



Totalmobile

CASE STUDY

Monmouthshire Housing Association



Overview

Transforming Operations: Monmouthshire Housing Association's Journey With Totalmobile

For more than ten years, Monmouthshire Housing Association has partnered with Totalmobile. In 2022, they made the decision to adopt an innovative cloud-based repairs solution. They began their transformative journey in 2023 by transitioning to Mobilise and Connect, aiming to enhance their operations' efficiency, aesthetics, and user experience.

The utilisation of user-specific KPI Boards further improved their workflow. By addressing issues associated with real-time reporting, the dashboard solution offered timely data for making well-informed decisions.

A Tailored Solution

Monmouthshire Housing Association opted for Totalmobile's Connect and Mobilise, complemented by a Sub-Contractor Portal, E-trading, and Sun Integration. The bespoke solution addressed challenges such as manual job raising, real-time reporting, and communication with subcontractors. The tailored solution went live in April 2023, transforming Monmouthshire Housing's operations.



Key Achievements



Compliance Improvement: Achieved over 99% compliance in all recurrent work streams, enhancing overall recording and reporting.



Efficient Reporting: Real-time costing data improved financial control, aiding management accounting and project cost breakdowns.



Enhanced Collaboration: Increased system usage by managers, fostering better interactive processes across departments.



User-Friendly Data: Raw data from the system received positive feedback for its user-friendly nature, detailed information, and formatting.



Audit Satisfaction: Better control of standing order and financial regulations met audit recommendations.



Automated Processes: Totalmobile's Connect automated recurrent service job raising, streamlining operations and ensuring real-time figures for reporting.



Enhanced Communication: The Sub-Contractor Portal improved communication, aiding in knowing contractors' completion status and expediting payment processing.





The Benefits Realised

The positive impact of Totalmobile's solutions at Monmouthshire Housing Association is clear in increased managerial buy-in, real-time costing data benefits, and improved collaboration across departments.

The system's interactive nature, comprehensive dashboards, and centralised access to photos and completed forms have streamlined operations, making everything easily accessible for all stakeholders. This transformative journey with Totalmobile has not only improved the association's operational effectiveness but has also fostered a stronger partnership between the two organisations.

Looking forward, Monmouthshire Housing Association is poised to continue leveraging Totalmobile's innovative solutions to further enhance their service delivery and meet the evolving needs of their community.

"We have undergone a remarkable transformation through Totalmobile's solutions. The enhanced efficiency, real-time data, and customised features have not only improved compliance recording, but have also allowed managers to actively interact with the system. The notable benefits on collaboration, cost control, and overall operational efficiency have been truly impressive."

BECKY OLIVER, HEAD OF BUILDING SERVICES, MONMOUTHSHIRE HOUSING ASSOCIATION



What's Next?

To learn more about our products & solutions , visit <https://www.totalmobile.co.uk> or contact us on +44 28 9033 0111 or at marketing@totalmobile.co.uk

Pilot Point
21 Clarendon Road
Belfast
BT1 3BG