



Totalmobile

CASE STUDY

Cobalt Housing



Background

Cobalt Housing is a registered housing association managing around 6,000 homes across North Liverpool. The organisation is focused on creating safe, sustainable, and high-quality homes while investing in the communities it serves.

The Challenge:

After facing challenges with older, legacy systems and the limitations of relying on external contractors, Cobalt decided to bring its repair and maintenance services in-house, building a service that could run efficiently and grow sustainably whilst providing excellent customer service. For that, Cobalt turned to Totalmobile's Field First platform as the foundation for managing and scheduling all repairs work.



A Tailored Solution

Cobalt selected job management and mobile working solutions from the Field First Platform to support the creation of a more joined-up, data-led service. These tools allow the organisation to manage its workforce, schedule work, and monitor progress in real time. They also remove the need for separate reporting tools by linking directly into Cobalt's existing data systems.

The move to Totalmobile was a key part of a wider transformation programme that has modernised almost every major system across the business. By adopting this platform, Cobalt has been able to simplify day-to-day operations, improve communication across teams, and gain a much clearer picture of performance and compliance.





Key Achievements & Benefits Realised

The introduction of Totalmobile's software solutions has given Cobalt a system that supports both immediate operational needs and long-term growth. The team are now able to plan and deliver repairs more effectively, backed by accurate data and compliant data with clear accountability. Residents benefit from faster, more reliable services, while staff have the solutions they need to do their jobs with confidence.

1. Better Compliance

Key reporting forms, including those linked to Awaab's Law, are now built directly into the system so that teams can respond quickly and consistently.

3. Greater Efficiency & Oversight

Manual spreadsheets and disconnected processes have been replaced with automated, end-to-end

5. Room to Grow

The platform provides the flexibility to expand and use predictive analytics as Cobalt's in-house service develops.

2. Smarter Decision-Making

Integration with Power BI and the organisation's data warehouse gives managers up to date performance data and accurate reporting.

4. Improved Resident Experience

Every job is logged and tracked through to completion within clear SLAs, increasing accountability and satisfaction.

"The implementation with Totalmobile was one of the best we've experienced. The project was managed transparently from start to finish, and whenever challenges came up, the team were proactive and worked with us to find solutions. That approach gave us real confidence in the partnership."

Sequoia Chapman

Director of Digital and Transformation





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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.

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