



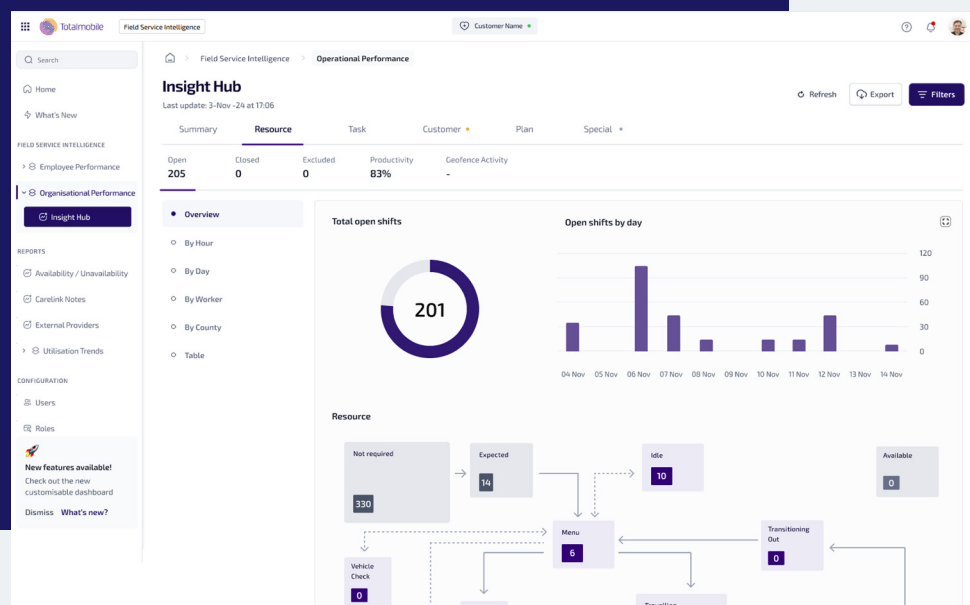
Totalmobile



FIELD FIRST

Field Service Intelligence

Real-Time Understanding of Past, Present & Future Field Service Delivery



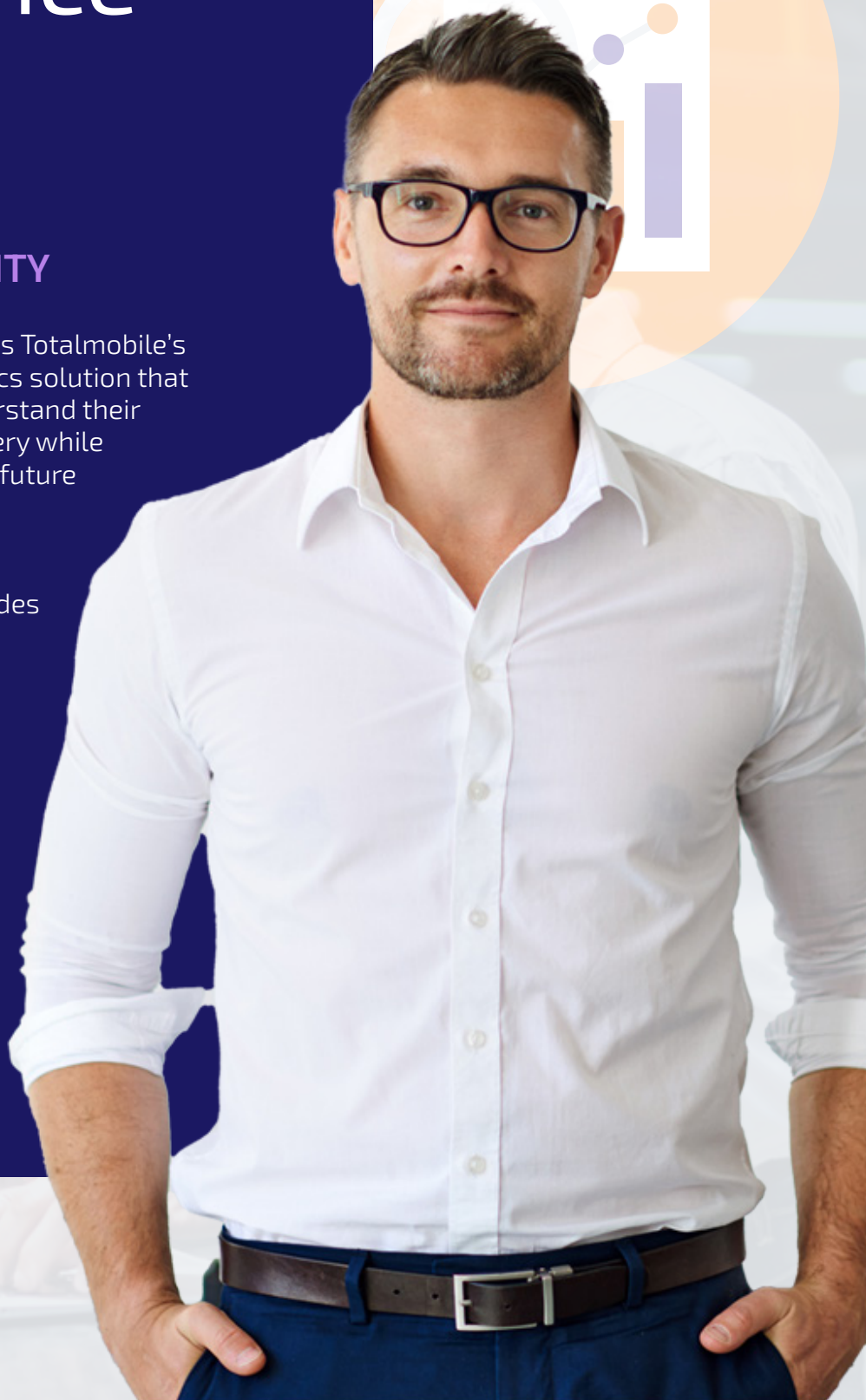
Field Service Intelligence



FIELD FIRST CAPABILITY

Field Service Intelligence (FSI) is Totalmobile's comprehensive service analytics solution that enables organisations to understand their past and present service delivery while also predicting and optimising future performance.

Part of the Field First platform, Field Service Intelligence provides seamless access to a broad range of data and analytics capabilities—Business Intelligence, Performance Intelligence, and Applied Intelligence. This single source of insight equips you with a unified, real-time overview of operational performance, enabling prompt, data-informed decision-making across every stage of field service.



Superior Operational Strategy

With Field Service Intelligence, you can make data-backed decisions that transform the quality and consistency of your service delivery. By analysing historical performance, monitoring live operations, and forecasting future demand, your team can proactively respond to real-world challenges in the field.

Key operational details are presented within intuitive, connected dashboards, providing valuable context and enabling root-cause analysis. Stakeholders can benchmark past performance and uncover opportunities for continuous improvement—driving tangible, long-term benefits.

At its core, Field Service Intelligence drives operational gains that:



Maximise Operational Efficiency

Proactively observe and optimise field service delivery as it happens. Stay on time and on budget by intervening early and adjusting to real-time conditions.



Enhance Service Compliance

Uncover new ways to continuously improve continuity and SLA achievement. Prompt, data-led adjustments help maintain high compliance and customer loyalty.




Identify Areas for Improvement


Spot positive and negative trends, fine-tune employee performance, and elevate customer satisfaction. Make rapid changes that safeguard the bottom line and unlock new avenues of growth.

The Challenges Organisations Face Today


Delivering exceptional field service is a complex endeavour requiring continuous, data-driven decisions. Internal pressures to “do more with less” and external demands for higher customer satisfaction create persistent challenges. To thrive, organisations need real-time awareness of:




Workload planning




Resource availability




Schedule efficiency



Positive service outcomes



Customer satisfaction levels



First-time fix rates (FTFR)

Relying on out-of-date or disconnected reports makes it feel like you’re chasing echoes of past performance. Issues go undetected, and opportunities for improvement get lost in the noise.

Field Service Intelligence eliminates this guesswork by providing a real-time, centralised source of truth. With on-the-spot visibility, managers can take proactive steps rather than reacting to performance issues only after they become critical.

Key Feature Overview



Exceptional field service relies on a real-time understanding of operations—and the foresight to anticipate future demands. Field Service Intelligence (FSI) provides one unified data platform for historical, live, and predictive service insights. It combines Business Intelligence, Performance Intelligence, and Applied Intelligence into a seamless, data-driven solution.

By constantly analysing field service data gathered from across your service operations, and surfacing clear, actionable insights, Field Service Intelligence empowers teams to make fact-based improvements at exactly the right moment. This enables you to react immediately to day-to-day challenges while also uncovering long-term strategic opportunities for improvement—delivering continuous operational improvements.

Business Intelligence

Provides historical performance analysis with sector-specific reporting packs, enabling you to identify trends and inefficiencies. Reports can be easily shared, disseminating insights across all levels of your organisation.

Performance Intelligence

Brings real-time operational data to life, tracking every shift and highlighting workforce productivity. View daily schedules, SLA adherence, and anomalies from a single dashboard. Proactive alerts identify potential issues, ensuring timely intervention.

Applied Intelligence

Uses AI-driven insights to anticipate trends, recommend improvements, and optimise future performance. Machine learning models help prioritise actions by outlining expected costs and benefits.

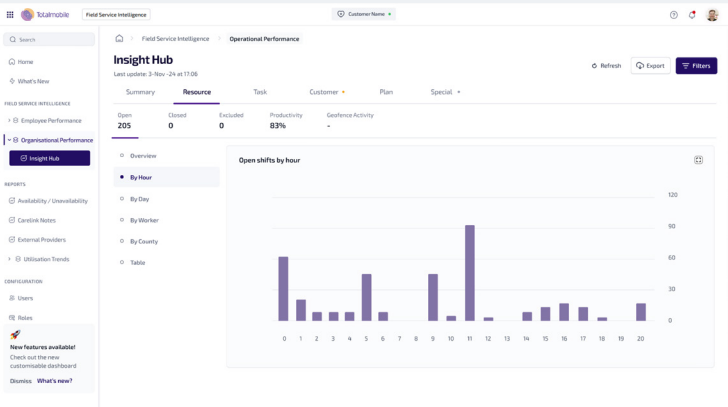
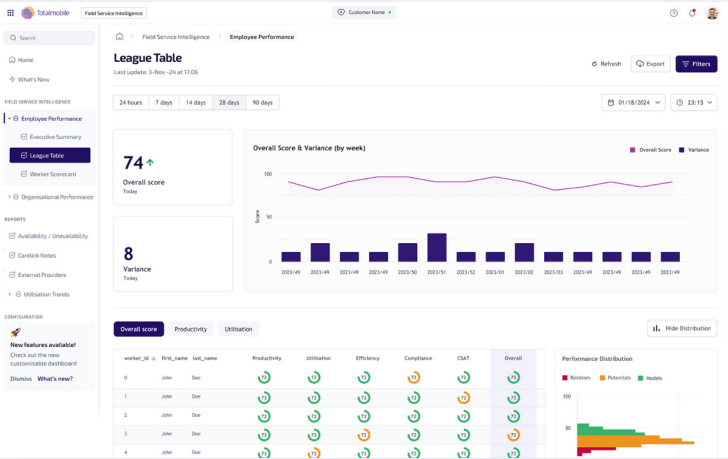
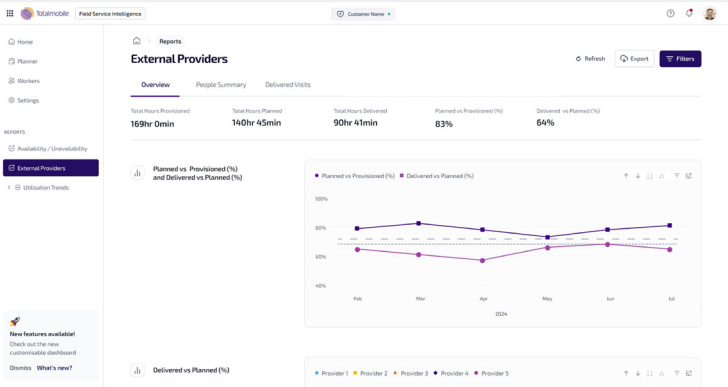


Real-Time Dashboards

Deliver an immediate, bird's-eye view of field operations. Performance metrics, KPI statuses, and potential risks are visualised on one screen, removing the guesswork from service management. By merging data from different solutions within Field First, managers can act fast to maintain compliance, meet targets, and enhance customer satisfaction.

Worker Scorecards & League Tables

Provide detailed performance metrics at both individual and team levels, fostering a culture of accountability and continuous improvement. Scorecards offer shift-by-shift data, highlighting successes and pinpointing coaching needs. League Tables introduce healthy competition, rewarding top performers while encouraging targeted support for those needing improvement.



Field Service Intelligence, Platform Power

As part of the Field First platform, Field Service Intelligence (FSI) unifies data streams from every Totalmobile capability—Workforce Rostering, Dynamic Scheduling, Mobile Working, Job Management, and more. By merging real-time dashboards, historical analysis, and AI-driven insights into a single data model, you eliminate silos and foster proactive, data-centric field service management.



A Single Source of Truth

Field Service Intelligence collects and standardises data from all Field First solutions, building a unified view of work orders, workforce performance, scheduling, and compliance metrics. Decision-makers gain trustworthy, centralised intelligence, preventing inconsistencies and guesswork.



AI-Powered Predictive Insights

Embedded Applied Intelligence capabilities continually analyse evolving operational data, flagging hidden risks and recommending potential course corrections. Forecast future demand, spot underutilised resources, and shape an evidence-based service strategy that scales with your organisation.



Empowered Collaboration & Growth

Field teams, coordinators, and executives all work from the same data, facilitating transparent communication and quick consensus on next steps. By blending the strengths of each Field First capability within FSI, your organisation evolves into a truly data-driven enterprise—positioned for ongoing efficiency gains and higher-quality service delivery.



Enhanced Operational Visibility

By streaming data in real time, Field Service Intelligence offers at-a-glance insights into live workloads, SLA compliance, technician status, and more. Managers can act instantly on emerging issues, maintaining tight control over service outcomes and resource usage.



Continuous Improvement & Compliance

Field Service Intelligence's analytics framework highlights inefficiencies, identifies trends, and benchmarks performance over time. Compliance rules, SLA thresholds, and best-practice workflows integrate seamlessly, helping you sustain quality standards and operational resilience.

DEMO FIELD SERVICE INTELLIGENCE TODAY



FOLLOW THE QR CODE TO REACH OUR PRODUCT EXPERTS



Konica Minolta

Ensuring daily first-time fix rate targets were met was a primary focus for Konica Minolta, supplemented with contextual task completion rates. Field Service Intelligence delivered success metrics on a by-team and by-worker basis:

- Staff attrition reduced by **50%**
- The average work score metric increased by **10%**
- Increased output equivalent to **100** extra workers
- Effective reporting reduced travel hours by **3%**
- Employee engagement programme** developed
- Improved **customer service** and **productivity**

A **33%** increase
in tasks carried
out per day

NPS scores
consistently
over **80%**

An estimated
yearly ROI of
£5.5million



BAXI

Baxi

Improving customer experience to increase satisfaction and, ultimately, contract sales was the goal of Baxi's field service operations team. Field Service Intelligence enabled Baxi to set objectives and strategies to reach these goals using actual business performance data. The results speak for themselves:

- Released the additional capacity of **40** extra staff
- Average times for engineer revisit fell from **6** days to **3.5** days
- Call centre response time of **90%** answered within SLA
- The customer experience metric, NPS, improved from **68** to **72**

Contract sales
grew by **5,000**
sales per
month

A **21%**
increase in
workforce
productivity

A **25%**
improvement in
visit response
time



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.

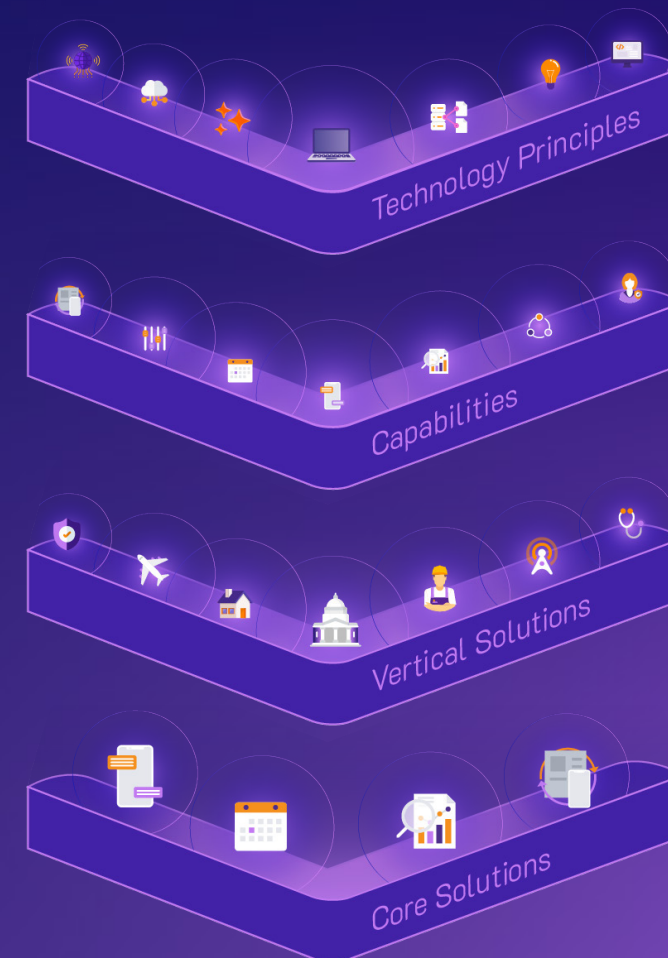
Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and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



Field Service Intelligence that's Field First

Whether it's one capability or everything Totalmobile offers, Field First ensures quality, real-time data is the foundation of a connected and strategic approach to field service management.

By unifying real-time performance metrics, historical insights, and AI-driven predictions, Field Service Intelligence (FSI) provides the clarity and context you need to optimise decision-making, streamline service delivery, and elevate customer satisfaction across every stage of your operations.



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**