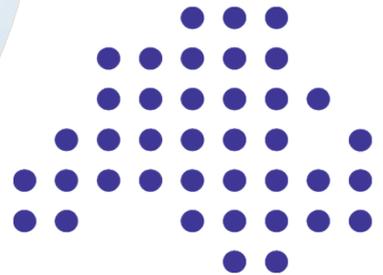




CASE STUDY
York Council



Background

City of York Council is a unitary Local Authority that employs 3000 FTEs and serves 200,000 residents, 20,000 students and 8,000 council tenants. The council was tasked with making savings of £6.5million in 2016/17 which is equivalent to 5.5 per cent of its net budget (£117.9M). However, the council continues to spend one of the lowest amounts per head per population amongst UK Local Authorities.

The past

A few years back, City of York Council tried to adopt mobile working and it didn't work out for them. Staff were suffering with an underperforming solution and due to this there was a poor reputation of mobile working and IT as a result. However, out the back of this, City of York Council learned a lot, and when they came to look at mobile working again, they knew what they wanted, and knew that their focus needed to be on the end user.

Choosing Totalmobile

When City of York came to select suppliers for replacing their old mobile solution, it was important that the service areas were engaged in the decision making process. It was also important that the supplier understood that City of York Council wanted to boost the reputation of IT and mobile working to its staff. They believed that through the successful adoption of a solution that fitted the need of the worker, productivity and efficiency gains would be inevitable.

Totalmobile hit all of the checkpoints for City of York Council, as soon as discussions about potential solutions started. Totalmobile provided City of York Council with the proof to back up their claims that the solution was really easy to use and quick to deploy, and they spent a lot of time establishing a relationship with the key decision makers within the council. This resulted in Totalmobile's solution being selected. The solution was initially rolled out within the Building Services Department.

Realising the benefits

Totalmobile enables City of York Council to send and receive jobs and job information from their tradespeople. It allows their staff to input information directly into their device, which then goes straight into their works management system. Staff do not have to travel to the office to pick up job information, or manually re-enter the info captured into the council's back office system. This immediately generates lots of efficiencies for the council.



completing jobs

35%

quicker than they were before

Frontline staff champion the solution, saying that they can see more tenants and get more jobs completed per day. Because the jobs come through on their mobile device, they know exactly where to go and what needs to be done, making them more productive, which in turn reassures the tenant.



"I find it very easy to use...we can get straight on with the job...and get more jobs done"

(Rob West, Electrician, Housing & Maintenance, Building Services, City of York Council



"It just feels like we're getting to where we want to be and Totalmobile has definitely got us there"

(Phil Holme, Customer Support & Planning Team Lead, City of York Council)



Since Totalmobile was introduced, City of York Council are completing jobs 35% quicker than they were before. This is because staff do not have to manually complete repetitive paperwork; all the information they need to complete the job is available via their mobile device. Electronic forms and signatures are completed with a few taps on the screen.

Because of this significant time saving, City of York are experiencing a higher workforce capacity, which is completing 36% more jobs than they were before. This results in greater satisfaction, from both staff and tenants, and a more costefficient council.

These cost efficiencies are being experienced and tracked right down to job level with an average saving of £7 per repairs job, and £28 per heating job.

Cost savings continue to be experienced throughout the organisation. The council is running an almost paperless office now, and processes are streamlined. This drastically reduces administrative costs for the council.

an average saving of
£28
per heating job



The Future

There are big ambitions for City of York. They are going to fully utilise the enterprise solution that they purchased from Totalmobile, and roll it out to the entire organisation. This will enable the benefits of Totalmobile to be experienced in all service areas. They will start off with some HR services, alongside Housing and more of the Building Services areas. They also plan to implement Totalmobile into both Adults and Children's social care services. Due to the size of staff numbers and nature of this work, mobile working is seen as an enabler to providing a greater quality of service.

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"Totalmobile...spent a lot of time establishing a relationship with us which was a key part of the selection process for me"

(Amanda Clarke, Business Engagements & Implementation Manager, City of York Council)

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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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