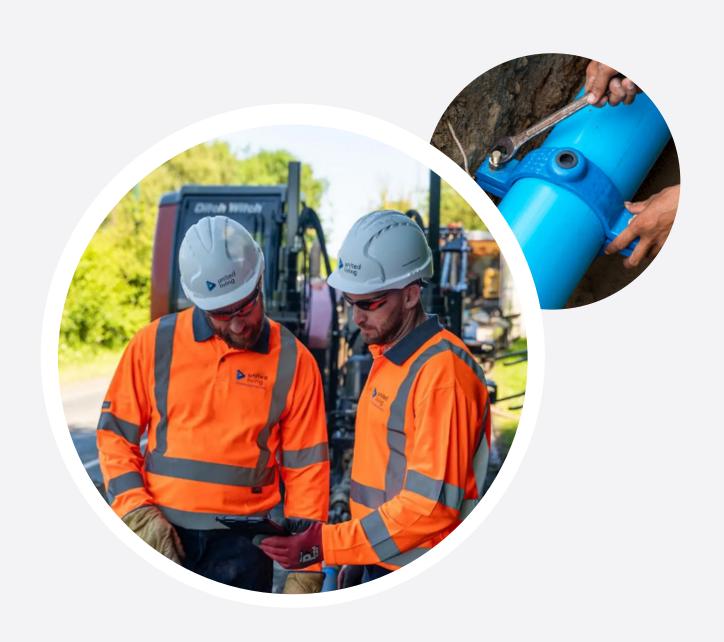


## **CASE STUDY**

# United Infrastructure



## Background

Transforming Water Industry Field Operations through Digital Innovation

United Infrastructure builds and maintains critical water and wastewater assets on behalf of the UK's water companies. They pride themselves on excellent standards of service and safety, coupled with a continual drive for innovation and creative solutions.

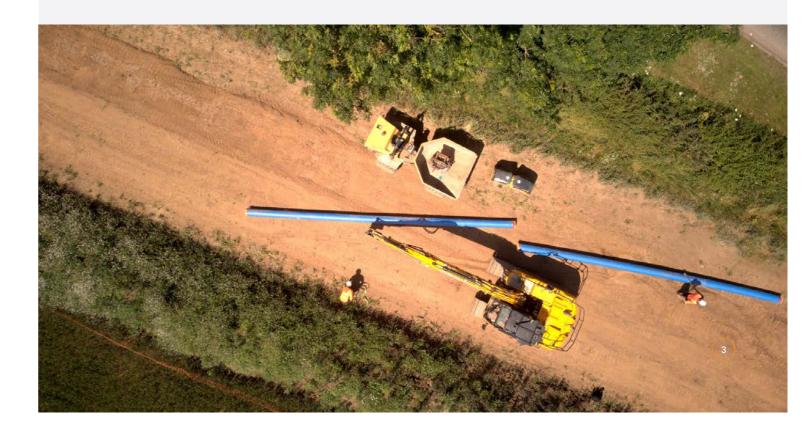
United Infrastructure
introduced real-time
scheduling, mobile workforce
management, and data-led
insights to modernise and
streamline how repairs,
maintenance, and capital
projects are delivered. They
chose Totalmobile's work order
management solution to improve
productivity, enhance their service
delivery, protect their field workers,
and reduce environmental impact
across their field 200-strong workforce.

Together, United Infrastructure and Totalmobile have created a new standard for digital efficiency in the water sector, built to grow and evolve with future needs.

### A Tailored Solution

Totalmobile worked closely from day one to align to United Infrastructure's technology and operational needs. The customised solution was smoothly adopted across both field engineers and back office teams. This included:

- Integrated scheduling and real-time job tracking meaning managers can see exactly what is happening, when, and where.
- Mobile-first access to jobs and updates for field workers, enabling immediate, real-time visibility.
- Data and analytics dashboards offer deep insights into performance and areas for improvement.
- Lone worker safety technology, safeguarding teams working remotely or in high-risk environments.





Totalmobile's field service platform set a new benchmark for what digital operations in the water sector should and can look like.



#### **Increased Workforce Capacity**

Workforce capacity increased by **30%**, meaning more jobs are completed every day, reducing backlogs and wait times for customers, all thanks to smarter artificial intelligence.



#### Sustainability

Mileage cut by **15%**, supporting United Infrastructure's wider sustainability goals and reducing its environmental impact.



### **Increased Efficiency**

Non-productive time reduced by **5%**, including less waiting around between jobs — a direct boost to efficiency.



#### **Reduced Fuel Costs**

Fuel costs cut by **10%**, thanks to smarter scheduling and better route optimisation.



## **Improved Customer Satisfaction**

Customer satisfaction has improved through faster response times and better communication, with teams now equipped to update customers in real time.



## **Increased Worker Safety**

Safer working practices are now embedded, with Totalmobile's lone worker protection offering **24/7** peace of mind to both staff and management.

"Innovations like AI-powered scheduling, cloud-based data, and real-time analytics aren't just buzzwords here, they deliver tangible, real-world results. This isn't just best practice; it's a new benchmark for what digital operations in the water sector should and can look like."

#### **Scott Beard**

Director of Water at United Infrastructure







## What's Next?

Discover how Totalmobile can drive productivity and transform the efficiency of your organisation. Contact us today for a personalised demo and see how our tailored solutions can meet your specific needs.

www.totalmobile.com/demo +44 28 9033 0111