



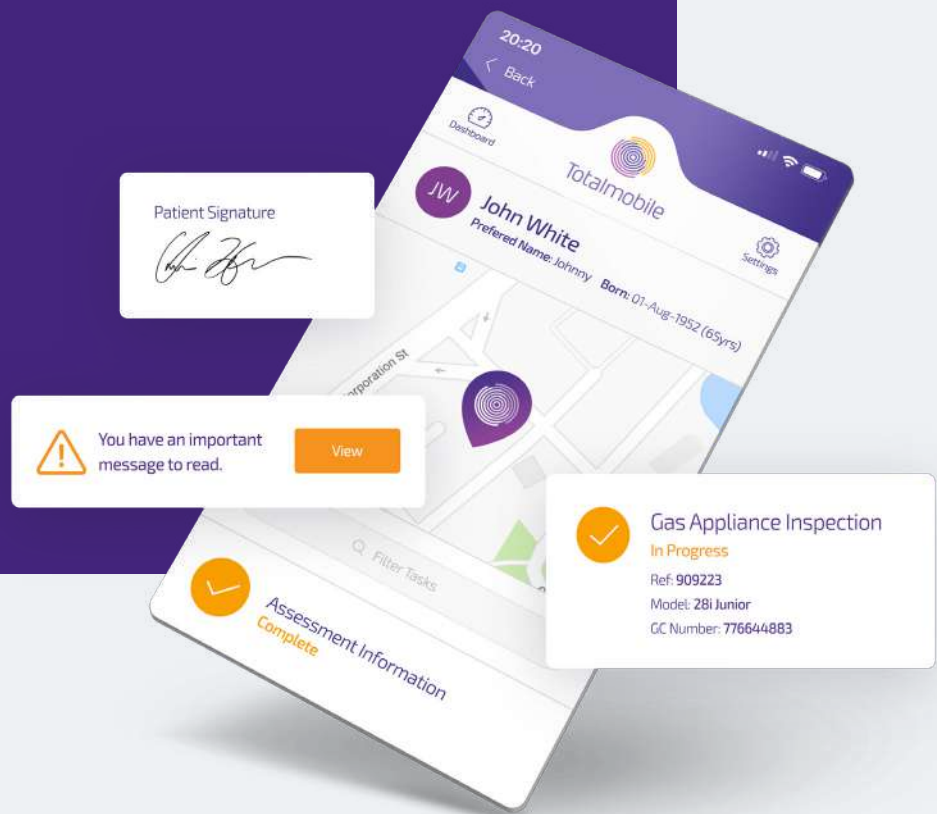
Totalmobile



MOBILISE

Mobile Working

A mobile solution that empowers your field workforce to capture intelligent data and access the information needed to deliver services efficiently, first time.

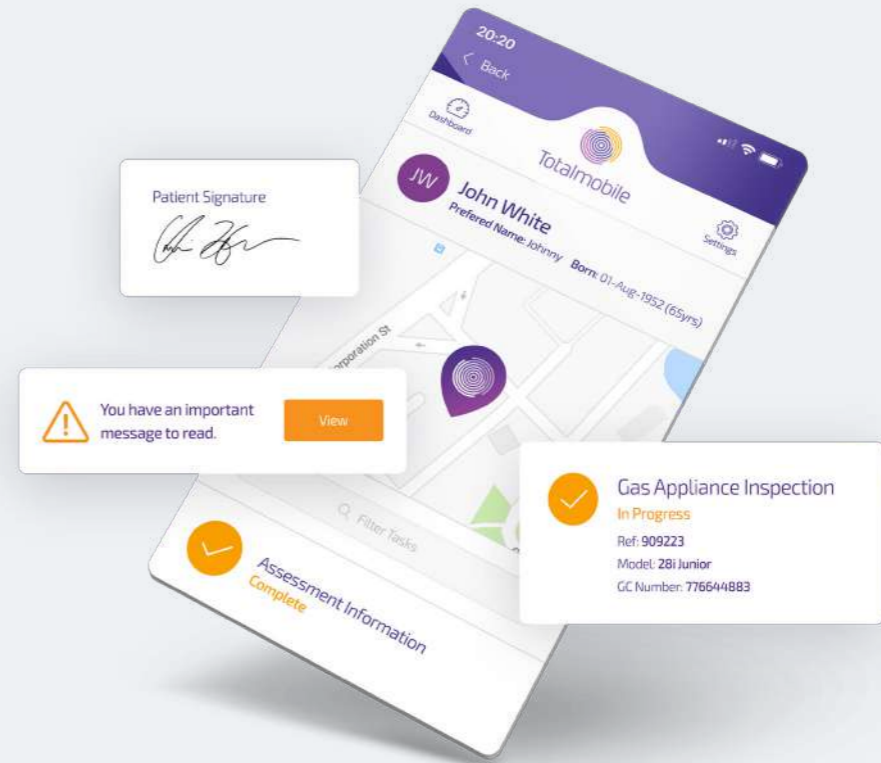


Introducing Mobilise



MOBILE WORKING

Mobilise is a complete mobile workforce management solution equipping your staff with all the information required at the point of service to complete work efficiently the first time. Designed around the needs of the mobile worker, Mobilise delivers a seamless user experience to capture intelligent data and access information required in the field to deliver exceptional service.



Mobilise is configurable to your needs and works on any device or operating system. Each member of your service delivery team can access the information they require, regardless of where it is stored and when jobs are completed- all data captured updates back-office systems in real-time. Mobilise can:



Increase Workforce Productivity

Frontline workers receive jobs, forms, accompanying job details, historical job information and practical guides direct-to-device (D2D), streamlining the delivery of work. Mobile teams armed with all task-relevant information reduces service downtime and drives greater operational efficiency and performance.



Deliver Great Services

The basics done brilliantly, Mobilise empowers your teams to focus on what matters: customers. Complete mobile workforce management gives deskless workers access to crucial client information, real-time communication tools, and optimised routing so they can deliver personalised, prepared service every time.



Improve Data Quality

Removing paper-based processes – capturing information at the point of service automatically updates back-office systems. This supercharges future service.

The Challenges Service Organisations Face Today

Field service management is a complex and challenging task, and managing mobile workforces presents unique operational challenges that impact every part of your field service delivery. With the advent of mobile technologies, it is essential for organisations to have the right tools to manage field service technicians effectively. However, many field service organisations face significant challenges when it comes to data access and capture in the field, including:



Paperwork and Admin

Excessive paperwork and administrative tasks can reduce technician productivity and increase the risk of errors or delays in service delivery.



Travel and Schedule Efficiency

Inefficient travel and scheduling can lead to unnecessary costs, missed appointments, and longer wait times for customers.



Universal Information Access

Technicians need access to critical customer and job information in real-time, regardless of their location or the device they are using.



Real-time Communications

Effective communication is crucial for efficient field service delivery. Delayed or incomplete communication can lead to service disruptions and delays.

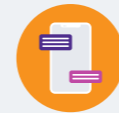


Process and SLA Compliance

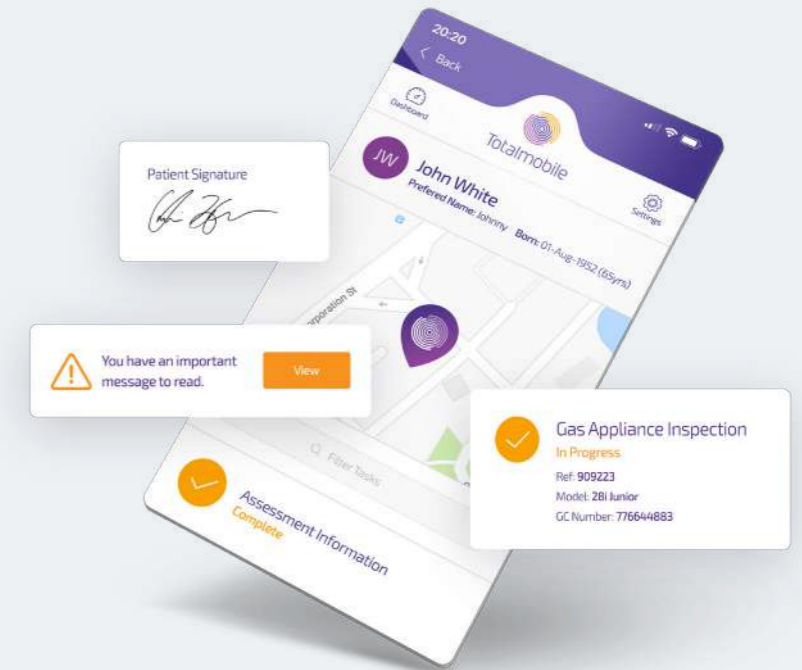
Compliance with processes and service level agreements is critical to maintaining high levels of customer satisfaction and avoiding penalties.

To overcome these challenges, field service organisations must adopt flexible, scalable, and user-friendly workforce management systems. By providing technicians with a complete mobile working solution that integrates with job management and other capabilities, organisations can improve efficiency, reduce costs, and enhance customer satisfaction. This approach will also enable organisations to capture critical data in real-time, reducing the risk of errors or delays and improving service delivery.

Key Feature Overview



Your staff are the most crucial asset in delivering exceptional field service. With the right technology, they can truly focus on the job at hand. Mobilise is a comprehensive mobile working solution comprising a range of features and capabilities to streamline the delivery of field-based services.



View Job Calendar

Mobilise allows staff to receive all assigned work and view their schedule through an easy-to-read calendar. All service-crucial information is delivered direct-to-device (D2D), enabling your field agents to easily access the status of each work item and additional job details via one interface.



Access Job Details

A bespoke "home screen" for each visit provides those on the frontline with a clear overview of the work item and all supporting information. This makes it easy for mobile workers to complete a greater ratio of tasks on the first visit. Agents can access all job-critical information in one place regardless of where or when.

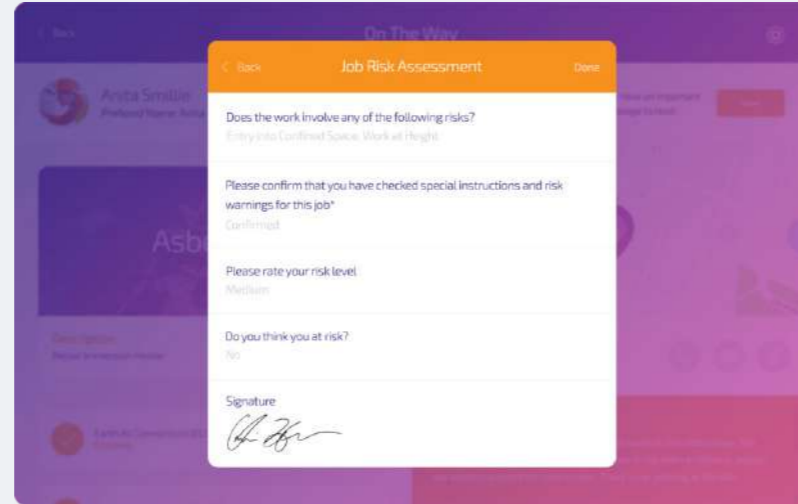


Update Status of Work

Pre-approved workflows, created by your experts, guide agents in the field through every mandatory task necessary before progressing 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 while ensuring all tasks are compliant and delivered to code.

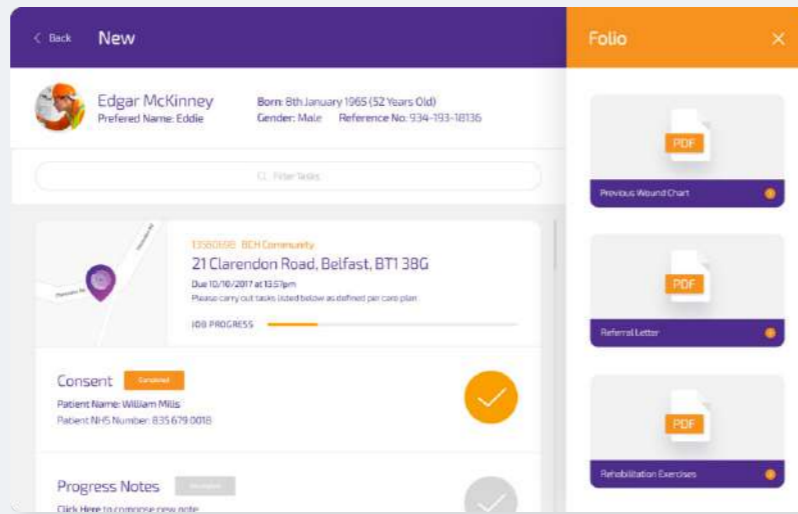
Complete Required Forms

Paperless field data capture empowers agents to complete all job-related forms on their devices without needing to return to base. 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.



View Supporting Information

Details such as a job or asset history and task guides can be easily accessed by the user in the field at the point of service. Mobilise centralises all supporting information and provides universal access to those in the field, even in remote locations. Your agents feel invested in the quality management (QM) process and complete tasks to code every time, armed with the correct information.



DEMO MOBILISE TODAY



Follow the QR code to see our Mobilise demo

Benefits of Mobilise

In today's fast-paced and competitive service industry, providing exceptional field service is crucial to maintaining customer satisfaction and loyalty. To achieve this, field service organisations must equip their mobile technicians with the right tools and resources to perform their tasks effectively. Mobilise provides a solution to one of the biggest challenges in the field service industry - information access.



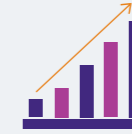
Increasing Workforce Capacity

With Mobilise, field technicians can access the most up-to-date information, giving them the confidence to make informed decisions on the job. This results in significant operational gains, including increased workforce capacity, enhanced operational efficiency, and higher service quality.



Higher 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.



Enhancing Operational Efficiency

By eliminating unnecessary admin, paperwork, and travel, Mobilise saves technicians up to 2 hours every day. This time-saving allows them to focus on delivering quality service to customers, resulting in improved satisfaction and a better work experience. Mobilise also allows technicians to communicate more effectively with customers, improving their overall experience.



100% Compliant Services

Mobilise ensures 100% compliant services by guiding technicians through an approved workflow and ensuring all required tasks are effectively completed and evidenced. This feature helps to minimize risks and ensures adherence to regulations and agreed procedures.



ALLIANZ

Allianz Insurance, one of the largest general insurers in the UK, employs over 140,000 employees worldwide and serves 88 million customers in more than 70 countries. Working with Totalmobile, Allianz implemented our mobile working solution to meet the needs of their field-based engineering team. Mobilise delivered success metrics on a by-team and by-worker basis. Learn more:



Field engineers (over 400) experienced **253 hours** more productivity time per day

Staff's working week reduced by **over an hour**, enabling a better work life balance

1 million visits completed, and **100 million** events successfully completed on their mobile devices

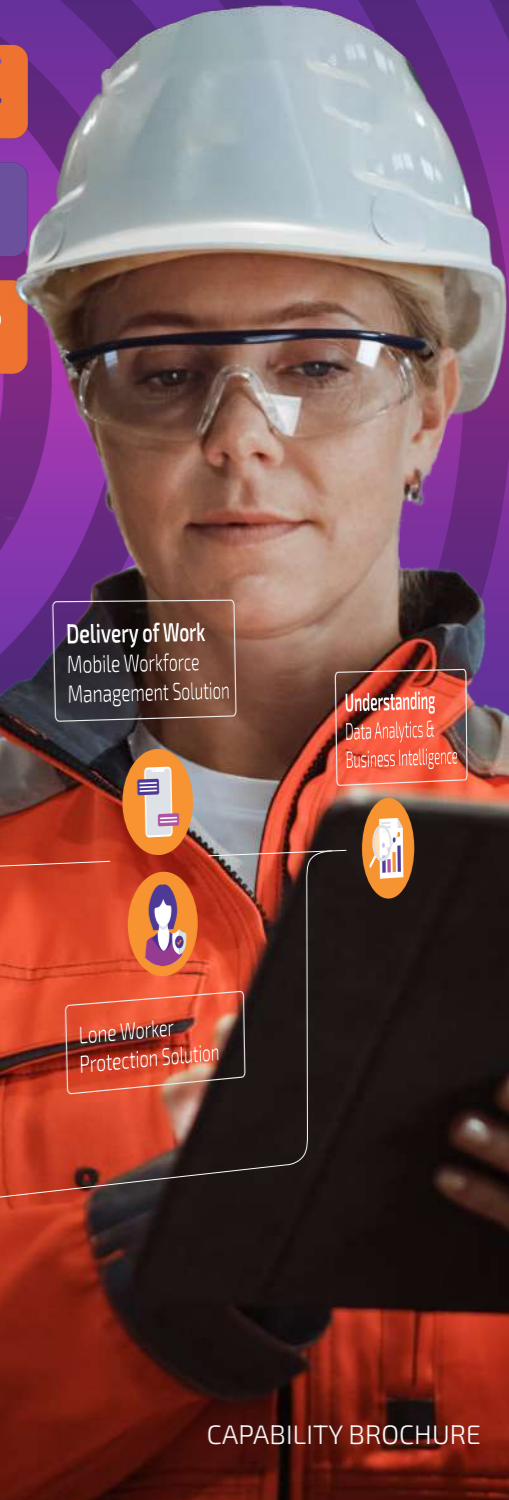


The Field Service Management Platform

Mobilise is part of the Totalmobile Platform, a fully integrated field service management platform enabling providers to transform each stage of service delivery.

The Totalmobile platform is built on a series of core technical principles to ensure users receive an exceptional user experience that is underpinned by integration, stability and a dedication to innovation. The platform integrates with all existing enterprise IT systems, enhancing the quality, accuracy and value of data.

Vitality our platform-based approach to field service management empowers our customers to drive benefits across core strategic priorities such as:



Demand
Job Management Solution



People
Workforce Rostering Solution



Delivery of Work
Mobile Workforce Management Solution



Planning of Work
Dynamic Workforce Scheduling Solution



Lone Worker
Protection Solution



Understanding
Data Analytics & Business Intelligence



BIRMINGHAM COMMUNITY HEALTH NHS FOUNDATION TRUST

Birmingham Community Healthcare NHS Foundation Trust have implemented Mobilise to transform the way their clinicians provide help in the community.

Watch the full video below to learn how Mobilise transformed clinician capacity and productivity when delivering vital health services:





Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

FOLLOW THE QR CODE TO



**DEMO ALL OF OUR PRODUCTS
WITHIN OUR PLATFORM**

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