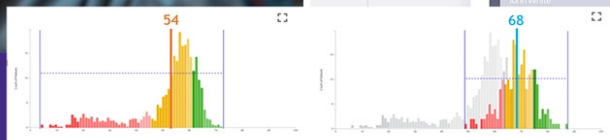




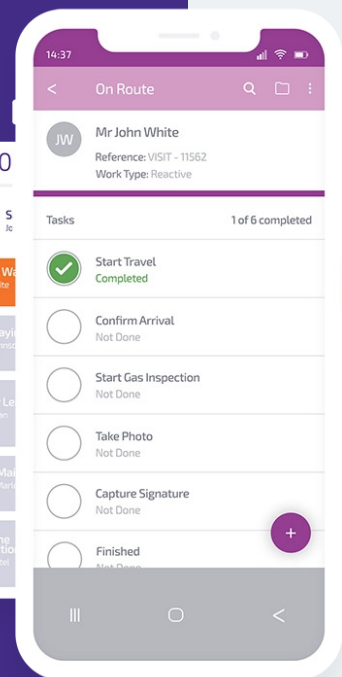
Totalmobile



# Build & Execute the Perfect Plan that adapts with real-world change



Totalmobile		Wednesday 12:00	
Customer Repairs 100/111		Mary Donnelly Job Title	
Due 01/08/24	Address Service Down. Investig. Requires: sewer and w	Road Maintenance Alpha Patel Address	Install W John White Address
Due 03/08/24	Address Service Down. Investig. Requires: traffic light o	Repair Sewer & Water Lines Alpha Patel Address	Pipe Layi South Johnson Address
Due 11/08/24	Address Service Down. Investig. Requires: fibre optic ca	Traffic Management South Johnson Address	Repair Le Jack Nolan Address
Due 18/08/24	Address Service Down. Investig. Requires: Alarm install	Fiber Optic Installation John White	Road Mai Sophia Mar Address
		Gas Line Inspection Alpha Patel Address	



# Introduction



Totalmobile's Commercial Field Service (CFS) solution helps you build and execute the perfect scheduling plan by considering all the business rules and service levels you have in place within your organisation.

In addition, our performance optimisation solution provides your plan the real-world change it needs to reflect, which in return allows you to execute a far more impactful results-driven plan.



## Challenges

Totalmobile recognises the complexities of the Commercial Field Service sector and the need for continuous adaptation in a demanding market.

Rising costs, minimal differentiation among competitors, and increasing labour expenses create pressure on profitability. While evolving customer expectations require a more agile, responsive service model.

Balancing planned and reactive work effectively is crucial for maintaining operational success while ensuring compliance, efficiency, and environmental sustainability. By addressing these challenges, Totalmobile supports this sector in optimising their workforce and delivering a high-quality service that meets modern demands.

Here is a breakdown of some of the challenges we know face the CFS sector:

- **Skilled labour shortages:** We recognise a highly constrained labour pool, where attracting and retaining skilled staff is increasingly difficult and where the ability to optimise the efficiency of the current workforce becomes even more important.
- **Mounting cost pressures:** This is a highly competitive market, with cost pressures whether this be the increasing cost of labour, cost of travel or inefficiencies in distribution. All these pressures can impact profit margins particularly when the competition is undercutting cost and there is little differentiation in the market.
- **Continuous improvement:** Monitoring engineer behaviours has a significant impact on operational success and its increasingly important to improve performance by identifying areas of improvement in individuals.
- **Compliance and cash flow management:** These areas are especially challenging in this industry. It is imperative that the CFS sector can prove job completion and time of completion in order to ensure transparency with operational and regulatory requirements.
- **Environmental impact:** There is increasing pressure to evidence how service organisations are reducing fuel consumption and cutting CO2 emissions which in turn can lead to a reduction in operating costs.
- **Customer Expectations:** Customer expectations are evolving with the need for the Commercial Field Service sector to offer a faster and a more responsive service.

# Key Capabilities

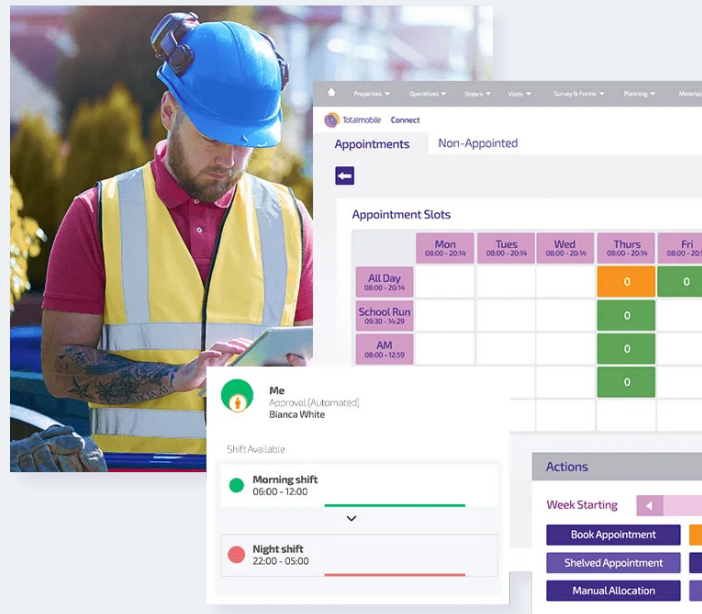
Totalmobile offers a fully automated scheduling and productivity solution that is optimised by real-time performance insights allowing organisations the ability to:

## Build and Execute the best possible Scheduling plan

By automatically adjusting schedules based on real-time changes and operational requirements, Totalmobile's dynamic scheduling solution ensures that resources are allocated efficiently, reducing downtime and maximising productivity. Optimising resources makes the most of the existing field workforce by aligning the right tasks with the right team members at the right time. This increases efficiency without the need for additional staff.

Being able to tackle the unpredictability of in-day changes means fewer disruptions to workflows. This allows engineers to stay focused on their tasks without constant manual adjustments or confusion.

Additionally, we can help this sector with their goals in building a sustainable future. Through automating tasks and streamlining travel routes, dynamic scheduling minimises unnecessary trips, leading to significant fuel savings and lower carbon emissions. Enhancing workforce productivity ensures that fewer resources are required to complete tasks, indirectly supporting sustainability initiatives.



DEMO OUR  
SOLUTION TODAY

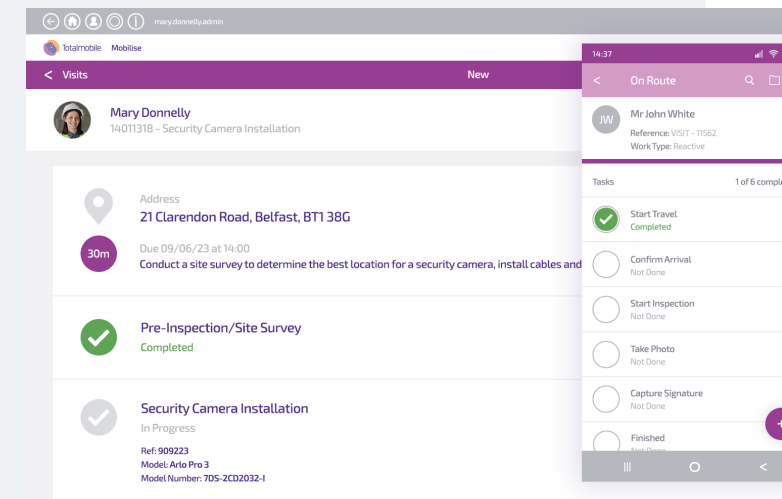
Follow the QR  
code to reach our  
product experts



## Evidencing Work Completion

Digitising processes allows businesses to document and prove task completion (what was done, when, and how). This transparency ensures compliance with operational and regulatory requirements. With accurate digital records, businesses can present clear evidence for billing, reducing disputes and accelerating the payment process - which is crucial for businesses operating with tight margins.

Totalmobile's Mobile Working solution is designed around the needs of the mobile worker empowering field teams to capture intelligent data and access vital information on the go, ultimately enhancing the efficiency and effectiveness of field operational delivery.



## Engineer Performance Optimisation

By tracking activities and behaviours amongst field workers, ensures that tasks are performed as planned, fostering accountability among engineers.

Performance monitoring enables the identification of best practices and areas for improvement, leading to more consistent and efficient performance. Data can be analysed to optimise workflows, identify training needs, and enhance overall productivity. By ensuring high standards of service and consistent behaviour, businesses can build trust and improve client relationships.





# Benefits

Totalmobile supports the Commercial Field Service industry to:



Build the best possible plan 'A', making the very best of the available field workforce, whilst considering business rules, SLA's and customer preferences.



Swiftly and accurately respond to In-day change. Bridging the gap in the variance of what you think you're going to deliver at the start of the day versus the reality. Therefore pinpointing where productivity gaps occur and how to improve on the schedule next time.



Build this improved plan and scale change over time across both capacity and resources in order to build the optimal plan.



Compare a plan with real-world performance and use that information to help make the planning system make better plans more robust moving forward, allowing organisations to benefit from continual Improvement.



Identify high performance amongst the field workforce and subsequently reward individuals whilst making the necessary adjustments to under-performing staff.



Ensure that whenever we send work out to an engineer's device, there is a commitment to the engineer that they will only ever fill out information that is a requirement, rather than fields of information that is not needed and is a waste of both the engineer's time and on overall productivity.



Safeguard the workforce whilst out on the job, with lone worker protection/safeguarding solution.

# Our Customer Success

Totalmobile provides field service expertise and offer cloud based solutions that are entirely focussed on the optimisation of field workers. Allianz Group is a world-leading insurer and financial services company serving over 122 million customers in over 70 countries. With over 4,200 staff in the UK alone, Allianz Group offers an extensive range of services to more than 35,000 clients.

Implementing Totalmobile's mobile workforce management system has propelled Allianz's market growth from **8% to 10%**. Simultaneously, they unlocked over **300** extra productive hours per workday in the process – successfully reducing the engineers' work hours by more than an hour daily.

"Allianz Group has boosted operational margins by 150%, We're more productive, have more time onsite, spend less time travelling and our field engineers work less..."

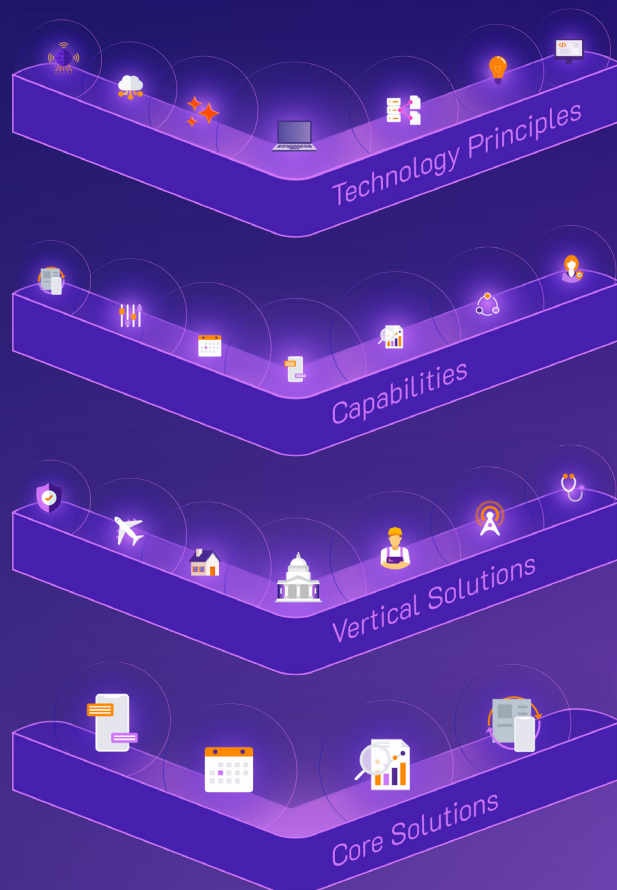
Martin Ball  
Head of Engineering and Inspection | Allianz Inspection Services



# 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.



## 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.

**BAXI**



**WOLSELEY**



KONICA MINOLTA



**Totalmobile**

## Contact Us

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

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

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

**FOLLOW THE QR CODE**



**TO BEGIN THE EXPERIENCE**

Contact us: [info@totalmobile.co.uk](mailto:info@totalmobile.co.uk)