."

Timely reporting is bringing a number of other benefits such as faster invoicing, which reduces payment disputes and speeds up cash flow. The system also captures on-the-spot customer feedback and Net Promoter Score ratings, enabling STANLEY to monitor near real-time customer satisfaction.

Improved inventory management is another consequence of implementing the system. "We used to have very little visibility of the parts stock on vans," explains Langendorf. "Now the situation is under much tighter control - and this has had a significant positive impact on our return on working capital, as well as ensuring that the engineer always has the right parts on hand."

Because Totalmobile is focused on worker activities and behaviours and not just the tasks in hand, it's helping to motivate and incentivise STANLEY's mobile workforce to do the right thing for both the company and the customer at all times.

And what about the future? Langendorf can already see the potential to use more of Totalmobile's capabilities. "We are now planning to implement Dynamic Resource Scheduling once we have built up a reliable database of standard service call times in the system. However, as our implementation continues to evolve we can always be confident of the support of Totalmobile's. It's a true partnership."

"STANLEY became a customer of Totalmobile in early 2021, following Totalmobile's acquisition of Cognito iQ".

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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