



Totalmobile

CASE STUDY

Hato Hone



Background

Hato Hone St John is a charitable organisation that delivers ambulance services across New Zealand, covering both emergency response and patient transport. Behind that is a rostering team of 18 people responsible for ensuring ambulance cover across most of the country. It's complex work, and at that scale, even small inefficiencies are felt quickly. Hato Hone St John have been using Totalmobile's Workforce Rostering Solution, part of the Field First platform, since late 2023.

The Challenge:

Before Totalmobile, information was scattered across multiple systems, so even simple tasks took time to complete. If a team member needed to check something, they'd often have to go digging. Jo Warwick, Roster Manager at Hato Hone St John, explained:

"I had to look in five, six, sometimes seven different places to find what I needed."

There wasn't a quick and reliable way to see things, like leave days or individual team schedules. A lot of it had to be done manually, which took time. On top of that, too many people had access to make changes, which made it harder to keep information locked down, consistent and correct. Reporting was another layer of work for the team. Pulling together accurate information for the wider business often meant extra steps and repeated manual checks.



A Tailored Solution

The goal wasn't to completely replace everything - it was to bring structure, visibility and control to a process that had become fragmented as the service grew.

Totalmobile's Workforce Rostering Solution (GRS) gave them that structure. It created a single place to manage everything. From there, it was about tailoring it to work for the team and the service.

That included:

- Bringing everything into a single system, instead of juggling multiple sources
- Introducing clearer controls around who can edit what
- Making reports easier and quicker to pull together
- Making data more reliable

A key part of this delivery has been ongoing collaboration. Since going live, the team has continued to work closely with Totalmobile, including regular weekly check-ins to review performance, make adjustments and keep improving how the solution works for them.



Key Achievements & Results

1. Enhanced access & control

Clearer control over who can access and change information has led to more consistent management of rosters, reduced errors and increased confidence in the data.

2. Faster everyday tasks

Tasks that used to take time manually - like checking leave or team schedules - are much quicker now because the information is already available.

3. Everything in one place

Instead of spending time searching for information, most of what the team needs is now in one place and easy to access:

"Wherever you are in the system, you can find it all in one report."

4. Saving thousands in costs

From a cost point of view, having a clear record of shifts and access to the right data has transformed processes:

"We've now got something tangible... we have probably saved thousands in certain aspects."

5. More time for higher value work

Time has been freed up for more valuable work, instead of being tied up by admin or manual processes.

"For me, it's the efficiency. Once it's set up how you want it, it just makes things easier."

"Not having to double-check everything all the time makes a big difference, and it's much quicker to get the information you need."

"The solution is something that keeps evolving. You don't just leave it - you keep improving it as you go."

"I would definitely recommend Totalmobile. It will change the way you roster."

Jo Warwick,
Roster Manager, Hato Hone St John





Totalmobile



Want to know more?

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