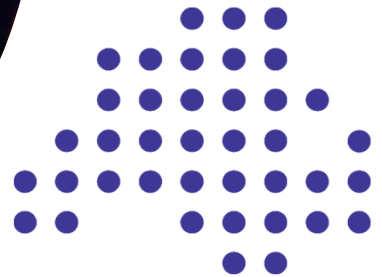




CASE STUDY

Fife Council



Background

Fife Council is currently the 3rd largest Local Authority within Scotland, employing 18,000 staff and delivering the full range of Local Government services to a population of approximately 366,000.

With reducing budgets, the council was tasked with saving £100m by 2017. All the while, staff numbers were reducing and customer demands were increasing. This meant that the only way for the council to hit its targets would be to change the way services were delivered and the working processes of staff. It was decided that providing staff with the right technology was key to changing how the council operated.

In order to do this, Fife Council worked with Totalmobile to introduce their comprehensive mobile and flexible working programme, which covered all services within the Authority. Due to the way in which it streamlines working processes, Totalmobile was seen as key to help deliver the efficiency targets and productivity benefits that the council was striving to meet.

In 2011, Fife first rolled out Totalmobile within its Building Services department and immediately began to realise the benefits of providing their staff with the right technology. The number of visits per day went up consistently and currently each employee is at least 15% more productive than before the solution was in place.

Totalmobile also helped the Authority eliminate what was previously a huge paperwork process. This was due to back office information being automatically updated via the employee's device, while on the job. The project is now on course to make £20m savings.



£20M
of savings



“We’re providing a more effective and efficient service for the customer.”

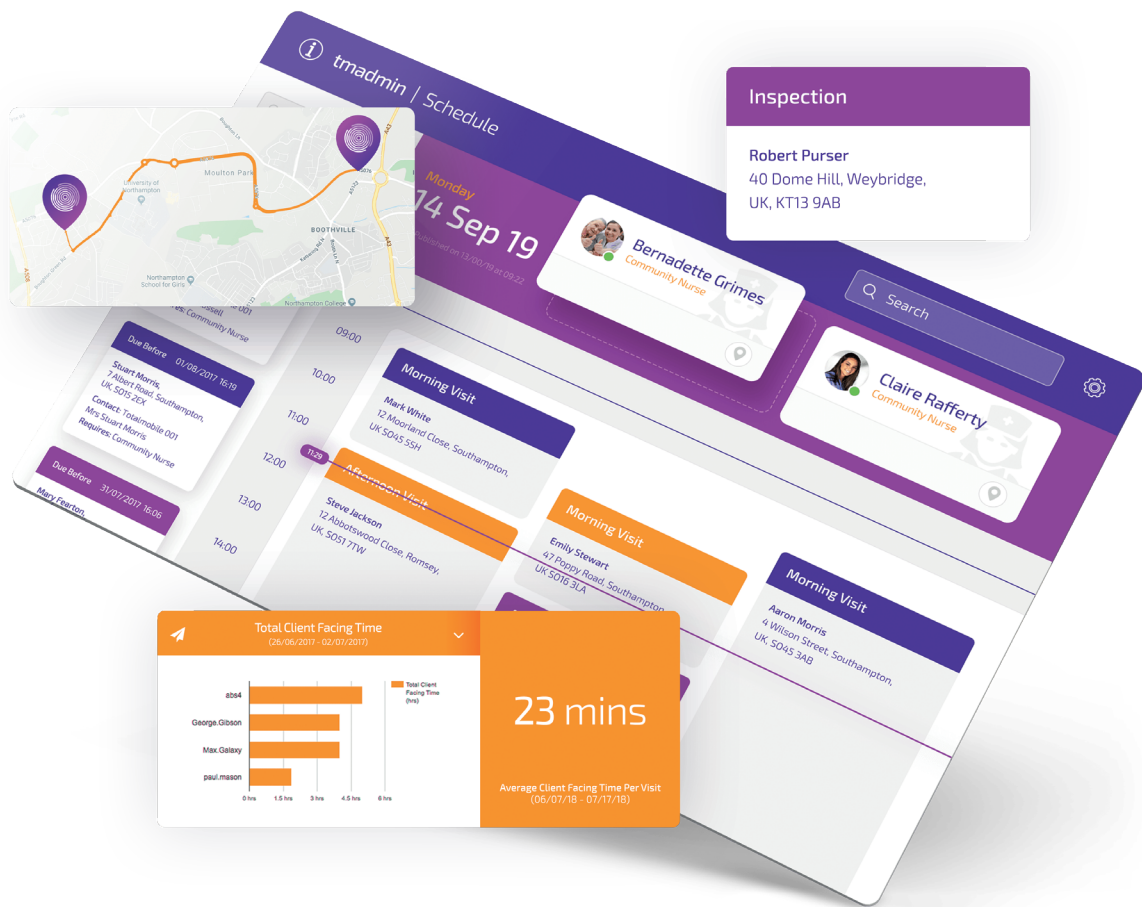
**Jill Pritchard, Business Change Manager,
Fife Council**



Team Leader in Building Services, Allan Barclay pointed out that Totalmobile, “Has allowed us to become more reactive in the service we deliver. We now deliver a service far quicker than we have ever done.” After the successful roll out within Building Services, Fife Council were keen to get the solution implemented into their other services as quick as possible, so they could experience the benefits council wide.

Fife Council are now rolling out Totalmobile within their Housing and Neighbourhood and Streets, Parks and Open Spaces teams, as well using Totalmobile across the whole organisation, so every member of staff can potentially undertake HR related tasks such as holiday requests and sickness forms via their device. There are further plans in place to mobilise their Environmental Health, Highways, Property Services. Plans are also in place to roll the solution out more widely across the council, to maximise the potential and benefits of using Totalmobile.

Business Change Manager, Jill Pritchard, summed up the impact that Totalmobile has had on the way in which the council operates, “We’re providing a more effective and efficient service for the customer. Our employees are able to work more flexibly with regards to their work life balance. We’re also delivering on the productivity benefits for the council.”



Key Facts

- **Population**
 366,000
- **Benefits**
 Productivity increase of at least 15% giving more appointments per day
 Removing lengthy paper processes
 Standardising and streamlining processes
 On target to make £20m savings
- **Solution**
 Enterprise license with Totalmobile for 18,000 staff
- **Areas of use**
 - Building Services
 - Housing & Neighbourhoods
 - Streets Parks and Open Spaces (Plans for range of other services including Environmental Health, Trading Standards and Licensing)



Totalmobile

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

With 200 staff, across 4 UK locations, Totalmobile are supporting over 300 organisations and 100,000 front line workers to deliver exceptional services every day.

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