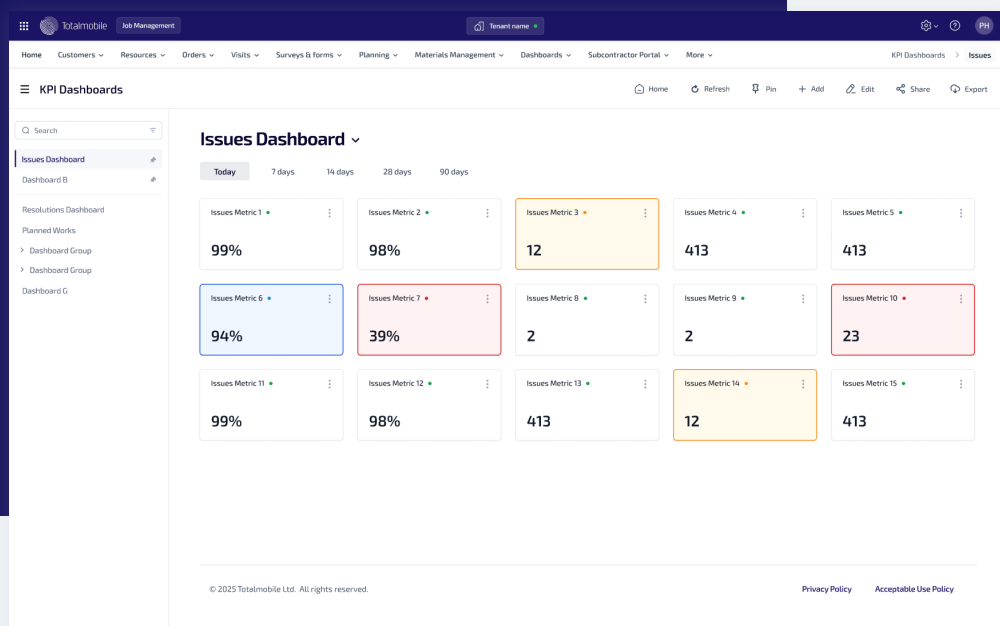




FIELD FIRST

Job Management

A complete, cloud-based work order management system.



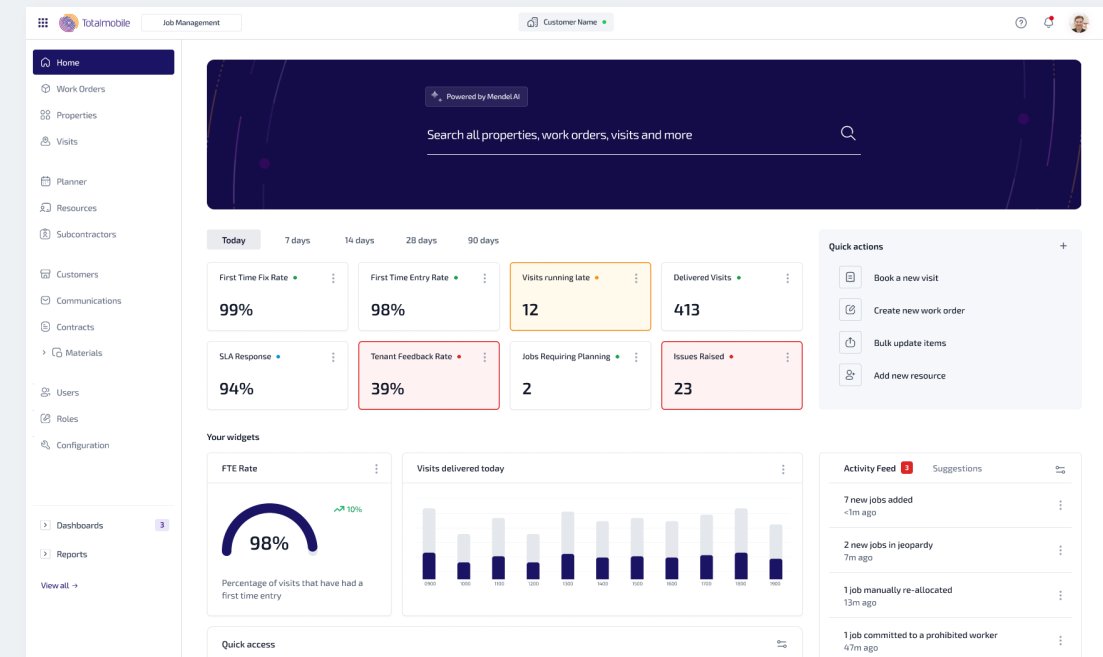
Job Management



FIELD FIRST CAPABILITY

Job Management from Totalmobile is a cloud-based work order management solution that empowers organisations to efficiently manage every aspect of work and service demand. Built on the Field First platform, it provides end-to-end visibility and control over work orders, stock and materials management, and subcontractor coordination.

The Job Management capability goes beyond simple job tracking - it streamlines work order creation, progress tracking, and completion within a fully integrated platform, ensuring seamless coordination across mobile working, asset management, and service delivery.



Streamline How You Create, Progress & Record Work Orders

With Job Management on Field First, your teams can seamlessly create, manage, and track work orders from a single, intuitive interface. Beyond providing a historical view of service delivery, Job Management delivers real-time, forward-looking insights, helping organisations proactively manage work, mitigate risks, and uphold high-performance standards.



Optimise Costs & Operational Efficiency

Gain full financial oversight with real-time cost monitoring. Manage assets, track contractor performance, streamline invoicing, and consolidate all service activities into one location—reducing operational expenses and enhancing accessibility with Field First Hub.



Maximise Workforce Productivity

Simplify job management by eliminating unnecessary admin, enabling field teams to focus on service delivery. By reducing manual processes and automating workflows, Job Management drives efficiency across your entire workforce.



Improve Visibility & Performance

Live dashboards provide real-time insights into job progress, compliance status, and key performance indicators. This ensures teams can take informed action to continuously improve service delivery with improved field service intelligence.



Enhance Customer Engagement

Adopt a customer-centric approach at every step of the service journey. Job Management ensures customers remain informed and engaged, offering a seamless service experience that aligns with their expectations.

The Challenges Service Organisations Face Today

Delivering exceptional service is no small task. Your ability to efficiently assign, track, and complete work orders is critical to meeting customer expectations. Today's customers expect real-time engagement and flexibility at every step. If a technician is en route, your customers want full visibility and seamless communications—ensuring service is delivered when and how it suits them.

However, with rising expectations and increasing operational complexity, many organisations struggle to keep pace. Common challenges include:



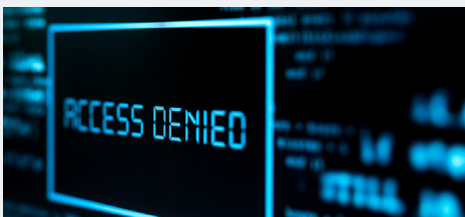
Outdated job management technology that doesn't take advantage of recent digital innovations.



Historical view of service delivered, meaning errors are only highlighted after the incident rather than during.



Disparate systems prevent capabilities from being shared across your operation, leading to a fragmented, unreliable IT landscape.



Limited access to real-time job and asset data in the field leads to delays, incomplete work, and inefficiencies – preventing service teams from delivering timely and effective service.

The best job management systems are flexible, scalable, and user-friendly enough to be quickly adopted by your workforce. By placing compliance at the core, your workforce is both better informed and able to deliver a service which meets a changing regulatory landscape.

Job Management, Platform Power

As part of the Field First platform, Job Management integrates seamlessly with other Totalmobile capabilities – such as Mobile Working, Dynamic Scheduling, Workforce Rostering, and Field Service Intelligence. By unifying your work order data, resource allocation, and analytics in a single data model, you reduce administrative overhead, minimise data silos, and maintain real-time visibility over service operations.



Enhanced Staff & Customer Experience

Job Management provides coordinators with a central interface for managing work orders and sharing updates, while field teams use the same platform to access relevant job information on the go. Meanwhile, customers benefit from quicker first-time-fix rates (FTFR) and timely updates—boosting satisfaction and loyalty.



Right People, Right Tasks

Combine Job Management with Workforce Rostering and Dynamic Scheduling to ensure every work order is assigned to the most suitable team member with the relevant skill set. Changes in demand or last-minute emergencies automatically update job lists, preventing delays and ensuring prompt service.



Seamless Collaboration & Communication

Job Management ensures field staff receive immediate updates on new or modified jobs, plus relevant task details. Eliminate the need for manual paperwork or third-party apps, cutting down on errors and speeding up turnaround times.



Manage Materials and Demonstrate Compliance

Track each job's status from inception to completion with time-stamped updates. Proactively address compliance obligations using real-time data on job timings, materials used and required approvals—backed by an auditable digital trail.



Unified Data & Analytics

Every job creation, update, or completion feeds directly into Field First's data fabric. Access platform-wide dashboards, powered by Field Service Intelligence, for full transparency into job progress, employee performance insights, and compliance risks.



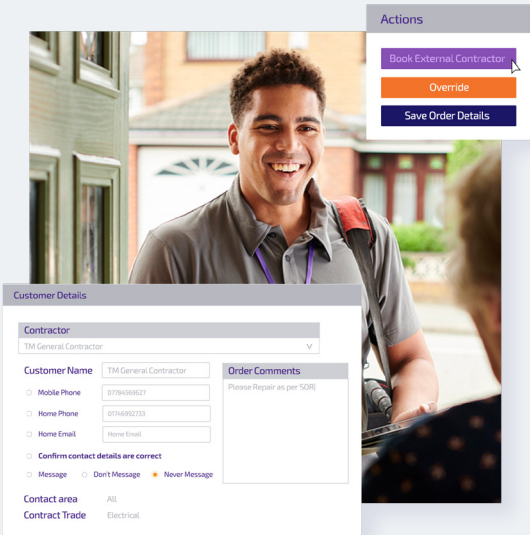
Workforce Productivity

Streamlined processes and automated admin tasks frees up field workers to focus on delivering quality services, improving their productivity and job satisfaction.

Key Feature Overview

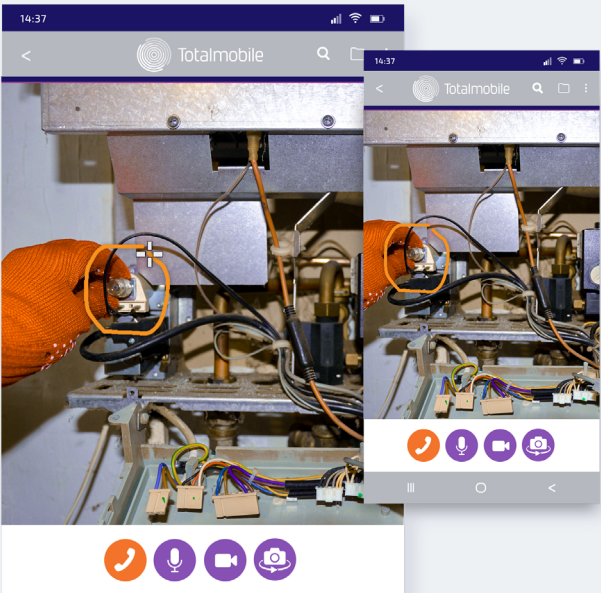


Field First's Job Management capability is a comprehensive, scalable and cloud-based solution offering a range of core features that ensure Field First has the most comprehensive work order management capability on the market:



Remote Assistance

Job Management your customers with dedicated technical support officers via live video stream. Get remote support and advice to fix simple issues, reducing unnecessary visits and improving first-time fixes. Record and store all call details for later reference. Improve customer satisfaction and communication with peer-to-peer support.



Job Status Dashboards

Get real-time service insights with Job Management's task-specific dashboards. Risk reports and action items are constantly updated, helping you deliver efficient services consistently. Stay on top of potential issues with color-coded tiles that allow you to drill down for more details and act quickly.

Accurate Job Costings

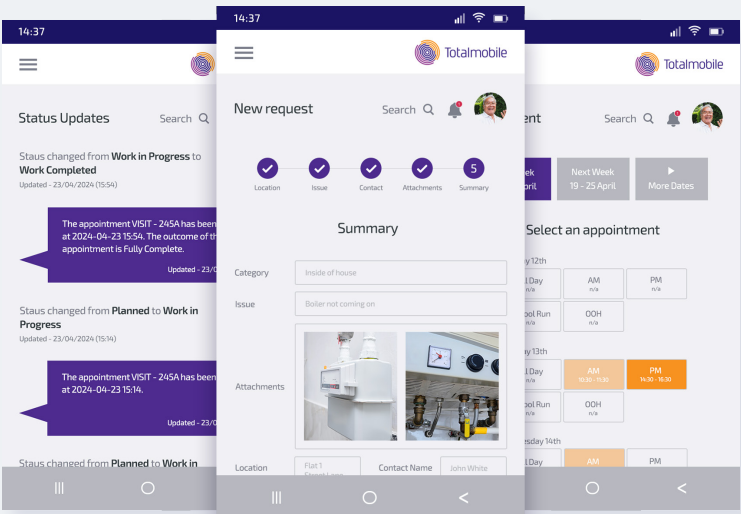
Cost a job there and then. Job Management drives precise commercial data, providing a line-by-line breakdown of each work area. Further details can then be accessed, such as the total cost of a job over time and any margin that will be made. You can better control costs and run reports as required, enhancing cost transparency and auditability.

Asset Compliance Overview

Job Management arms you with a strong focus on the compliance requirements surrounding assets and facilities. Live dashboards highlight existing or upcoming compliance issues, such as an asset about to move past its compliance timeframe. Meeting regulatory pressure.

Tenant Portal

Put your customers at the centre of your service with Job Management's tenant portal. Empower your tenants, customers, and service users to log and report issues quickly and in their own time. Keep track of job progress and improve engagement with your customers and housing association via two-way communication and regular status updates.



Stock Management

As your operatives' progress through their working day, Job Management provides complete visibility of all the material usage, enhancing the stock management processes. With regular cycle counts, field workers are encouraged to check and record their stock levels via the solution, which enables organisations to undertake frequent and accurate stock counts while also gaining visibility of any discrepancies.

Supply Chain Management

You can manage inventory and streamline replenishment processes effortlessly. Job Management can automatically order materials based on usage and native integration with all your suppliers. This integration enables Job Management to automatically raise and send purchase orders to your suppliers and track collection and inventory logging.

Project and Complex Use Case Management

Keep your project progressing and on schedule with Job Management. Milestone tracking lets you easily manage complex projects. Break down larger projects into multiple phases and receive status updates after each step. Escalate any issues that put the project at risk to your teams to address. Keep your project progressing on schedule with Job Management.

DEMO JOB
MANAGEMENT TODAY



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CODE TO REACH OUR
PRODUCT EXPERTS



FORTEM SOLUTIONS

Fortem Solutions implemented Job Management to enhance service operations across 40+ social housing clients across the UK. Following a successful Mobilise implementation in 2018, Fortem expanded this contract to implement Job Management. This was to digitalise communications with subcontractors and provide a faster, smoother appointment process for customers.

Appointment & diary optimisation to **increase the number of jobs** a Fortem technician can achieve daily

The day before adopting Job Management, there were **977** jobs unappointed. Just eight weeks later, that number dropped to **50**

Employee engagement programme **developed**

Improved **customer service** and **productivity**



SHEFFIELD CITY COUNCIL

With a population of over 730,000 Sheffield City Council is England's third largest district authority. Sheffield City Council implemented Job Management to streamline housing repair workflows across 44,000 council houses and 200,000 annual repairs.

Maximised **operational efficiencies**, reducing **vehicle travel time**, and **CO2 emissions**

One singular user-friendly interface allowed **better data integration** and **elimination of duplicate systems**

Saved time on paper-based processes, freeing up repair teams to complete more jobs and **reduced manual data entry**



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.

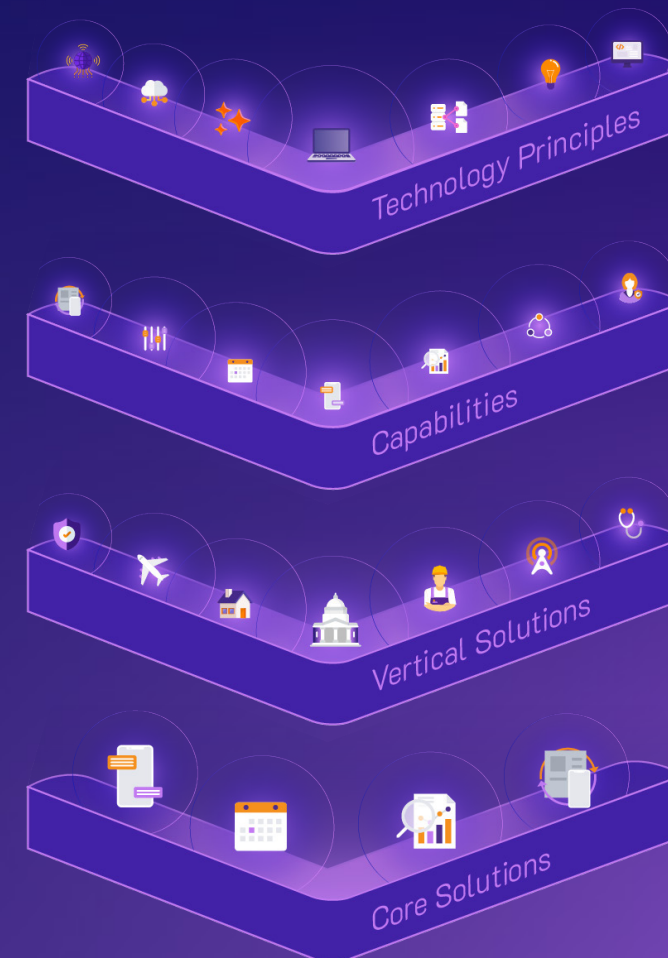
Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and shared experience with our solutions.



Job Management that's Field First

Whether it's one capability or everything Totalmobile offers, Field First ensures that field work order management 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 creating, progressing, and tracking work orders, managing stock and materials, and coordinating subcontractors, Job Management gives you the unified, data-driven control needed to streamline operations, reduce inefficiencies, and enhance customer satisfaction.



Field First

from  Totalmobile

Contact Us

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

See How Field First Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service.

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**TO DISCOVER
FIELD FIRST**