



Totalmobile



FIELD FIRST


Mobile Working


Provide field workers with everything they require at the point of service.


mary.donnelly.admin


Totalmobile Mobilise


< Visits

 **Mary Donnelly**
14011318 - Gas Inspection

 Address
21 Clarendon Road, Belfast, BT1 38G

 Due 09/06/23 at 14:00
Routine gas inspection, carry out gas tightness


 **Pre-inspection/Gas Tightness Test**
Completed

 **Gas Appliance Inspection**
In Progress


Ref: 909223
Model: 28i Junior
GC Number: 776547883


14:37


< On Route


 **Mr John White**
Reference: VISIT - 11562
Work Type: Reactive


Tasks 1 of 6 completed


 **Start Travel**
Completed


 **Confirm Arrival**
Not Done

 **Start Gas Inspection**
Not Done

 **Take Photo**
Not Done

 **Capture Signature**
Not Done

 **Finished**
Not Done



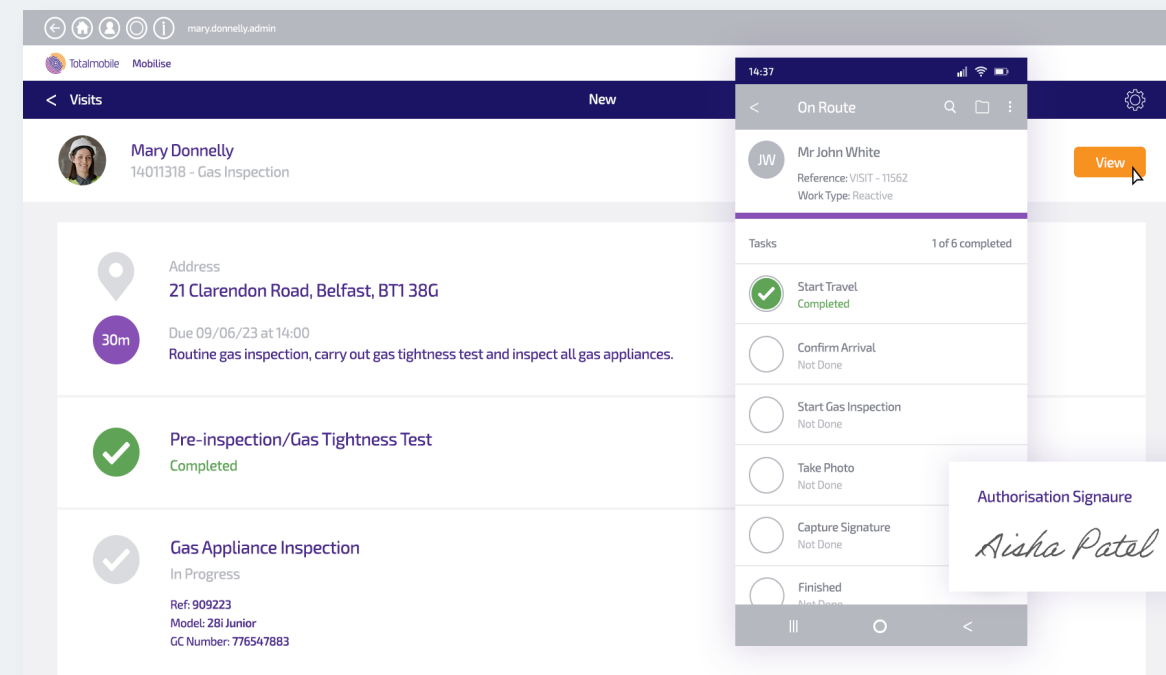
Mobile Working



FIELD FIRST CAPABILITY

Equip your frontline teams with instant, real-time access to everything they need to deliver seamless service - anywhere, anytime.

Field First's mobile working capability is a fully integrated workforce management solution designed around the needs of mobile workers. Built on the Field First platform, it ensures seamless data capture, task execution, and real-time updates, enabling frontline teams to complete work efficiently the first time.



Configurable to your organisation's needs, Mobile Working works on most devices and operating systems. Each member of your service delivery team can access the information they require, regardless of where it is stored and when jobs are started. When jobs are completed, all captured data is instantly synced with back-office systems - eliminating delays and enabling smarter decision-making across your organisation.

TRANSFORM HOW YOUR TEAMS WORK IN THE FIELD



Increase Workforce Productivity

Equip mobile teams with everything they need to execute tasks efficiently and reduce downtime. Job details, job histories, field service forms, and instructional guides are delivered direct-to-device (D2D) - streamlining workflows and eliminating unnecessary admin. Removing paper-based processes means more time spent delivering service and less waste.



Deliver Exceptional Services

The basics, done brilliantly. Mobile Working gives deskless teams real-time access to customer information, task updates, and communication tools, ensuring they arrive fully prepared to deliver high-quality, personalised service.



Improve Data Quality & Compliance

Field teams capture accurate, structured data at the point of service, automatically updating back-office systems in real-time and syncing to the Field First data platform. This eliminates manual input errors, enhances compliance, and ensures future service delivery is informed by better-quality insights.

The Challenges Service Organisations Face Today

Managing mobile workforces presents unique operational challenges that impact every stage of service delivery. In modern field service, where real-time access to information is critical, many organisations struggle with inefficiencies that hinder productivity, increase costs, and affect customer satisfaction.

Without the right mobile workforce management tools, organisations face challenges such as:



To overcome these challenges, organisations need a fully integrated mobile workforce solution. With Mobile Working, powered by Field First, organisations can streamline workflows, empower field teams, and enhance service quality—all while capturing real-time data and reducing the risk of errors.

By providing technicians with a complete mobile working solution that integrates with job management and other platform capabilities, organisations can improve efficiency, reduce costs, and enhance customer satisfaction.

Benefits of Mobile Working on Field First

In today's fast-paced service industry, timely access to real-time job information is critical to delivering exceptional field service. Field First's Mobile Working capability ensures that mobile teams have everything they need at their fingertips, improving efficiency, compliance, and customer satisfaction.



Increasing Workforce Capacity

With instant access to job-critical data, field technicians can make informed decisions on the job. This results in higher workforce capacity, improved operational efficiency, and enhanced service quality—reducing delays and maximising productivity.



Enhancing Operational Efficiency

By eliminating paperwork, manual admin, and unnecessary travel, Mobile Working saves technicians up to two hours per day. With automated workflows and seamless communication, teams can focus on delivering high-quality service while improving the overall customer experience.



Higher Service Quality

Ensuring field teams have real-time access to job details, asset records, and customer history enables them to deliver first-time-fix services, enhancing customer satisfaction and minimising service delays.



100% Compliant Services

Mobile Working enforces workflow compliance, guiding technicians through approved checklists to ensure all required tasks are completed, documented, and evidenced. This minimises risks and ensures adherence to regulatory and service-level requirements.



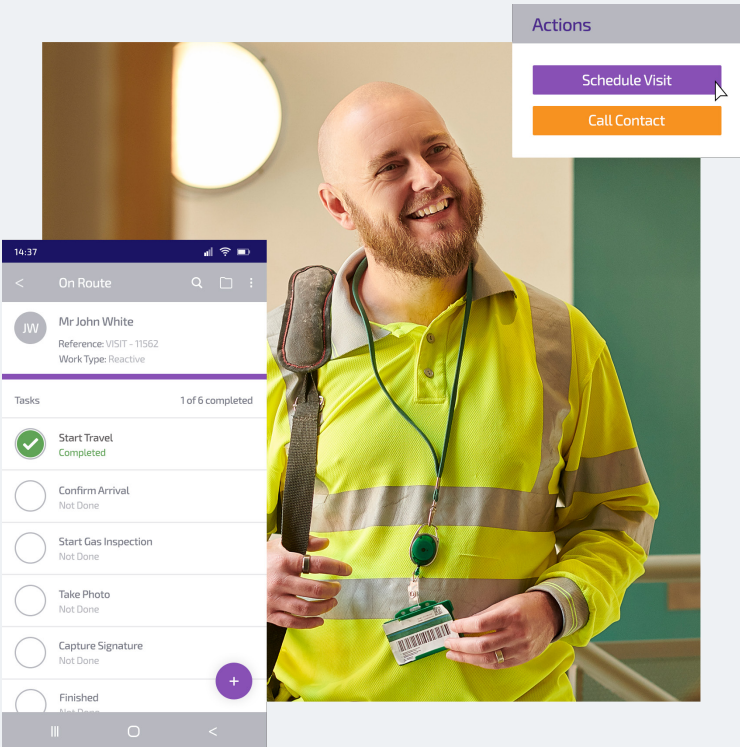
Employee Safety

By seamlessly integrating with Field First's Lone Worker Protection capability, you can prioritise worker safety with real-time monitoring, emergency alerts, and direct support access—helping organisations meet duty of care obligations while minimising operational risk.

Key Feature Overview



Your staff are the most crucial asset in delivering exceptional field service. With the right technology, they can truly focus on the job at hand. Field First's mobile working capability offers a comprehensive range of features and capabilities to streamline the frontline delivery of field-based services.



View Job Calendar

Staff access all assigned work and view their schedule through an easy-to-read calendar. All service-crucial information is delivered direct-to-device (D2D), enabling your field agents to easily access the status of each work item and additional job details via one interface.

Access Job Details

A bespoke "home screen" for each visit provides those on the frontline with a clear overview of the work item and all supporting information. This makes it easy for mobile workers to complete a greater ratio of tasks on the first visit. Agents can access all job-critical information in one place regardless of where or when.

Update Status of Work

Pre-approved workflows, created by your experts, guide agents in the field through every mandatory task necessary before progressing through a particular job. The status of each item of work can be accessed by management to help keep an eye on job progression and identify any risks to service delivery while ensuring all tasks are compliant and delivered to code.

Complete Required Forms

Paperless field data capture empowers agents to complete all job-related forms on their devices without needing to return to base. Smart forms make it easier for staff to complete any assessment or inspection while also providing them with the ability to capture additional details such as signatures or pictures.

BackJob Risk AssessmentDone

Does the work involve any of the following risks?*

Entry into Confined Space, Work at Height

Please confirm that you have checked special instructions and risk warnings for this job*

Confirmed

Please rate your risk level*

Medium

Do you think you are at risk?*

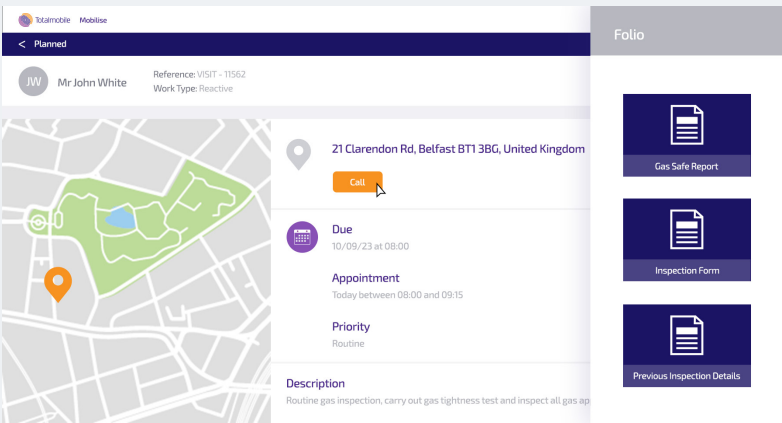
No

Signature*

Aisha Patel

View Supporting Information

Details such as a job or asset history and task guides can be easily accessed by the user in the field at the point of service. Mobile Working centralises all supporting information and provides universal access to those in the field, even in remote locations. Your agents feel invested in the quality management (QM) process and complete tasks to code every time, armed with the correct information.



DEMO MOBILE
WORKING TODAY



FOLLOW THE QR
CODE TO REACH OUR
PRODUCT EXPERTS



Allianz

Allianz Insurance, one of the largest general insurers in the UK, employs over 140,000 employees worldwide and serves 88 million customers in more than 70 countries. Working with Totalmobile, Allianz implemented our mobile working solution to meet the needs of their field-based engineering team. Mobile Working delivered success metrics on a by-team and by-worker basis:

Field engineers (over 400) experienced **253 hours** more productivity time per day

Staff's working week reduced by **over an hour**, enabling a better work life balance

1 million visits completed, and **100 million** events successfully completed on their mobile devices



Birmingham Community Healthcare NHS Foundation Trust

Birmingham Community Healthcare NHS Foundation Trust have implemented Mobile Working to transform the way their clinicians provide help in the community.

Watch the full video below to learn how Mobile Working transformed clinician capacity and productivity when delivering vital health services.



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.

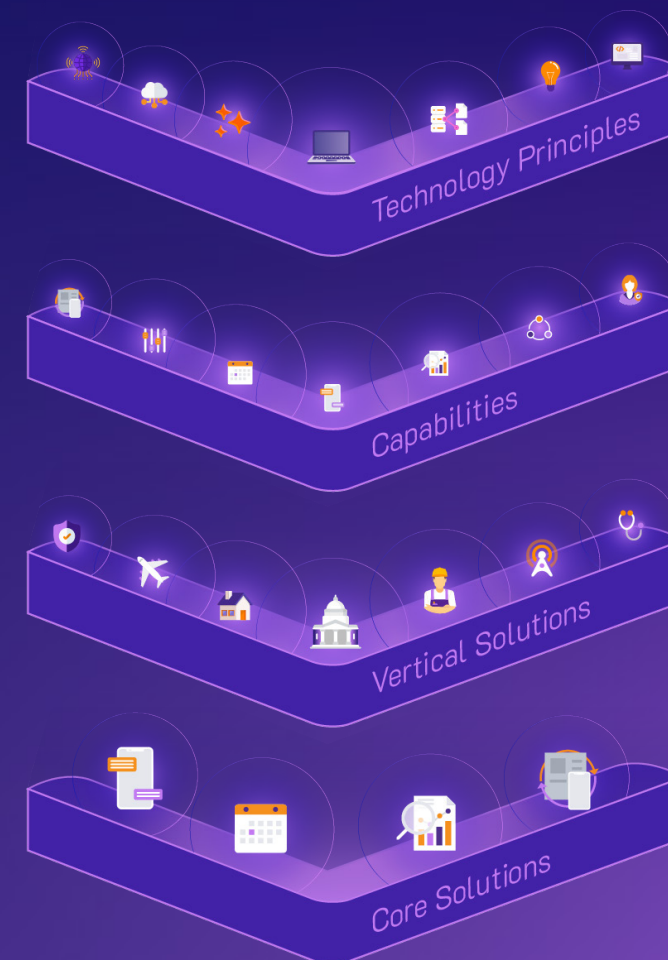
Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and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



Mobile Working that's Field First

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

Mobile Working gives your teams the tools to work efficiently, stay safe, and access real-time data effortlessly. As a unified, intelligent platform, it drives productivity, ensures compliance, and enables first-time-right service delivery - every time



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**