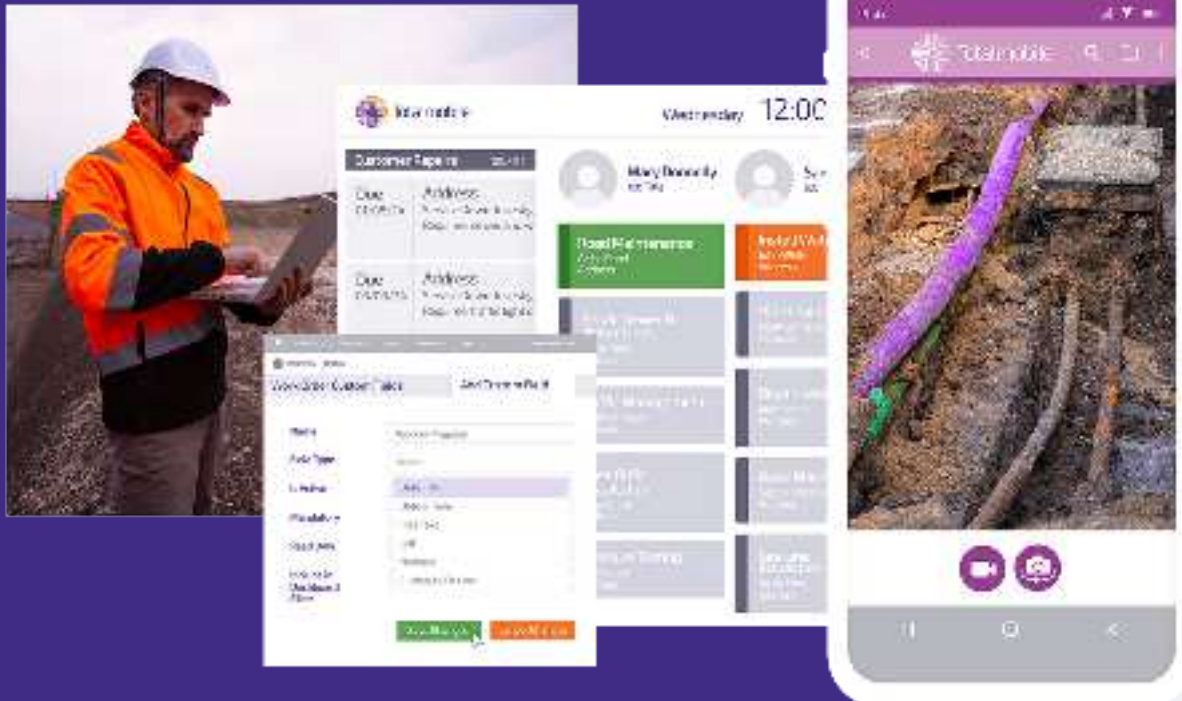




Totalmobile



Maximising Productivity From A Unified Workforce



Introduction

Totalmobile supports the Utility Contractors sector by delivering a complete field service management platform that offers a comprehensive range of highly useable and integrated service capabilities which optimises workforce resource available to meet demand.

Our complete field works management platform provides a unique real-time dynamic scheduling solution designed to maximise productivity across multiple contracts.

By streamlining operations across multiple complex contracts this solution improves cost capture, eliminates disputes and reduces WIP across the entire lifecycle of build, repairs, maintenance and planned works contracts.

The latest Utilities & Infrastructure Works Management enhancements extend Totalmobile's capabilities with Activity-Based Work Management, Safe Dig Compliance Controls and fully integrated Permit Management through Street Manager. These capabilities provide utility contractors with greater visibility of excavation works, stronger compliance governance and improved planning accuracy across the complete lifecycle of utility projects.



Challenges

This is a highly regulated industry with increasing pressure to manage both complex workload and cost control across multiple contracts. Totalmobile understands the increasing pressures facing Utility Contractors and Subcontractors including:

- > **A need to maximise efficiency & profitability:** Given the macro issues like rising costs of materials and a deficit of available skilled workers in the UK, the need to centralise and automate workforce management and scheduling becomes an imperative priority in order to deliver efficiencies and greater profit margins for your organisation.
- > **Streamlining your operational delivery:** Our total field service operational platform enables you to maximise workforce productivity, achieve operational excellence with a real-time automated scheduling tool. This will ultimately help to reduce the cost of service and provide significant growth in profit margins.
- > **Limited Skilled Workforce:** There is a huge deficiency in workforce resource available in the UK to match the abundance of opportunity and demand in the Utility Contractor's market. We recognise that sometimes you have to spend more money than you want on recruiting and retaining a high-performing workforce and the frustration that everyone is feeding from the same diminishing trough of available labour.
- > **Complex & Differing Systems:** Job management errors and operational inefficiencies are caused by the use of disparate software systems for different contracts. This disconnect results in job management errors and operational inefficiencies, affecting both front-line and back-office operations.
- > **Managing Complex Multi-Stage Utility Works:** Utility projects often involve multiple activities such as excavation, inspection, reinstatement and backfill, making coordination difficult across contractors, planners and field teams.
- > **Excavation Safety & Compliance:** Ensuring Safe Dig documentation is available, current and auditable is critical to reducing operational risk and maintaining compliance standards.
- > **Permit & Street Works Management:** Managing permits, permit amendments, reinstatements and street authority communications can create significant administrative overhead and scheduling delays.

Key Capabilities

The Totalmobile Platform ensures all components of service delivery work together, enhancing compliance, boosting efficiency, and reducing operational costs all through one fully integrated and capability-rich field service management platform.



Understanding of Work - Field Service Intelligence

By harnessing the power of data analytics and performance metrics, Totalmobile helps Utility Contractor's identify areas for improvement, optimise resource allocation, and continually refine their service delivery strategies to serve their customers better. Enhanced operational intelligence provides visibility of activity progress, permit status, Safe Dig compliance, scheduled visits and activity-specific KPIs, enabling managers to proactively identify risks, exceptions and delays before they impact service delivery.



Real-Time Dynamic Scheduling

Totalmobile helps Utility Contractors better allocate resources to meet service demands, ensuring the most efficient distribution of staff to achieve complex scheduling goals. The platform's adaptability allows for rapid response to required changes during the day, ensuring service delivery remains agile and responsive. Scheduling capabilities are enhanced through direct integration with permits and Safe Dig compliance controls. Scheduling rules can ensure works only proceed when valid permits and excavation documentation are in place, reducing the risk of non-compliant work being planned or dispatched.



Environmental Social Governance (ESG) Compliance

As the world moves towards a more sustainable future, Totalmobile facilitates green practices and helps companies meet environmental targets. Utility Contractors can invest in energy-efficient upgrades and sustainable initiatives by enabling a strategic shift in spending from reactive repairs to planned projects. Additionally, Totalmobile's platform supports more Environmentally conscious processes for field workers and end users, such as remote assist capabilities that reduce unnecessary site visits and minimise carbon emissions.



Utility Work Management (UWM)

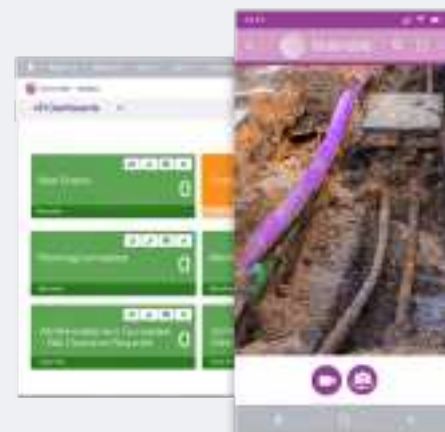
Provides utility contractors with complete lifecycle management of build, repair, maintenance and planned works programmes. Through Activity Management, organisations can define, schedule and track individual work activities such as excavation, inspections, reinstatement and backfill, providing complete visibility, progress tracking and operational control from planning through to completion.



Mobile Working

Designed around the needs of the mobile worker, Totalmobile's solution empowers Utility Contractors to capture intelligent data and access vital information on the go, ultimately enhancing the efficiency and effectiveness of service delivery.

Field operatives can access permit information, update work start and stop dates, complete activity-specific forms and capture compliance information directly through the capability. Operatives can also create new work activities in the field to ensure emerging work requirements are immediately visible to planners and supervisors.



NEW



Activities Centre

Utilities teams can create structured activity-based workflows within a single work order, assigning specific tasks, skills, forms and scheduling requirements to each activity. Activities can be independently planned, scheduled and monitored, providing greater visibility of operational progress and enabling more effective resource utilisation



Safe Digs Compliance Management

A dedicated Safe Digs capability ensures excavation-related documentation is managed, tracked and validated throughout the lifecycle of works. Automated expiry monitoring, compliance alerts and scheduling controls help organisations maintain safe working practices and reduce operational risk.



Street Manager Permit Integration

Totalmobile integrates permit management into operational workflows, enabling users to retrieve permits, receive status updates, manage start and stop dates and submit reinstatement information directly from the platform. Automated permit controls ensure scheduling activities align with approved permit windows.

Benefits

- 

Better Managed Planning of Multi Works Contracts: Our Utility Works Management (UWM) solution manages the entire lifecycle of build, repairs, maintenance and planned works contracts. It improves monitoring and significantly accelerates the invoicing process.

It allows for real-time updates and adjustments, which ensures that all stakeholders are consistently informed about the status and progress of projects.
- 

Workforce Automation: Totalmobile supports the Utility Contractors sector by streamlining operations and creating efficiencies by moving from a manual, spreadsheet based scheduling operation to an enhanced automation of service.
- 

Creating Efficiency: By enabling a more diverse range of tasks carried out by engineers, along with faster completion times, enables more productivity and capacity within an existing workforce.
- 

Improved Customer Satisfaction: Improvements in service levels gains additional consumer confidence and succeeds in winning more high-value contracts.
- 

Commitment to ESG Regulations: Utility contract engineers often travel extensively to provide services, which can result in substantial carbon emissions. By working more efficiently, the need for travel to sites is reduced.

And, creating efficient schedules that maximise job completions and minimise travel, ensures that engineers spend more time delivering services and less time on the road.
- 

Improved Excavation Compliance: Automated Safe Dig document management and expiry controls help ensure excavation works remain compliant whilst reducing the risk of unauthorised works commencing.
- 

Enhanced Street Works Governance: Integrated permit management streamlines interactions with Street Manager, reducing administrative overhead and improving control of permit-related activities.
- 

Greater Operational Visibility: Activity-based work management provides clear visibility of excavation, inspection, reinstatement and other utility work stages, allowing managers to accurately track progress and resource utilisation.
- 

Reduced Delays and Rework: Automated scheduling controls ensure works are planned in accordance with permit dates and Safe Dig requirements, reducing operational disruption and costly rescheduling.

The Field Service Management Platform

The Totalmobile platform is built on a series of core technical principles to ensure users receive an exceptional user experience that is underpinned by integration, stability and a dedication to innovation.

The platform integrates with all existing enterprise IT systems, enhancing the quality, accuracy and value of data.

Vitally our platform-based approach to field service management empowers our customers to drive benefits across core strategic priorities such as:

COST BASE		STAFF ENGAGEMENT	
WORKFORCE CAPACITY		SERVICE COMPLIANCE	
CUSTOMER SATISFACTION		ESG	





Contact Us

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

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE



TO BEGIN THE EXPERIENCE