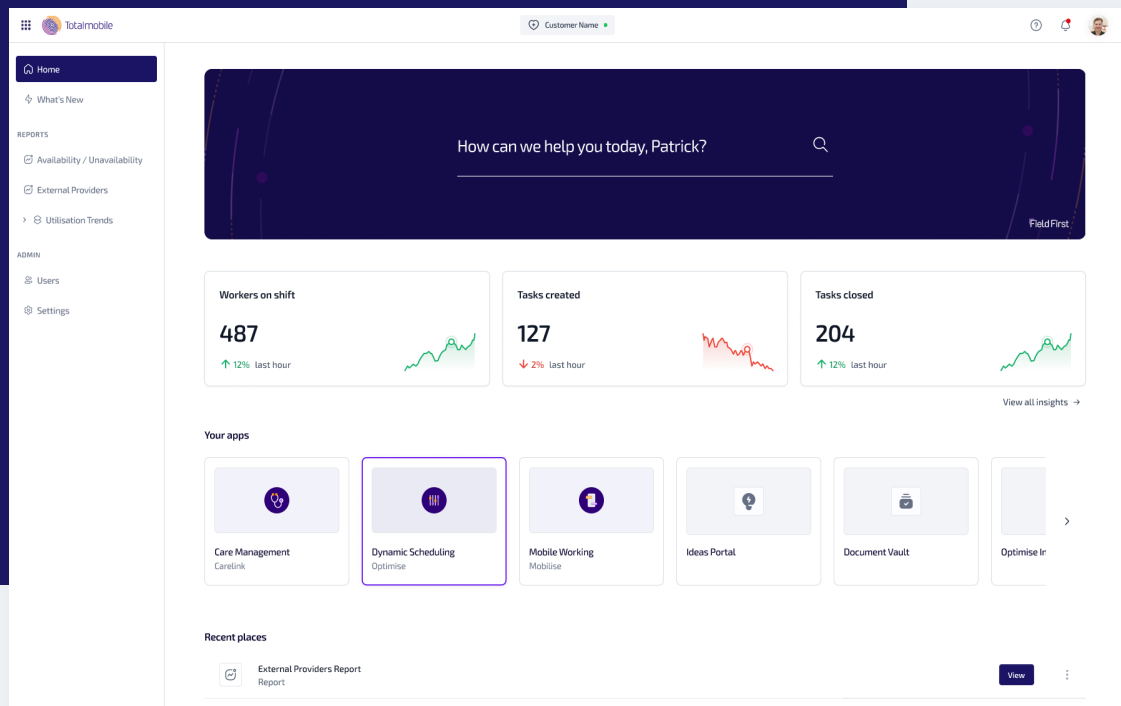# Totalmobile

FIELD FIRST

Platform Overview

Enabling organisations to set new benchmarks for service excellence while making work, and the lives of field service workers, better.
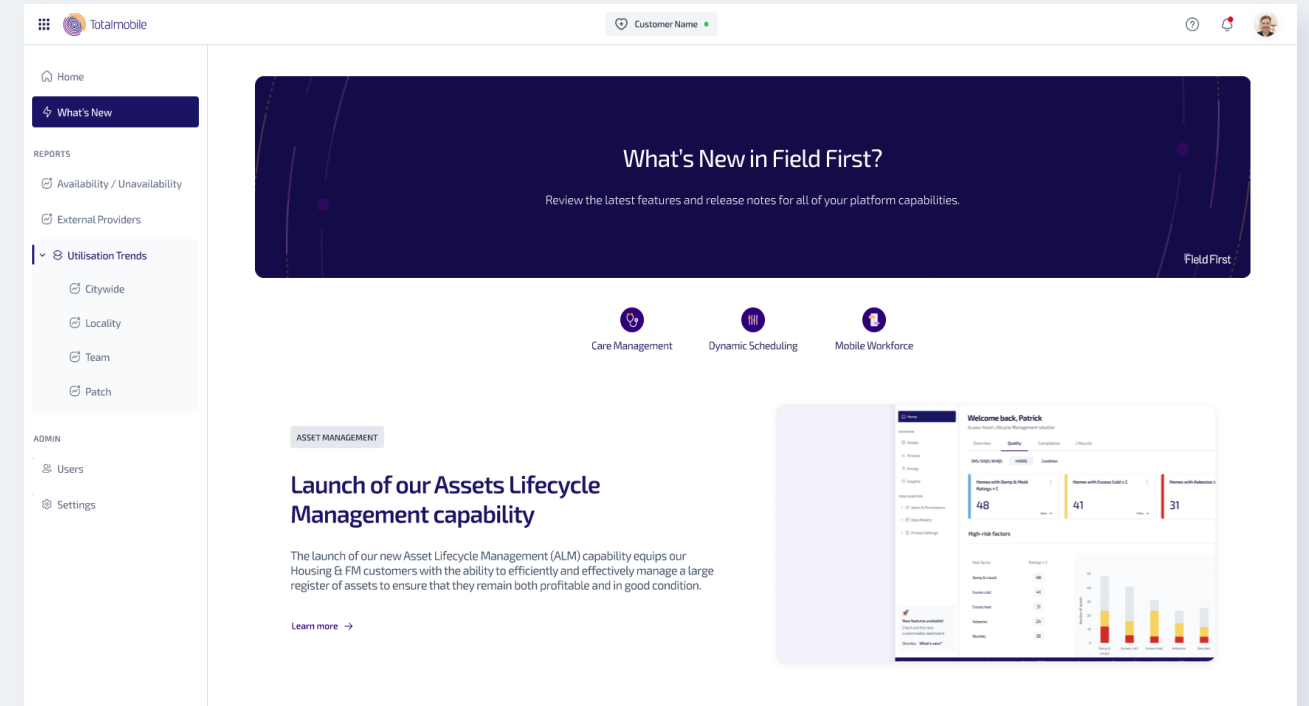
FIELD FIRST

TOTALMOBILE PLATFORM

Field First is Totalmobile's integrated and capability-rich field service management platform.

As the only dedicated SaaS FSM platform on the market, Field First empowers your teams to take a complete approach to field service delivery that minimises costs, boosts productivity, and sets new benchmarks for service excellence.

Service that's Field First

Built on a unified data platform, Field First brings Totalmobile solutions, capabilities, and reporting together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery to:

Centralise and **streamline** applications to eliminate paper-based processes, data siloes, duplicate systems, and manual handovers.

Drive unprecedented efficiency gains across the entire service delivery chain, from operational planning to the moment of service delivery, backed by real-time reporting.

Continuously improve your operations with regular updates and access to new innovations, ensuring an incredible ROI in an ever-changing service landscape.

The Challenge of Field Service Excellence

A siloed, inefficient operation is no match for the demands of modern field service—rising customer expectations, cost pressures, a shrinking skilled workforce, and the ever-present need for high-quality, compliant services, create a challenging environment for service organisations of all sizes.

By taking a complete, platform-led approach with Totalmobile, you can drive better outcomes that meet your business objectives while improving the experience of your staff and customers alike.

IN OTHER WORDS, WITH FIELD FIRST, YOU CAN TAKE A COMPLETE APPROACH TO FIELD SERVICE MANAGEMENT, TRANSFORMING EACH STAGE OF SERVICE DELIVERY TO:

✓ **BETTER MANAGE SERVICE DEMAND:** Efficiently manage work and understand all aspects of demand, identifying what is required to complete the job appropriately and on-time.

✓ **BETTER MANAGE SERVICE STAFF:** Improve the management of your workforce, whether in-house or 3rd parties, to maximise their skills, availability and work-life experience.

✓ **BETTER MANAGE SERVICE PLANNING:** Effectively manage service planning, setting your service area up for long term success, delivering on all obligations.

✓ **BETTER MANAGE SERVICE DELIVERY:** Standardise and streamline the point of service, ensuring all expectations are set, communicated and met with teams ready to get the job done first time.

✓ **BETTER MANAGE ASSETS:** Enhance control and extend the lifecycle of all assets required in the delivery of effective service.

✓ **BETTER MANAGE SERVICE UNDERSTANDING:** Surfacing intelligence across all areas of service delivery, positioning your organisation to make the smart decisions that drive ongoing excellence.

With Field First, even the most siloed field service operation is connected, aligning users, surfacing quality insights and fortifying productivity and decision making for everyone.

The Field First Difference

Rooted in purpose, consistency, and quality, Field First empowers organisations to redefine what great field service looks like for the long term.

At its core are a set of seven innovation principles, each forming part of our platform's structural DNA. They shape every interaction, drive every insight, and elevate every capability and solution into something greater than the sum of its parts:

Data – A robust, central data platform ensures all information is accurate, secure, and instantly accessible to stakeholders.

Integration – Deep connectivity across Totalmobile capabilities and 3rd party enterprise systems ensures data flows freely, eliminating silos.

AI – Machine learning and predictive analytics add a proactive dimension, identifying hidden patterns and recommending timely interventions.

UX – A consistent, intuitive user experience across capabilities minimises training time and fosters rapid user adoption.

Low-Code/No-Code – Quickly configure or adapt deployments to changing business needs—without long development cycles.

SaaS – Cloud-based hosting offers reliable performance, effortless upgrades, and cost savings through flexible models.

Security – Enterprise-grade encryption, identity services, and compliance frameworks keep your data and operations safe.

Together, these principles set Field First apart. They're our development promise—embedded in every innovation and felt in every outcome. By remaining agile, intelligent, and connected by design, our platform evolves with your organisation and provides a future-ready foundation you can trust.

Platform Capabilities

As the only dedicated field service management platform, Field First stands apart through its comprehensive suite of capabilities and the deep industry expertise that underpins them.

Field First Hub

Field First Hub is your single point of entry for all Totalmobile apps, analytics, and support. With Single Sign-On (SSO), you can access every deployed solution from one home screen, cutting out multiple logins and wasted time. With a clean, consumer-grade UX, approved users gain a frictionless, high-productivity ecosystem that unifies all deployed Totalmobile capabilities under a single, user-friendly roof.
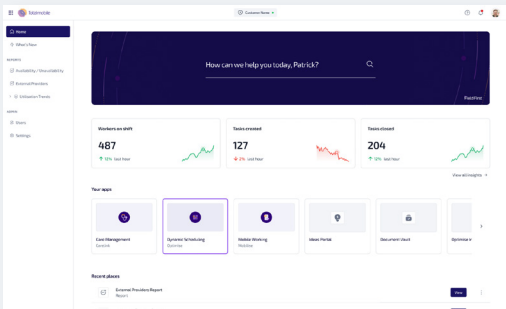
Job Management

Take control of all aspects of service demand. With clear visibility and control of work orders, users can achieve greater visibility and command over all job requirements – from stock and materials management to subcontractors delivering work.
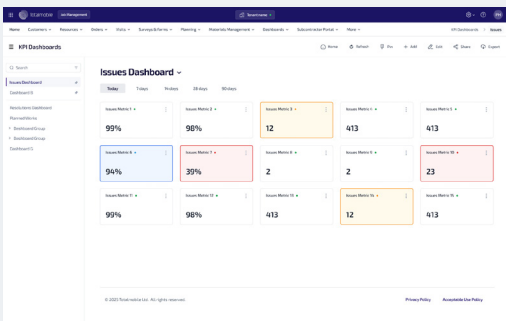
Mobile Working

Provide field workers with everything they require at the point of service. Managed from the back office and received in the field via a mobile app, on-site teams gain instant access to visit details, task instructions, and critical enterprise functions right at their fingertips.
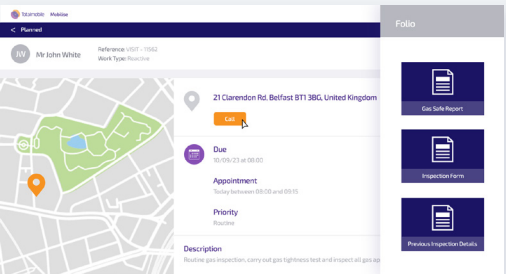
Dynamic Scheduling

Efficiently allocate resources to operate with the most efficient schedule available. Automatically assign the right people with the right skills to the right task at the right time, adapting seamlessly to changes throughout the day and wider organisational goals.
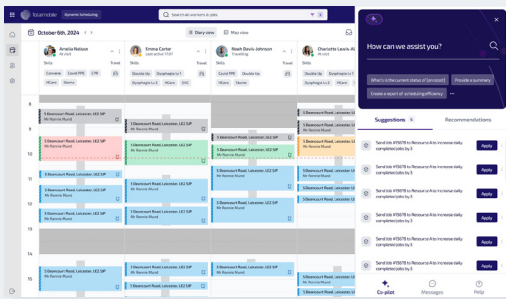
Asset Management

Empowering asset owners with a unified digital asset register that transforms maintenance from a reactive to a proactive service – supported by a single source of truth for all asset information, warranties and compliance across the asset lifecycle.
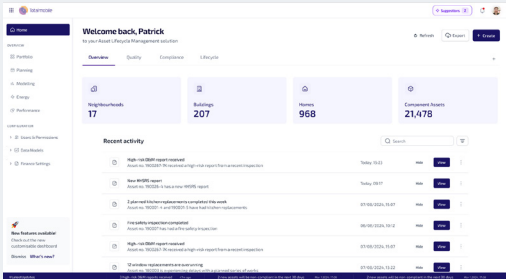
Workforce Rostering

An innovative shift pattern design capability that aligns staff capacity with demand levels. Users can allocate the right staff to the shifts they build, meeting demand while offering staff greater control over their own availability – ensuring service continuity, compliance and flexibility.
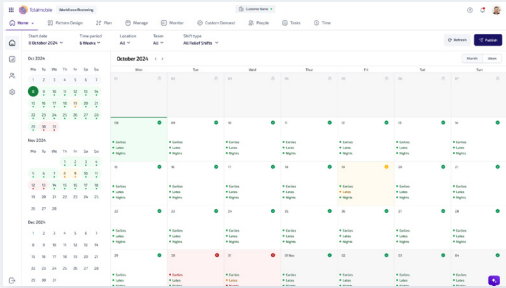
Lone Worker Protection

Prioritise employee safety with a robust lone worker protection solution that offers 24/7 support, customisable alerts, and a direct line to emergency support through secure SOS devices, apps and our award-winning ARC (Alarm Receiving Centre).
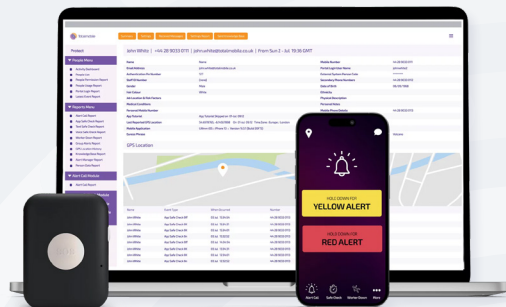
Field Service Intelligence

Drive continuous improvement with field service intelligence that delivers real-time, actionable reports across every stage of service delivery, empowering proactive decision-making and enhanced performance.

Core, Vertical & Point Solutions

Each capability delivers **significant value on its own**. However, by combining these capabilities together, and layering in industry-specific expertise, we deliver tailored solutions that ensure users gain a truly flexible platform that adapts to their needs.

That's why Field First offers a range of tailored solutions specifically designed for any supported vertical:

Public Services
- Local Government
- Health
- Emergency Services

- **£1,000,000** saved through reducing operational costs
- **33%** increase in time staff spend delivering service
- **31%** more face-to-face time with patients

Commercial & Infrastructure
- Telecommunications
- Fire & Security
- Airports
- Utilities

- **50%** reduction in admin tasks
- **150%** increase in operational margins
- **24%** more jobs completed per day

Property & FM
- Housing Associations
- Housing Contractors
- Facilities Management

- **96%** improvement in first-time fix rate
- **35%** more jobs are being completed every day
- **90%** engagement with lone worker compliance - up to 16,000 from 100

The Benefits of Field First

With access to the most comprehensive suite of capabilities on the market, **users can take a complete approach to service optimisation**, delivering transformational outcomes and game-changing returns across all areas of field service management:

Greater Cost Efficiencies
Improve the cost-of-service delivery and enhance profitability.

Enhanced Workforce Capacity
Maximise the value of your workforce and drive greater productivity.

Secure, Compliant Service
Protect your data and deliver safe, compliant services in a manner that meets all required standards and regulations.

Reduced Carbon Emissions
Go paperless to reduce your carbon footprint and achieve ESG objectives as we all strive to deliver a more environmentally friendly service.

Greater Staff Engagement
Provide improved ways of working and aid staff retention via an engaged and motivated workforce.

Improved Service Outcomes
Achieve your service goals and ensure successful outcomes that benefit both your customer and your organisation.

Increased Customer Satisfaction
Create champions of your customers through the delivery of quality services that put their needs at its core.

Community & Environment
Embrace paperless operations, streamlined routes, and efficient scheduling to cut your carbon footprint and advance ESG objectives—driving goodwill and lowering costs.

Field First

from ◎ Totalmobile

Ready To Transform Your Field Service?

Field First is the foundation for a fully connected, data-driven service organisation. Whether you choose one capability or deploy the entire platform, Field First scales to meet your current needs while future-proofing your long-term growth.

TAKE THE NEXT STEP

Totalmobile is a Field Service Management (FSM) provider dedicated to making work—and the lives of mobile workers—better. Demo today and discover how Field First can power your next step of service innovation.

Web: <u>Field Service Management Software | Totalmobile</u>

SCAN THE QR CODE TO

TO DISCOVER FIELD FIRST