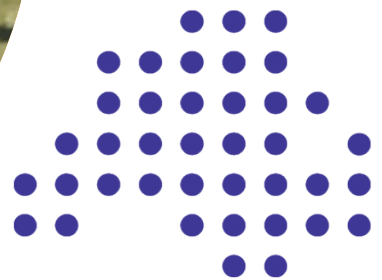


CASE STUDY
The Highland Council



Background

The Highland Council is unique. It covers an area 20% larger than the size of Wales. It covers Highland, and many of the small islands as well. They employ in the region of 11,000 staff. They have approximately 2000 public buildings, and roughly 13,500 council houses. This large area, along with the high number of properties, makes service delivery incredibly challenging.

Choosing a supplier

When deciding on a mobile working solution, there were a lot of requirements that needed to be considered. The major one, was connectivity. It was important that The Highland Council implemented a solution that allowed them to work both online and offline. One of the challenges they deal with, especially out in the small islands, is poor connectivity. They also sought a solution that was modern, flexible and dynamic, so they could meet the requirements of all types of operatives, be it Transport workers, or Housing & Repairs operatives.

Totalmobile provided The Highland Council with both; a dynamic solution, that can be spanned across multiple departments, and which works online and offline.



"We chose the Totalmobile product because it allows us to develop solutions which work offline, but then automatically sync as soon as there is a workable signal"

Jonathan Scott, Project Manager (Mobile Service Delivery) at The Highland Council



Voices from the frontline

The Highland Council is using Totalmobile to mobilise the workforce for Repairs and Maintenance, which includes scheduling work or operatives across the Highland region. And it's received excellent feedback from the frontline. Operatives used to work off job cards, which involved a lot of paperwork to be carried around and filled out. Since using mobile, carrying out jobs has become much more efficient. All the information is inputted once, and is automatically sent to the back office system, allowing operatives to get on with the next job at hand. Anyone who needs to find out information about a certain job or property can do so, without having to ask the operative who worked on it.

"Totalmobile is so much simpler. It's quick. It's efficient. It's easy to use. There's nothing complicated about it. It's great" – Michael Vass, Joiner at The Highland Council

The feedback from staff has been far more positive than The Highland Council ever expected. Operatives were saying "why have we not had this sooner?" and "why have we been spending our lives chasing bits of paper around the organisation?" This new way of working has been much more effective.

Optimise

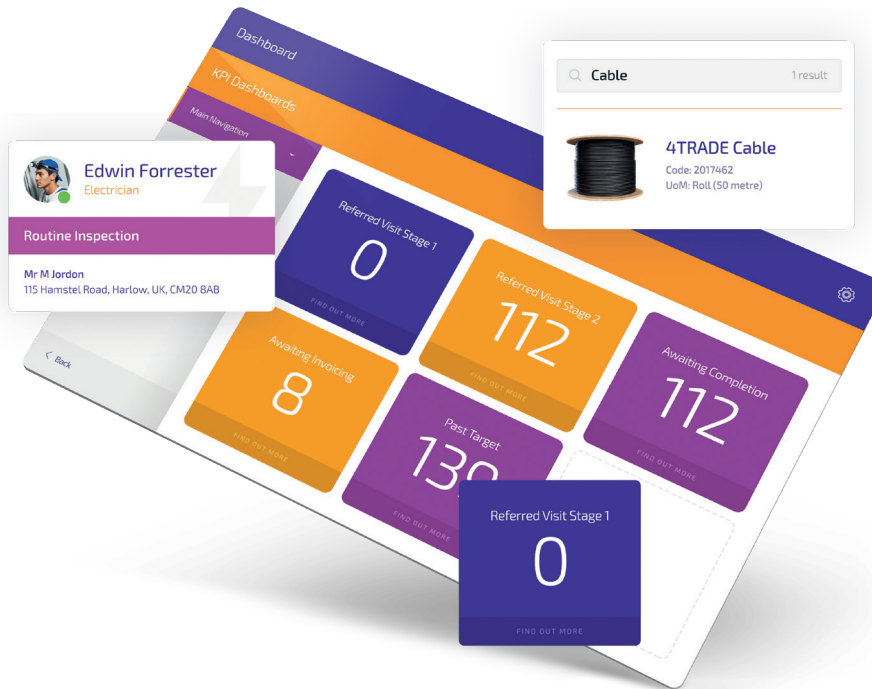
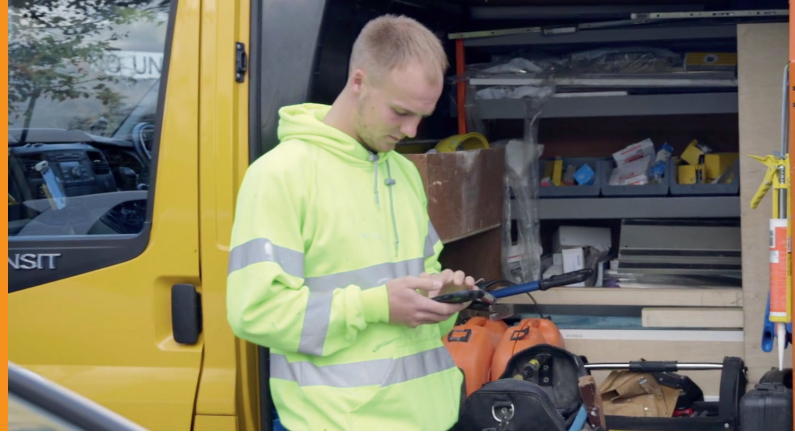
Not only are The Highland Council saving time with mobile working – they are also using Totalmobile's scheduling system 'Optimise' to generate greater efficiency. Optimise is used to schedule operatives automatically to their given jobs. Having a dynamic scheduling system was important to The Highland Council, because it's less hands-on for the scheduling team, who usually do this manually. Optimise takes everything into account – which operatives are

available, what skills they've got, are they the closest person right now to meet that job – the list goes on.

"We see Optimise as a product that ultimately gives us much better, rich information, and that ultimately enables us to have a much better customer delivery solution" – Noel McLaughlin, Service Improvement Manager at The Highland Council.

"Totalmobile is so much simpler. It's quick. It's efficient. It's easy to use. There's nothing complicated about it. It's great".

Michael Vass, Joiner at
The Highland Council



Benefits

So, what are the benefits that The Highland Council are generating with Totalmobile? The key benefit is productivity. This has significantly improved since adopting mobile working. Stats would suggest that The Highland Council are completing 20% more appointments now than they did prior to mobile. The solution also empowers operatives to give feedback through the management chain, and this allows the council to implement change quickly, and hear frontline voices, resulting in better staff morale.



completing
20%
more
appointments

The Future

The Highland Council's mobile solution will be rolled out to 325 users in the next year, and beyond that, they want to see how much appetite there is across the council and mobilise as many frontline teams as they possibly can.

"The mobile working solution really will underpin the redesign of the council, and that's a huge piece of work that is going on at the moment. It will provide us with a cost effective method of delivering good quality services to our citizens right across the council, right across the region. We're touching on functions that previously perhaps not even thought about going mobile, and that's a really exciting prospect for the council as well"
– Caroline Campbell, Head of Performance and Resources at The Highland Council



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.

London Office

Brettenham House
Lancaster Pl
London WC2E 7EN
info@totalmobile.co.uk
NI 18486

Belfast Office

Pilot Point
21 Clarendon Road
Belfast
BT1 3BG
+44 28 9033 0111

Belper Office

Ironstone House
Kedleston Close
Belper
Derbyshire DE56 1TZ
+44 (0) 1773 596

Bury St Edmunds Office

22 Park Farm
Fornham St,
Genevieve
Bury St Edmunds IP28 6TS
+44 (0) 1284 330 164