

Mobilise

MOBILE WORKFORCE MANAGEMENT

Totalmobile's mobile workforce management solution empowers mobile workers to deliver more services of the highest quality.



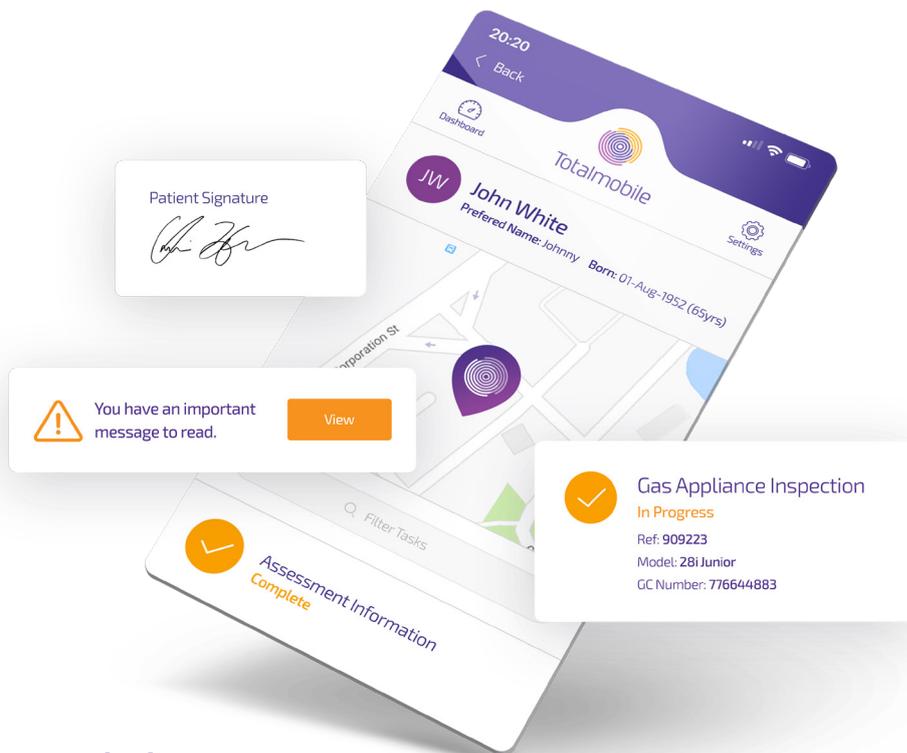
Introduction

The world of work has become increasingly more mobile over the last few years, it's estimated over 33% of the UK workforce is using smartphones and other mobile technology in their daily job. This need for a more mobile way of working is also driven by the customer, who in a service led society, expects more services to be delivered efficiently and effectively, at a time which suits them.

However, despite the rise in mobile working, service delivery is still hampered by inefficient processes including:

- Significant paperwork and admin which takes up large amounts of time across the working day
- Unnecessary travel to and from the office, which not only wastes time, but increases operational costs and carbon emissions
- Limited access to all required information which often makes it difficult to deliver a quality service and leads to frustrations from both the staff member and the service user

This has a direct impact upon the quality and efficiency of services that can be delivered by staff. Therefore, organisations are looking at ways in which they can streamline the delivery of services and empower their workforce to deliver more services, of the highest quality at reduced cost.



An Introduction to Mobilise

Mobilise from Totalmobile is a mobile workforce management solution that empowers staff to capture intelligent data and access the key information required to deliver services efficiently, first time.

Providing a native application, that can work on any device or operating system, Mobilise provides staff with all the information they require to complete their work efficiently. Staff can receive their assigned work, all accompanying job details, historical job information, useful guides and required forms, that can be completed via the device to streamline the delivery of work.

Crucially, Mobilise integrates with all existing back office systems, enabling all information to be seamlessly passed between the solution and various record systems. This ensures staff can access all the information they require, regardless of where it is stored and when jobs are completed, back office systems are updated with all information captured, in real time.

Mobilise provides users with a quality and innovative user experience, ensuring the solution is easy to use and facilitating user adoption. Developed to focus on the need of the mobile worker, Mobilise makes it easy for users to access and record information while on the move, it also operates in areas which have no connectivity.

In addition to this, Mobilise is provided as part of a fully integrated suite of Field Service Management products, providing your organisation with a diverse range of capabilities that not only enhance the capacity of your mobile workers, but enable additional processes to be automated and optimised.

Empowering the Workforce to Delivery High Quality, Efficient Services

Staff are the most important asset in any service-led organisation. Therefore, it is vital they are provided with the right technology to empower them to focus on the job at hand. The outcome of this leads to a range of benefits for not only the organisation, but also staff themselves and importantly, the service user.

- **Workforce Capacity** – through the removal of admin, paperwork and unnecessary travel, each staff member can save up to 2 hours every day, enabling them to focus more of their time on delivering services
- **Operational efficiencies** – organisations experience significant efficiency savings through the reduction in operational costs such as paper, printing and fuel consumption. By enabling more services to be delivered by in-house staff, organisations can also avoid depending on expensive agency staff to meet service demands
- **Service Quality** – ensuring staff have access to all the information they require, while at the point of service delivery, empowers them to deliver a timely, high quality service that drives improvements in customer satisfaction
- **Compliant Processes** – guiding staff through an approved workflow and ensuring all required tasks are effectively completed and evidenced, enables organisations to ensure that services comply with all regulations and agreed procedures

An Overview of Mobilise

Mobilise offers a comprehensive mobile working solution that consists of a range of features and capabilities to streamline the delivery of field-based services.

Visit Calendar

- Staff receive all assigned work and can view their daily or weekly schedule through an easy to read calendar. The status of each item of work and additional job details can be easily accessed via the calendar

Job Overview

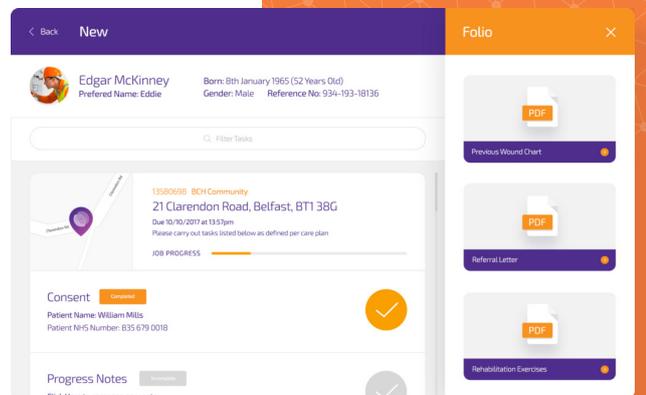
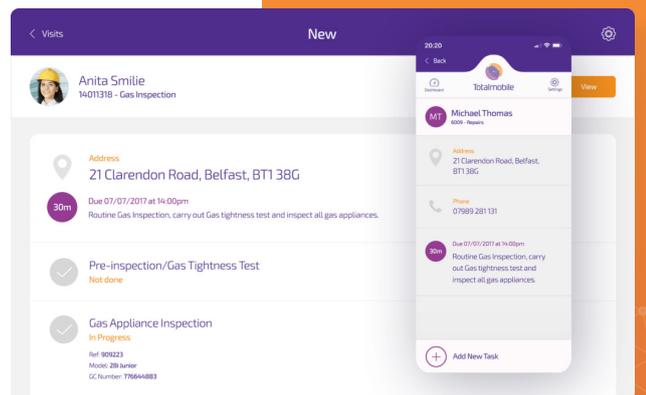
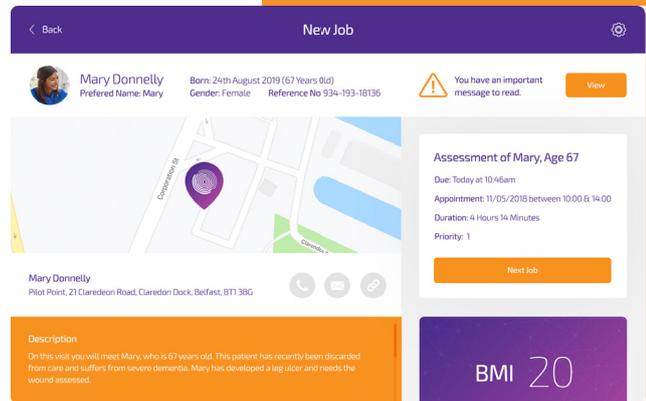
- A "home screen" for each visit that provides users with a clear overview of the item of work and the information required to assist service delivery. The user-friendly overview ensures any job critical information is clearly highlighted, making sure staff are aware of any key details

Forms

- Provides users with the ability to complete all job-related forms on their device. Smart forms make it easier for staff to complete any assessment or inspection, while also providing them with the ability to capture additional details such as signatures or pictures

Supporting Information

- Enables the mobile worker to access any additional information that may aid them in the undertaking of work. Details such as historical job information and useful guides can be easily accessed by the user, at the point of service



Status Updates

- Guides the user through a pre-approved workflow, helping ensure they have completed all mandatory tasks before advancing through a particular job. The status of each item of work can be accessed by management to help keep an eye on job progression and identify any risks to service delivery

Maps

- View relevant job locations of a map within the Mobilise solution. This enables users to have a clear overview of where they will be throughout the course of the day and call upon directions and routing assistance, should this be required

Integration

- With comprehensive integration into all relevant back office systems, information can be accessed and updated in real time, ensuring everyone has visibility of the most up to date details, that will empower the delivery of great services

Easy to Use

- An intuitive, easy to use solution that provides staff with a great user experience. The ability to work offline, while automatically syncing data with back office systems, ensures staff can remain focused on what they do best, delivering great services

With the needs of mobile workers at the very heart of the solution, Mobilise provides your field-based workforce with everything they require to deliver more services, of the highest quality, at a reduced cost.

The screenshot shows the Mobilise mobile application interface. At the top, there is a dark purple header with a back arrow and the text 'Back' on the left, and 'New' on the right. Below the header is a patient profile card for Mary Donnelly. It includes a circular profile picture of a woman, her name 'Mary Donnelly', and 'Preferred Name: Mary'. To the right of the name, it lists 'Born: 24th August 2019 (67 Years Old)', 'Gender: Female', and 'Reference No: 9'. Below the profile card is a map showing a location marked with a purple pin. The map labels 'Corporation St' and 'Claredeon'. Below the map, the patient's name 'Mary Donnelly' and address 'Pilot Point, 21 Claredeon Road, Claredeon Dock, Belfast, BT1 3BG' are displayed. To the right of the address is a white telephone icon.

Description

On this visit you will meet Mary, who is 67 years old. This patient has recently been discharged from care and suffers from severe dementia. Mary has developed a leg ulcer and new wound assessed.

An Established, Trusted Solution

Totalmobile takes great pride in providing a solution that enables organisations to streamline mobile working processes and enhance the efficiency and quality of service delivery.

That's why we are trusted by some of the largest employers in the UK:



What's Next?

Totalmobile would like to speak to you about how our Mobilise solution can drive increases in capacity and cost savings across your mobile workforce.

To learn more about Mobilise, please visit

<https://www.totalmobile.co.uk/software/mobile-workforce-management/>

or contact us via the details on the back of this document.



Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers allows mobile workers to focus on consistently delivering the best service.

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