

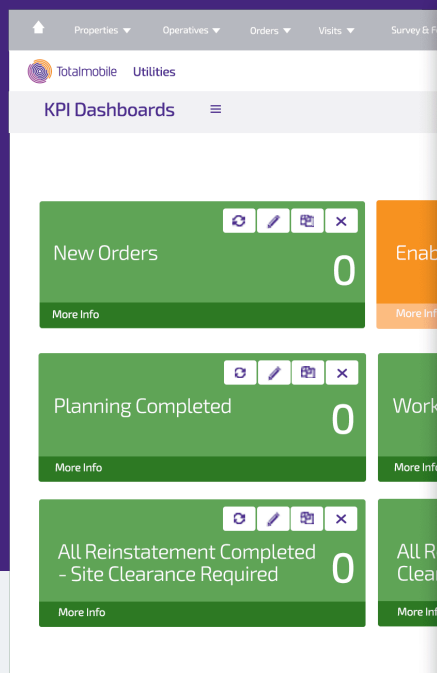


Totalmobile



Utility Works Management (UWM)

Complete work order management for utility works via one fully integrated solution.

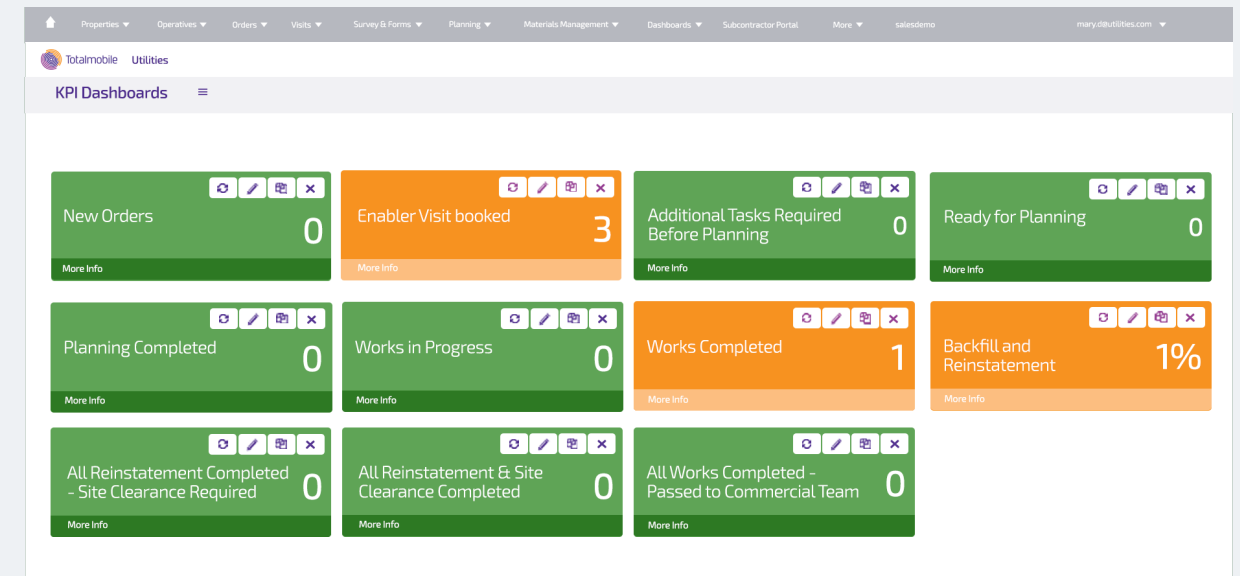


Introducing Utility Works Management (UWM)



UTILITY WORK ORDER MANAGEMENT

Utility Works Management (UWM) is a cloud-based work order management solution empowering utility contractors and subcontractors to manage, execute, and monitor multiple contracts from a unified system. It simplifies job costing, enhances real-time project oversight, and ensures adherence to compliance standards at every stage of field operations management.



Streamline Repairs & Maintenance Works

Utility Works Management (UWM) efficiently oversees the entire life cycle of Repair & Maintenance contracts, from work order receipt to payment claim submission. User-definable work orders enable organisations to create custom fields that seamlessly integrate with new contract requirements. Work is planned via a drag-and-drop Job Planner within the solution, facilitating the planning and assigning of works to diverse and blended field teams.

Combined, Utility Works Management (UWM) can:



Better Control Costs

Closely monitor operational costs in real-time. Swiftly adjust and track costs as works progress, ensuring all financial details are accurate at the time of project completion.



Increase Workforce Capacity

Better manage items of work and remove admin tasks that don't add value. The result is a workforce with more time to focus on customer service and the task at hand.



Visibility of Performance

Live insights provide crucial performance data, enabling your management teams to ensure all compliance standards are being met. This provides the basis for continuous improvement.



Streamline Contract Management

Manage multiple contracts within a single platform, reducing operational complexity and administrative overhead.

Utility Works: It's Easier Said Than Done...

Delivering exceptional service is a complex endeavour. Your ability to quickly assign, record and complete works across multiple contracts is the gateway to the exceptional. For repair and maintenance operations, the challenges are more nuanced:



Complex Utility Works

Utility contractors are increasingly challenged by the need to manage an expanding volume of work across multiple types of utilities, complicating the allocation of resources and maintaining control and visibility over work in progress.



Compliance and Regulatory Hurdles

Stringent compliance standards make it difficult for contractors to ensure that every contract is delivered up to code while remaining profitable. Often, escalating penalties can exceed the value of the work itself.



Operational Profitability

With the rising costs of materials and the complexity of managing resources across projects, contractors face significant challenges in maintaining profitability. The difficulty in efficiently capturing and packaging evidence of work further strains the ability to invoice and get paid promptly, affecting cash flow and thinning margins.



Workforce Management

In an industry where solving problems often means "throwing more people at the problem," contractors are pressed by skilled staff shortages and the challenge of maintaining a high-performing workforce. This situation is exacerbated by the need to optimise service delivery within the existing workforce.

Systems Integration

The use of unique systems for each contract places a heavy burden on utility contractors, complicating the management of operations. This breakdown results in job management errors and operational inefficiencies, affecting both front-line and back-office operations. Ultimately, inaccuracies and delays compromise invoicing, operational efficiency, and customer satisfaction.

The Benefits of Utility Works Management

With Utility Works Management (UWM), you can efficiently manage, execute, and monitor multiple contracts from one system. Streamline the onboarding of new repairs & maintenance/planned works contracts with comprehensive reporting and financial controls.

Empower your front-line and back-office teams to monitor the progress and value of works at all stages in real-time while reducing the time to invoice, securing your bottom line.



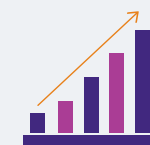
Operational Excellence

The ability to manage multiple contracts within a single platform effectively reduces operational complexity and administrative overhead. This enhances resource utilisation across contracts while eliminating silos, creating a cohesive operational strategy.



Workforce Capacity

Utility Works Management (UWM), improves resource utilisation, empowering you to optimise resources across various projects. This ensures that the right resources are available at the right time, minimising downtime, and maximising productivity.



Enhanced Profitability

Integrated evidence capture and order management shrink the gap between work completion and invoicing. This enables you to efficiently package evidence of work completed and streamline the invoicing process.



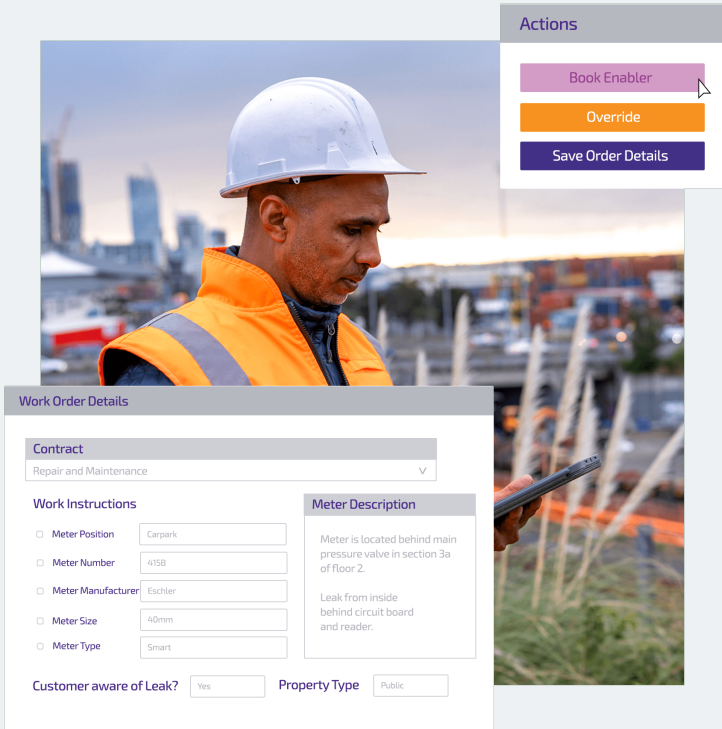
Compliance Assurance

Robust compliance features are vital for maintaining operational licenses, reputation, and customer trust.

A Complete Solution for Utility Works Management

Utility Works Management (UWM) empowers utility contractors to take a complete approach to service delivery. By integrating with the Totalmobile Platform, organisations like yours gain more than just standalone a solution; they access a seamlessly integrated suite of capabilities designed to transform operations.

From dynamic scheduling to lone worker protection and workforce rostering, the Totalmobile Platform ensures all components of service delivery work together, enhancing compliance, boosting efficiency, and reducing operational costs all through one fully integrated and capability-rich field service management platform.



One Solution for All Contracts

Utility Works Management (UWM) handles all your utility and repair& maintenance contracts in one place. This rationalises resource allocation across multiple projects by providing a complete operational view, improving project management, and reducing back-office complexity.



User-Defined Work Orders

User-definable work orders empower organisations to create custom fields that seamlessly integrate with new contract requirements. This speeds up the pace of execution and operational ramp-up. For existing contracts, configurable work orders help tailor and scale the solution to developing project needs, even as project requirements or timelines change.



Operational Dashboards

Contract-level dashboards that segment projects into detailed process steps provide granular real-time KPI insights tailored to each contract. Tracking in-depth KPIs at the contract-level helps meet SLAs and improve project profitability as projects remain on track, risks are minimised, and service efficiency is enhanced.

Work Order Management

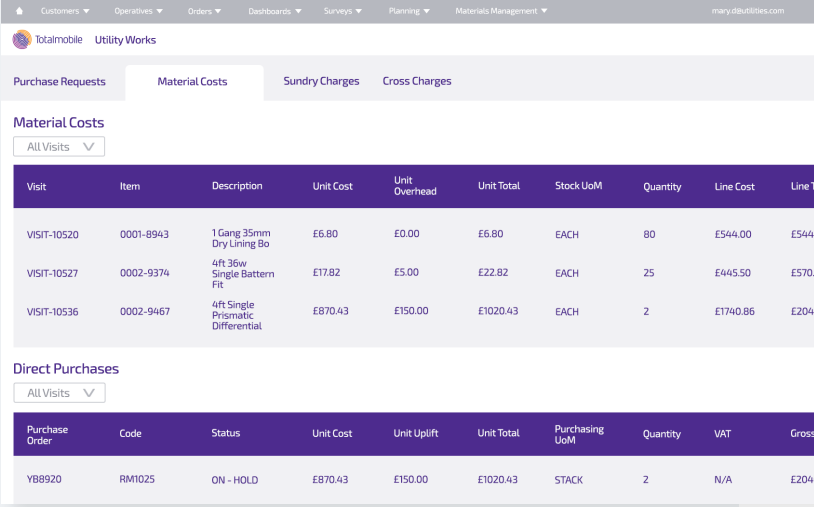
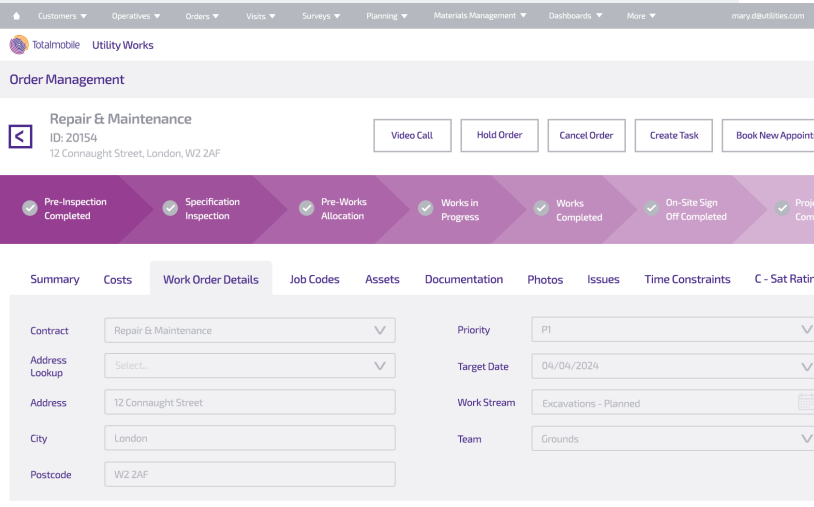
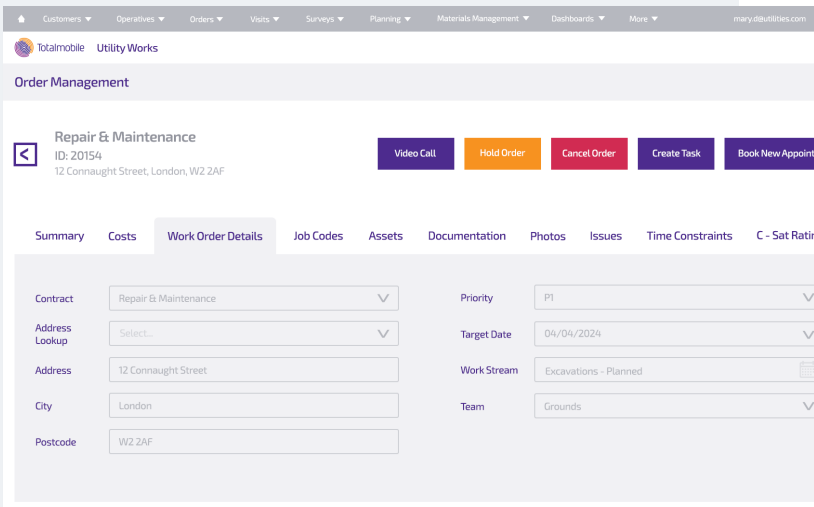
Manage the entire life cycle of Repair & Maintenance contract from Work Order receipt to payment claim submission. From inception to completion, jobs are assigned directly to field operative devices. Bridging the gap between field operatives and back-office systems, all team members have real-time access to necessary job details and street work permits with the ability to capture data in the field.

Job Planner

Plan and track utility works with ease. Utility Works Management (UWM) offers a drag-and-drop Job Planner, facilitating the planning and assigning of work to field teams. Multi-day projects are segmented into detailed activities across daily, weekly or monthly planning windows, enabling meticulous tracking and real-time progress updates against set deadlines.

Editable Costing

Achieve financial clarity and profitability in every contract. Editable Job Costing offers a dynamic and flexible approach to managing the financial aspects of utility work orders. This feature combines precise budgeting with the ability to adjust resource allocations (including plant, labour, and materials) in real-time on an existing work order.



Work Order Management In Action...

"We've built a core solution now that we are going to consistently roll out to new contracts, giving the features and functionality that all new clients expect... I really feel it's a step forward for not just us, but it moves on from the more traditional ways of work management which is what we all need to meet the customer and client needs."

- Fortem Solutions



Discover More

The day before deploying Totalmobile's work order management solution, there were 977 jobs unappointed – **just eight weeks later, that number dropped to 50**. Follow the QR code to see it in action.



The Field Service Management Platform

A market-leading specialist in the Field Service Management (FSM) sector, Totalmobile provides a fully integrated and capability-rich FSM Platform that empowers field service organisations to transform service delivery and make work and the lives of mobile workers better.

Providing the most comprehensive suite of capabilities on the market, service providers can take a complete approach to service optimisation. This means that improvements can be made across each stage of the service delivery process, benefiting all stakeholders involved and aiding the achievement of field service excellence.

Vitality, the Totalmobile Platform empowers our customers to drive benefits across core strategic priorities:



Demand
Job Management Solution



People
Workforce Rostering Solution



Planning of Work
Dynamic Workforce Scheduling Solution



Delivery of Work
Mobile Workforce Management Solution



Lone Worker
Protection Solution



Understanding
Data Analytics & Business Intelligence





Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE TO



**DEMO ALL OF OUR PRODUCTS
WITHIN OUR PLATFORM**

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