Totalmobile

Utilities Solutions Overview

INTRODUCING TOTALMOBILE IN THE UTILITIES SECTOR

DELIVERING INNOVATION THROUGH FIELD SERVICE MANAGEMENT.

The Utilities sector is made up of vital amenities such as gas, water, electricity and telecoms and serves millions of homes and businesses across the economy in order to keep lights and heat working and water running. It's essential for our population and is recognised as providing the critical infrastructure that supports the whole of the UK.

However, the Utilities sector faces many challenges, such as an ageing infrastructure and the need to meet regulations, as well as an ageing workforce. Furthermore, customers are continuously expecting higher levels of service and it's now easier for them to have access to a range of available suppliers. Additionally, the sector is undergoing substantial transformation to support the move to a lower carbon economy that will involve new infrastructure, systems and innovative ways of working.

Furthermore, with a large amount of assets to monitor, from power stations, gas pipelines, electricity cables, to heavy machinery, monitoring their status safely and efficiently can prove difficult. Without visibility of assets and their performance, field staff can often only react to issues and failures when they arise, causing large operating expenses, interrupted service delivery and causing delays for essential upgrades and projects.

These workforce challenges, along with a desire to take advantage of digital innovations to improve efficiencies, leads to an opportunity to implement new technologies. However, this shouldn't require a sudden overhaul of infrastructure that causes unnecessary disruption. Instead organisations should focus on providing the digital tools that will enable their workforce to improve service delivery, monitor assets and gain valuable data.

To counteract these challenges, many organisations are implementing field service management solutions that allow them to embrace new ways of working and transform the experience of the field worker. This type of technology will aid completion of more jobs and provide an overall consistent, effective service delivery. Organisations are transforming how they operate, partly due to the introduction of a new generation of millennial field service professionals who expect to use the latest technology. But also through the value of IoT, AI and advanced asset management tools, that enable the transition to a predictive or proactive maintenance regime that leads the way in the Utilities sector.

Totalmobile are at the forefront of creating and delivering innovative and effective solutions for the Utilities sector. We bring a unique combination of industry experience and sophisticated workforce management systems to ensure your field operations are delivered effectively whilst ensuring compliance. Whether it's the use of mobile devices to replace paperwork and capture information while out in the field, dynamic scheduling, lone worker protection or supporting specific industry processes such as water leakage, sampling, faults, meter operations, customer appointments, repairs and emergency response, our solutions ensure services are delivered smarter and safer while maintaining standards and improving the overall customer experience.

How can Totalmobile help?

Totalmobile's technology is fully configurable and suitable across large utilities and infrastructure organisations, providing you with the flexibility that will satisfy your business needs. The technology that seamlessly integrates with your back-office systems allowing you to easily manage all work activity across your workforce.

Our solutions can help refocus how your operational teams consider their impact on customers, how they efficiently respond to business priorities within the available capacity, as well as optimising plans and schedules to continuously update as priorities change and work is completed.

Key capabilities of the technology

Totalmobile's solutions ensure utilities organisations are provided with real time insights and visibility of their field workforce, the location and status of work, predictions on potential issues with assets and continuous monitoring of how SLA's and KPI's are performing.

This is made possible via our core capabilities including:

Field Service Management Solution

Our field service management solution is designed to empower field-based employees by providing them with everything they need at all points of service delivery. Your staff can complete forms, take photos, capture signatures and access supporting information, allowing them to make informed decisions in real time and provide the highest level of customer service possible.

Dynamic Scheduling

With our dynamic scheduling solution, we enable organisations to solve complex real-world scheduling challenges by providing staff with everything they need to know as their working day emerges. We offer dynamic scheduling which takes on board a wide range of considerations, such as skills required and time frames to ensure successful delivery, our AI engine ensures routes are optimised. Field service management and dynamic scheduling align both the workforce and assets to ensure availability and efficient completion of work tasks, by enabling the ability to track daily progress and schedule or reschedule field staff as and when required.
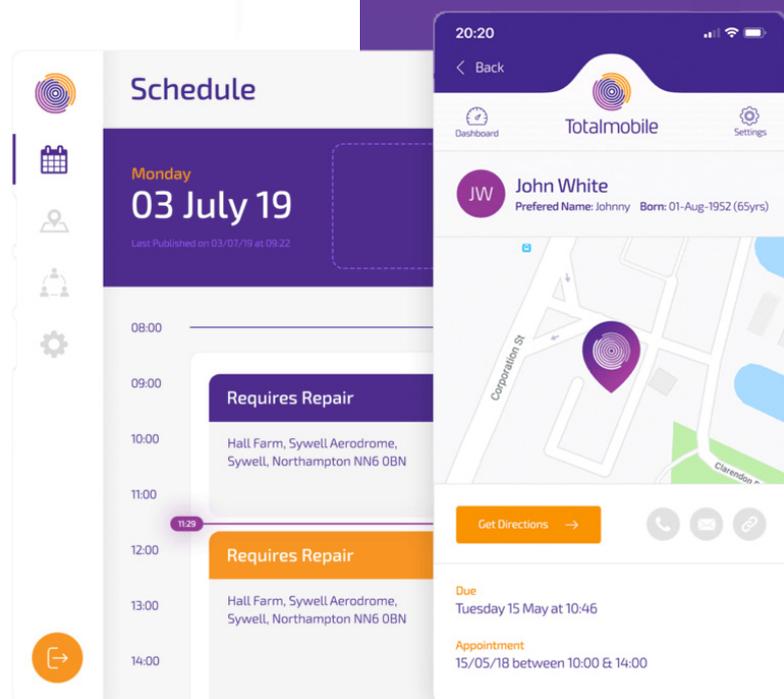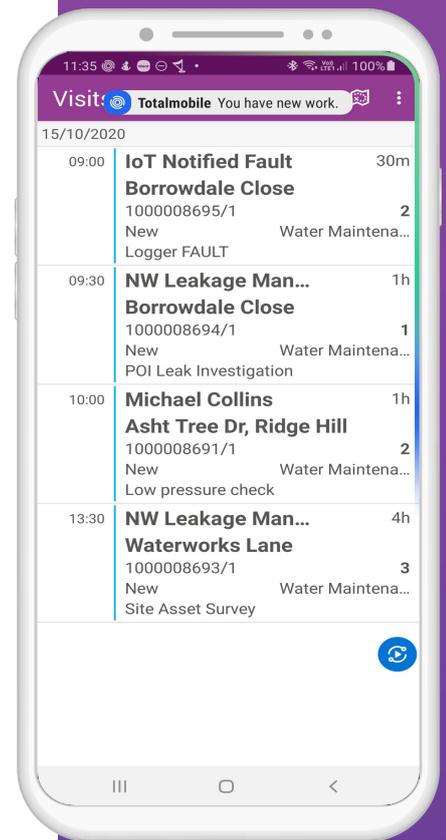
Asset Management & IoT enabled job creation

Without visibility of assets and their performance, field staff can only be reactive to issues and failures when they arise, causing large operating expenses, interrupted service delivery and delays. IoT technology continually monitors the status of assets, environments and events, such as movement, temperature and volume tracking for any irregular occurrences and notifying field staff to any issues that may require action. Equipping staff with this information ensures they are aware of the situation and have the ability to carry out their job efficiently. This information is then analysed, with rules engines and AI used to determine if actions such as the creation of an item of work is required. These actionable insights can drive powerful performance.

Lone Worker Protection

As we experience an increase in field-based staff, we also experience an increase in the number of employees that work in high risk environments. This can include utilities field staff fixing cables, working with machinery or assets such as water or gas pipes. Totalmobile's lone worker solution provides access to safety alerts, status updates and locational information to support staff who are operating in high risk environments or undertaking sensitive activities. Providing a fully managed lone worker service, the solution offers a range of integrated devices and apps that enable employees to request assistance and highlight potential, or occurring emergencies, as they undertake their daily role.
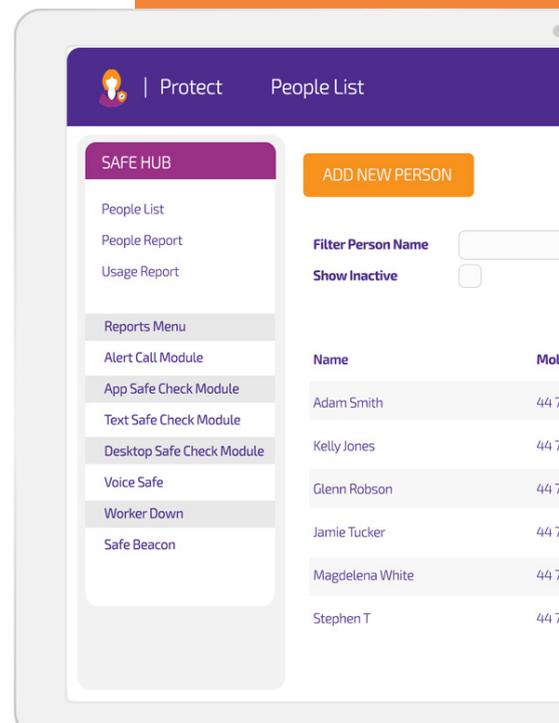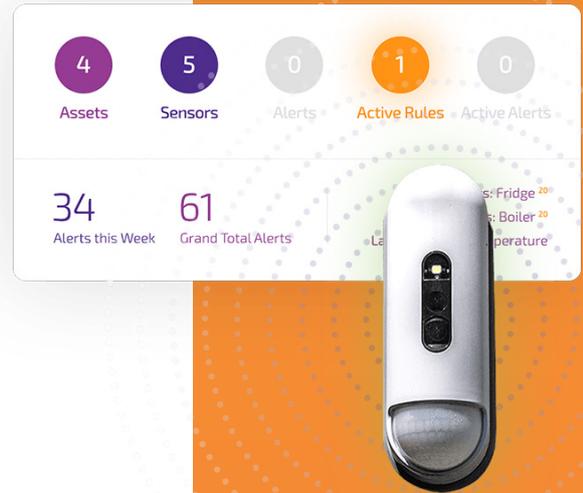
Supporting Water Leakages, Water Sampling and AMP7 priorities:

Some of the main challenges the water-industry face includes reducing leakage and sewer flooding, minimising the number of planned and unplanned supply interruptions and ensuring high-quality customer service. Additionally, water providers are under pressure to meet water leakage regulatory commitments by a reduction of 16% by 2025. Totalmobile can facilitate water infrastructure and service providers with our field service management solution. In order to ensure there isn't any crucial time wasted, field staff can efficiently identify the correct location of where leakages are taking place, which speeds up the resolution. Additionally, NB-IoT / GPRS loggers can monitor flow, pressure and indicate leakage to offer more insight than ever before into network performance and help pinpoint leakage.

Meter and Supply Point Operations

Performing effective operations at the point of supply can be crucial to maintaining a positive customer experience and help secure high net promotor scores. Highly visible processes such as meter replacement, maintenance of a cut-out or repair of a boundary box, can often involve liaison with a customer at their property. Accurate information at the point of work is essential to completing a job first time and ensure any customer expectations are met. Totalmobile's solutions help by ensuring key customer, location and asset reference data (such as Supply Point ID, MPAN, MPRN, Meter Serial No. etc.) is available for the field worker, coupled with risk assessments, remote-assist video triage, lone- worker protection and consumer-friendly feedback via digital forms.

Benefits

Ensuring compliance standards are met

Within the utilities sector, organisations and their workforce manage a large quantity of compliance and regulations in order to evidence the job they do has been completed to required safety standards. Our smart forms will enable your staff to complete their tasks efficiently and effectively, with intuitive details such as pre-populated fields, electronic signatures and industry specific best practice offerings.

With an integrated mobile solution, information captured on the mobile device can be synced automatically to the back-office system. Utilising mobile technology enables instant access to real time information. This provides field staff with all the information they need, when they need it, increasing first time repairs, reducing time delays and meeting SLA's. Having this information captured and available ensures work is evidenced and is easily accessible for auditing purposes.

Improve cost efficiencies

With access to real time data and monitoring of assets, organisations gain access to actionable insights that enable them to make business decisions based on usage and the amount of capacity it requires to maintain. Organisations can plan future investments, reduce costs of expensive repairs and increase the capacity of their workforce as their time is spent more effectively.

Reducing paperwork, travel time and fuel expenses combined with a reduction in costs from meeting SLA's ensure improved cost efficiencies.

Increase in workforce capacity and productivity

By enabling your workforce with technology that improves processes you can maximise staff efficiencies. By providing field staff with full visibility of their day, they can better prepare, and gather all relevant documentation and equipment. With access to information on their devices such as site and asset information, they are able to overcome difficulties that would have previously caused delays. Forms can be completed digitally, cutting out manual, paper-based processes and helping to improve productivity.

Customer Experience

By monitoring assets and delivering services efficiently, organisations can become more pro-active to prevent failures, while also keeping customers informed in the event of interruptions. Mobile workers are able to keep the customer updated at all stages of the visit through communications such as 'worker on the way,' status updates. With a more efficient field workforce, service delivery is completed more effectively, consistently and on a first-time basis, increasing your quality of service, and your service users' satisfaction.

Community friendly

By reducing paper-based processes and having access to information via an easy to use, real time solution, organisations can ensure they are effectively reducing manual processes and unnecessary travel, therefore improving the working processes and the impact they have on the environment. Additionally, our solutions can align with an organisation's, to work towards delivering a low carbon economy.

Key Features

Detailed Job and Asset Information

Staff can easily access all details relating to the job and associated assets. Job histories, asset details, associated manuals and guides, and any other information is available to ensure staff have all knowledge they require to do great work.

Asset Status and Management

IoT technology continually monitors the status of assets, environments and events, tracking for any irregular occurrences and notifying the office to highlight any issues that may require action.

Map View

The map view highlights field staff and their whereabouts, each user is shown within their own location as a pin on the map and they can decide which visits in their region they would like to prioritise depending on their workload, ensuring they can better manage their schedule.

Workflows

Workflows are created to ensure the correct creation and allocation of jobs for the workforce. The workflow capability within the mobile app ensures that employees carry out the same tasks in the same way. Approved workflows guide staff through jobs and the completion of mandatory compliance forms means staff are meeting all health and safety requirements.

Dashboards and real time reporting

Real time information is continuously updated and collated with data fed back and represented via dashboards. The dashboards provide a reporting functionality which allows KPIs to be monitored and action to be taken if required. Fully automated reports allow organisations to monitor trends and improve on service deliver.
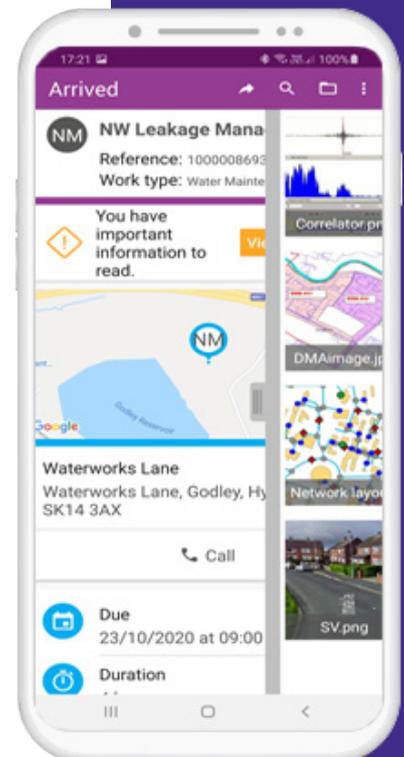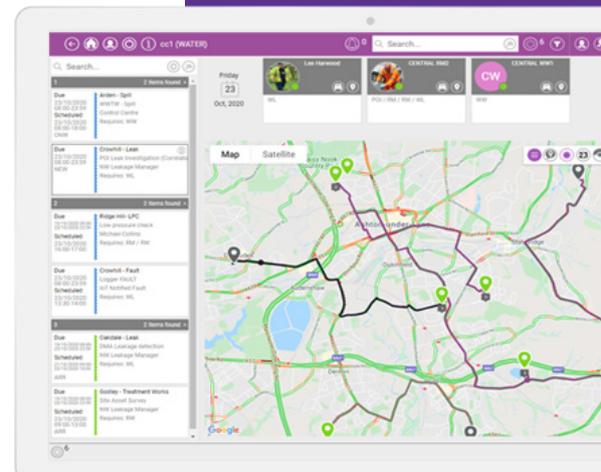
Totalmobile work with a range of customers in the utility and infrastructure industry including:

South West Water provide reliable and high-quality drinking water throughout Devon and Cornwall as well as small areas of Dorset and Somerset. They've implemented Totalmobile's mobile solution which integrates with their asset management system to provide access to their work orders and asset details. This integration allows work to be completed in the field and any new, additional or follow-on work to be captured. It's deployed into the water and wastewater businesses, managing the specific tasks that need to be carried out based on the type of work order.

South West Water have effectively digitised work management processes, eliminating paper and reduced admin by routing field-created jobs directly to contractors, following approval and updating their asset management system automatically with job outcomes and any asset updates.

Clancy Docwra is part of The Clancy Group Plc, one of the largest privately owned construction firms in the UK. Clancy Docwra's company mission is to be the most trusted provider of central services in the UK. In order to achieve this mission, Clancy Docwra implemented Totalmobile across all contracts within the businesses, used by their gangs and their operatives.

Recently, Clancy Docwra transitioned its field service management systems from an on-premise model to SaaS, enabling additional scalability to roll out further solutions to their engineer base as Clancy Docwra prepares for the new round of AMP7 contracts in the water industry. Totalmobile's solutions will help them to improve productivity and service levels for customers across the utilities, rail and civil infrastructure sectors. Clancy Docwra are also benefiting from:

- Increased customer satisfaction and stronger client relationships
- Reduced paperwork
- Raised safety standards on-site
- Employees work more efficiently, with this intuitive system
- Reduced CO2 footprint
- Increased productivity

Totalmobile are supporting EDF's field workforce with our Surveillance Opportunity Notification Information Management System, supporting the first new nuclear power station in Hinkley Point C in Somerset. This provides EDF with a range of benefits including:

- Allows Contract Partners to submit, update and cancel Surveillance Notifications (SON's) in real-time
- Allows inspectors to prioritise inspections
- Allows construction superintendents to manage risk and record compliance
- Improves coordination between inspectors and contract partners
- Improves the capacity of inspectors by reducing inspection-related admin
- Reduce the cost of surveillance by allowing inspectors to carry out more work
- Provide access to SON details and updates on site using a mobile device

Contact us:

To learn more about how Totalmobile can help your utilities organisation, contact us on 02890330111 or email info@totalmobile.co.uk

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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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