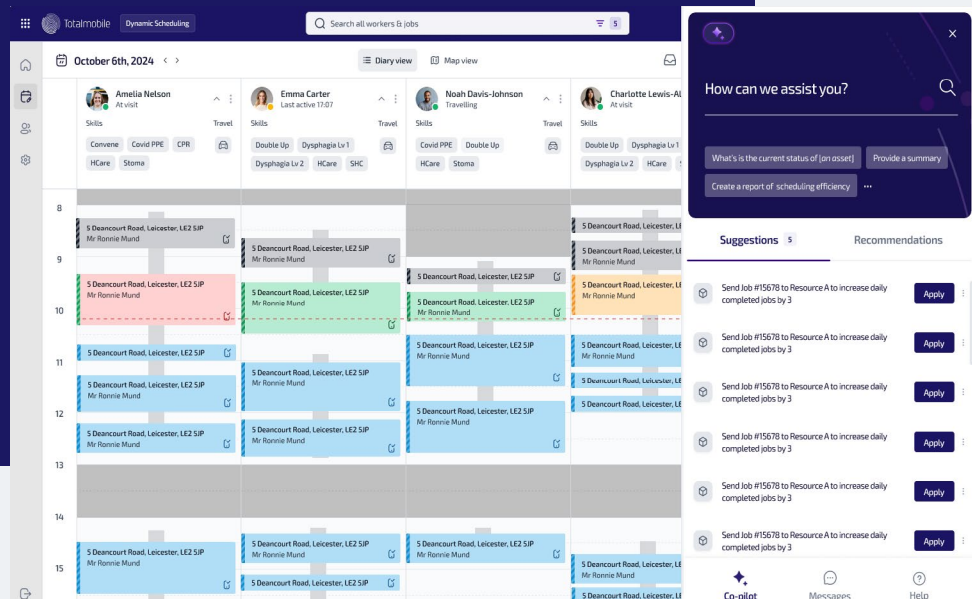# Totalmobile

FIELD FIRST

Dynamic Scheduling

Enabling organisations to build the most efficient schedule possible to better meet service level demand with the resources available.
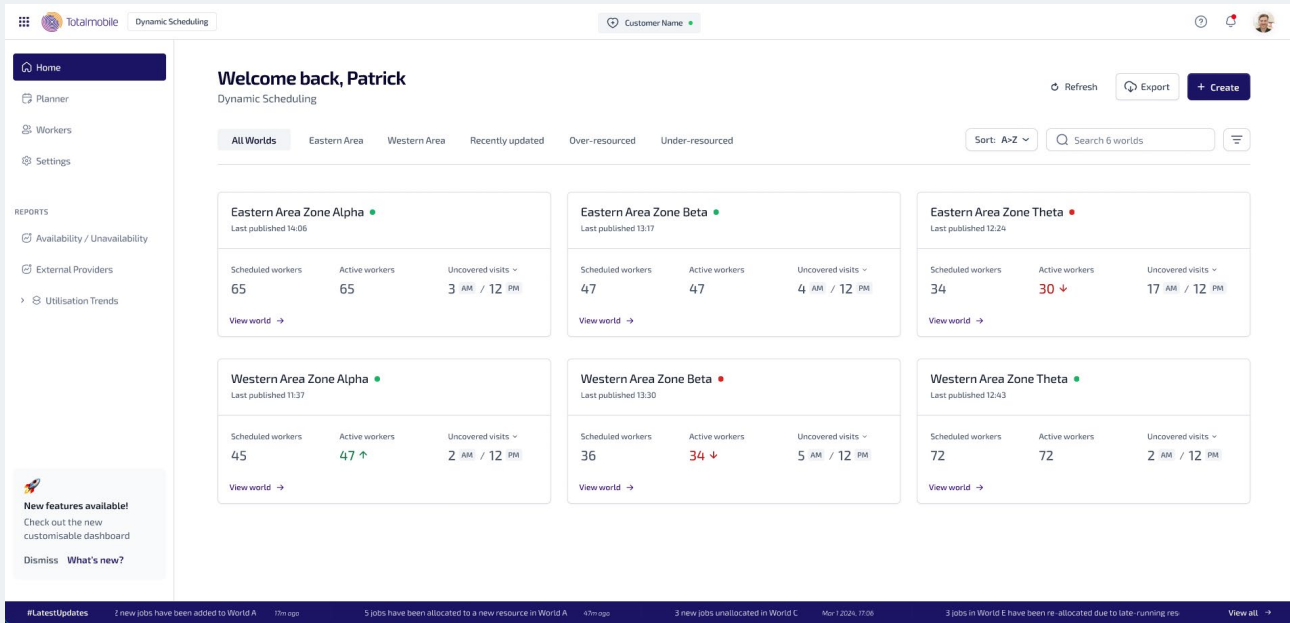
Dynamic Scheduling

FIELD FIRST CAPABILITY

Dynamic Scheduling from Totalmobile is a workforce scheduling solution that helps you operate with the most efficient schedule available. Built on the Field First platform, users can automatically assign the right people with the right skills to the right task at the right time, adapting seamlessly to fluctuating demand and in-day change.

More than standalone scheduling software, Dynamic Scheduling is a platform solution for intelligent, data-driven workforce management, empowering you to schedule field-based work in a way that maximises staff capacity, meets SLAs, and maintains service continuity as the working day evolves.


Complete Control, Unparalleled Visibility

Field First's dynamic scheduling capability gives your team full visibility and control over workforce schedules. Intuitive, real-time dashboards provide a clear view of work status and staff location, supporting planners to make informed decisions at a glance that:

Maximise Time Spent Delivering Services

Increase workforce efficiency with optimised scheduling, giving teams more time to focus on service delivery rather than travel and administration.
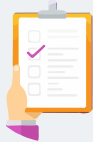
Meet Every Standard with Confidence

Ensure compliance with SLAs, KPIs, and regulatory requirements by intelligently assigning the right people to the right jobs at the right time.

Cut Carbon Emissions

Reduce your organisation's environmental impact with efficient scheduling that minimises travel, lowers fuel consumption, and maximises on-site productivity.

Overcoming Workforce Scheduling Challenges

Effective field workforce scheduling is a constant balancing act. Planners must consider travel times, maintain service continuity, reduce carbon emissions, and maximise workforce skills—all while responding to unpredictable, real-time changes.

Even the most experienced service planning team can face unpredictable disruptions, from staff shortages to traffic congestion, missed jobs to works overrunning - all of this can throw carefully planned schedules off course:
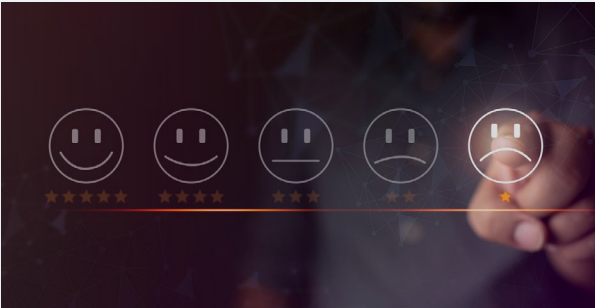
Delayed or Missed Appointments:
Damaging customer satisfaction and creating a ripple effect that impacts future schedules and service quality.

Lost Productivity:
Excessive travel times reduce the number of jobs completed each day, limiting the workforce's capacity to meet demand.
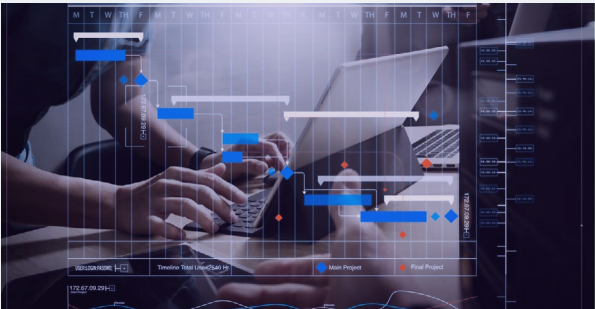
Inefficient Skill Matching:
Assigning the wrong personnel to jobs wastes resources, increases repeat visits, and leaves specialist skills underutilised.

Workforce Burnout:
Overwhelming workloads and inefficient schedules can contribute to high staff turnover, affecting both employee wellbeing and business performance.

Dynamic Workforce Scheduling can help you create skill-based, conflict-free schedules that balance the workload across your workforce. Effortlessly respond to change and at-risk work by continuously re-evaluating outstanding tasks and optimising schedules in real time.

The result? Your workforce can complete more tasks in a single day—all while reducing travel times and operational costs.

Dynamic Scheduling, Platform Power

Dynamic scheduling on Field First integrates seamlessly with other Totalmobile capabilities—such as Workforce Rostering, Job Management, Mobile Working, and Field Service Intelligence.

By unifying scheduling data, field updates, and analytics in a single data model, you reduce administrative overhead, minimise data silos, and gain real-time control over your entire service operation.

Compliance & Risk Mitigation

By optimising your workforce scheduling, your team can spend significantly more time delivering services and less time on unnecessary or inefficient travel. Ensuring the appropriate assignment of skills against specific jobs also means you can maximise the resources available to you.

Elevate Productivity & Satisfaction

By assigning the right tasks to the right people, you help field teams complete more jobs per day while reducing travel time and burnout. Employees benefit from clear, updated schedules, while customers enjoy consistent, on-time service—boosting overall satisfaction.

Real-Time Workforce Coordination

Combine Field First's dynamic scheduling with workforce rostering capabilities to align the latest shift plans and staff availability, ensuring everyone is in the right place at the right time. Factor in unplanned absences or new priorities, automatically redistributing tasks to maintain on-time performance.

Intelligent Data & Analytics

Every scheduling action feeds into Field First's data fabric, enabling you to measure job completion rates, travel time, and skill utilisation across your workforce. Use Field Service Intelligence dashboards for predictive insights—spotting trends that drive continuous improvement and cost savings.

Mobile Synchronicity

Integrate Mobile Working so field staff receive instant schedule updates, job details, and travel routes directly on their devices. Eliminate manual calls or admin overhead, freeing planners to focus on strategic decision-making and real-time optimisation.

Safe and Sustainable Service Delivery

By prioritising service compliance and environmental considerations, you can create a safer and more sustainable service delivery operation. This not only benefits the environment and your customers but also promotes responsible and trustworthy services.

Key Feature Overview

Create the most efficient schedules available and control your response to changing demand. Field First's dynamic scheduling features ensure your organisation always operates on an efficient and compliant schedule:

Dynamically Respond to Changes

Effectively manage your response to unexpected challenges, such as traffic delays, staff members going home sick, or jobs overrunning. The dynamic scheduling engine recalculates the schedule based on updated circumstances, protecting your service continuity and preventing missed visits and SLA breaches.

Define Scheduling Objectives

Set clear scheduling priorities that align with your business goals. Whether optimising for maximum job completion, reduced travel time, or service continuity, Field First adapts to your needs—reducing the time and effort required to create schedules.
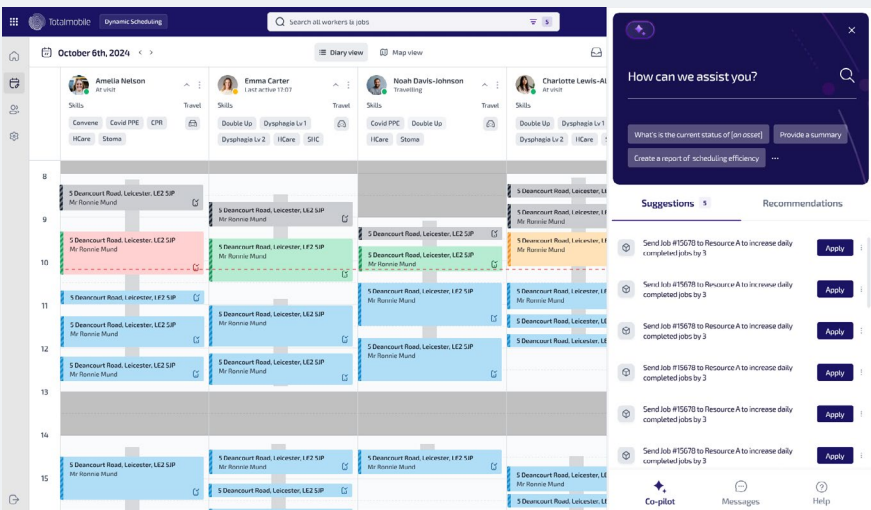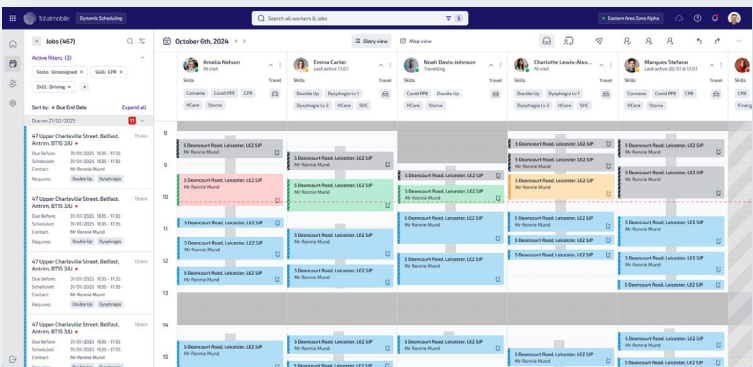
Create Efficient Schedules

Dynamic scheduling on Field First enables perceptive planning and constant optimisation to deliver the most suitable schedule. You have the flexibility to create your schedule, whether you prefer to plan days in advance or one job at a time. The scheduling engine creates the most efficient schedule based on real-time resource availability, allowing seamless automation and decisive actions. You can plan and reschedule tasks based on your rules and make bulk updates across the workforce schedule, making scheduling a breeze.

Access Scheduling Dashboards

Intuitive dashboards allow service stakeholders to view the work assigned across the service delivery chain. As the day progresses, the dashboard presents a clear colour code alerting your teams to the status of each work item, including jobs that have been completed or are in progress. Importantly, it also enables users to view jobs that are either overrunning or at risk of running late, allowing proactive scheduling decisions to be made.

View Maps and Travel Routes

Live maps allow you to visualise routes and locate resources quickly based on their most recent status update. If changes to the schedule or assistance on a job are required, nearby teams can dynamically reschedule based on skill and location. This feature takes the guesswork out of scheduling activities, as your planners can see what and where your commitments are.
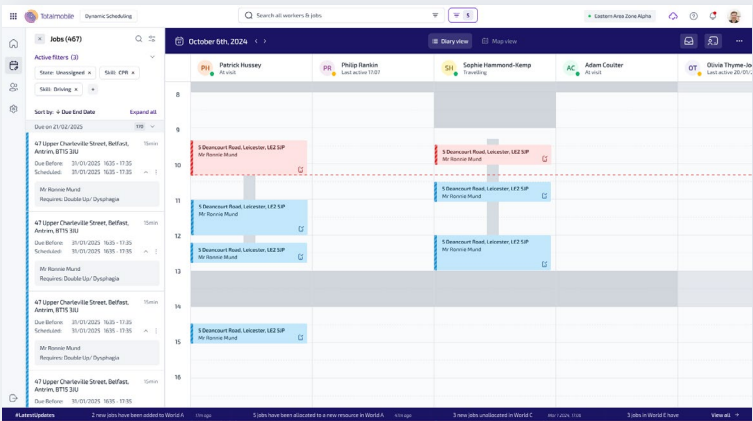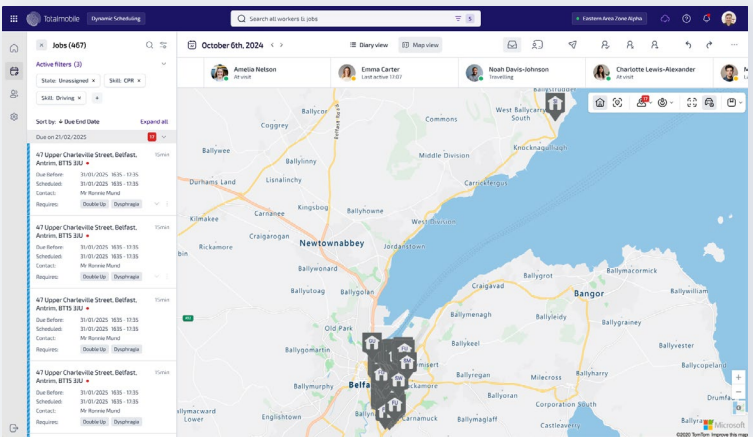
DEMO DYNAMIC SCHEDULING TODAY

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City of York Council

Completing jobs 35% quicker than before

An average saving of £28 per heating job

City of York Council is a unitary Local Authority that employs 3000 FTEs and serves 200,000 residents, 20,000 students and 8,000 council tenants. The City of York implemented Dynamic Scheduling to efficiently allocate staff to achieve complex maintenance and repairs activities goals.

Fife Council

Productivity increase of at least 15% across workforce

Maximised operational efficiencies, reducing vehicle travel time, & CO2 emissions

Significant increase in the number of visits per day

On track to save over £20million annually within first 5 years of deployment

Scotland's Fife Council employs over 18,000 staff and delivers a full range of Local Government services to a population of 366,000+. Working with Totalmobile, our Mobile Working and Dynamic Scheduling capabilities were implemented to deliver on efficiency targets and productivity benefits that the council was striving to meet.

Since deployment, over 3 million visits have been delivered.

The Field First Platform

Field First is Totalmobile's fully integrated and capability-rich FSM platform, enabling our customers to set new benchmarks for service excellence while making work, and the lives of field service workers, better.

Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and shared experience with our solutions.

Dynamic Scheduling that's Field First

Whether it's one capability or everything Totalmobile offers, Field First ensures that field workforce scheduling isn't just a standalone function—it's a vital part of a connected and strategic approach to field service management.

When it comes to building efficient schedules, allocating resources and responding to change, Dynamic Scheduling gives you the unified, data-driven control needed to assign the right people with the right skills to the right tasks at the right time.

Technology Principles

Capabilities

Vertical Solutions

Core Solutions
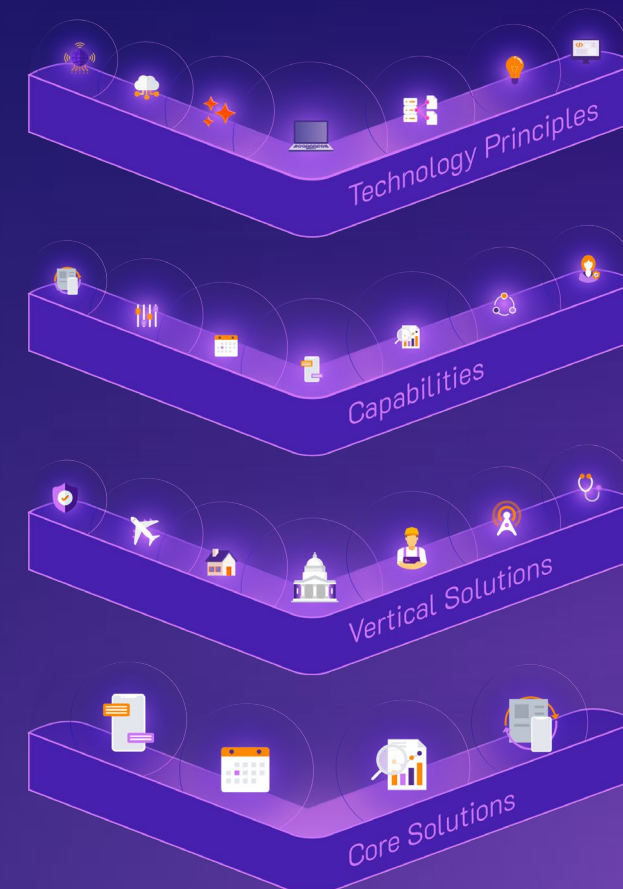
Field First

from Totalmobile

Contact Us

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

See How Field First Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service.

FOLLOW THE QR CODE TO

TO DISCOVER FIELD FIRST