



Totalmobile

CASE STUDY

United Living Water



Background

Transforming Water Industry Field Operations through Digital Innovation

United Living Water a part of their Infrastructure Services division designs, builds and maintains critical water and wastewater assets on behalf of the UK's water companies. They pride themselves on excellent standards of service and safety, coupled with a continual drive for innovation and creative solutions.

United Living Water introduced real-time scheduling, mobile workforce management, and data-led insights to modernise and streamline how repairs, maintenance, and capital projects are delivered. They chose Totalmobile's work order management solution to improve productivity, enhance their service delivery, protect their field workers, and reduce environmental impact across their field 200-strong workforce.

Together, United Living Water and Totalmobile have created a new standard for digital efficiency in the water sector, built to grow and evolve with future needs.



A Tailored Solution

Totalmobile worked closely from day one to align to United Living's technology and operational needs. The customised solution was smoothly adopted across both field engineers and back office teams. This included:

- Integrated scheduling and real-time job tracking meaning managers can see exactly what is happening, when, and where.
- Mobile-first access to jobs and updates for field workers, enabling immediate, real-time visibility.
- Data and analytics dashboards offer deep insights into performance and areas for improvement.
- Lone worker safety technology, safeguarding teams working remotely or in high-risk environments.



Key Achievements & Benefits Realised

Totalmobile's field service platform set a new benchmark for what digital operations in the water sector should and can look like.



Increased Workforce Capacity

Workforce capacity increased by **30%**, meaning more jobs are completed every day, reducing backlogs and wait times for customers, all thanks to smarter artificial intelligence.



Increased Efficiency

Non-productive time reduced by **5%**, including less waiting around between jobs — a direct boost to efficiency.



Improved Customer Satisfaction

Customer satisfaction has improved through faster response times and better communication, with teams now equipped to update customers in real time.



Sustainability

Mileage cut by **15%**, supporting United Living Water's wider sustainability goals and reducing its environmental impact.



Reduced Fuel Costs

Fuel costs cut by **10%**, thanks to smarter scheduling and better route optimisation.



Increased Worker Safety

Safer working practices are now embedded, with Totalmobile's lone worker protection offering **24/7** peace of mind to both staff and management.

"Innovations like AI-powered scheduling, cloud-based data, and real-time analytics aren't just buzzwords here, they deliver tangible, real-world results. This isn't just best practice; it's a new benchmark for what digital operations in the water sector should and can look like."

Scott Beard

Director of Water at United Living Group





Totalmobile



What's Next?

Discover how Totalmobile can drive productivity and transform the efficiency of your organisation. Contact us today for a personalised demo and see how our tailored solutions can meet your specific needs.

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