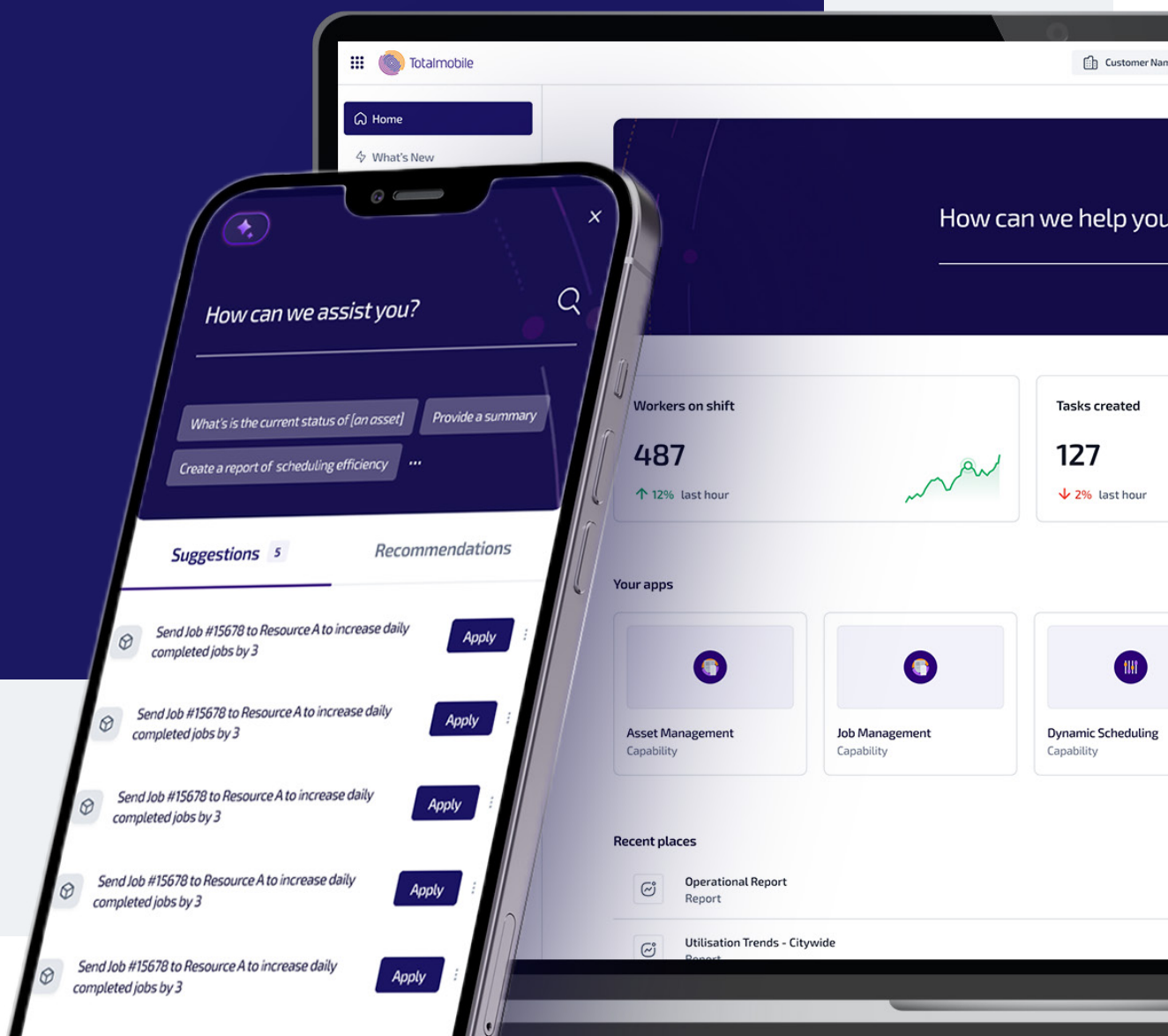




SERVICE DEFINITION DOCUMENT

G-Cloud 15



Background

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 over 400 staff across the UK, Ireland, Australia & the Nordics, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services and experience an exceptional return on investment.

WE TRANSFORM FIELD SERVICE MANAGEMENT

Our SaaS software transforms field service management by optimising and enabling front-line workforces. It streamlines key processes and harnesses innovative technologies to deliver a step change in:

- **Field service performance** – Increased capacity and productivity, reduced costs, higher service levels.
- **Mobile worker empowerment** – Digital insights and tools, lower admin burden, improved job satisfaction.
- **Management control** – Enhanced visibility, more flexibility, compliance assurance and accurate reporting.

Our Process

We have a strong track record working with enterprise organisations across the public and private sectors including local and national government, health and social care, emergency services, housing & property, utilities and infrastructure, transport and logistics and facilities management.

Customers benefit from using our proven, scalable technology to:



Plan & Deploy

Successfully Roster and deploy field based resources.



Deliver

Optimise the scheduling of people, work and resources.



Predict & Analyse

Real time operational report and insight.

Benefits Across All Sectors



33%

increase in time staff spend delivering services



31%

more face to face time with patients



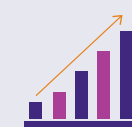
21%

increase in turnover



61%

reduction in clinical input time



24%

more jobs completed per day



100%

compliance with all KPI's

Mobile Workforce Management

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

Information at your Fingertips

Mobilise provides your staff with all the information they need to complete their work effectively. Highlighting the most crucial of details and enabling access to supporting documentation.

Easy to use smart forms enables staff to efficiently capture all required information during service.

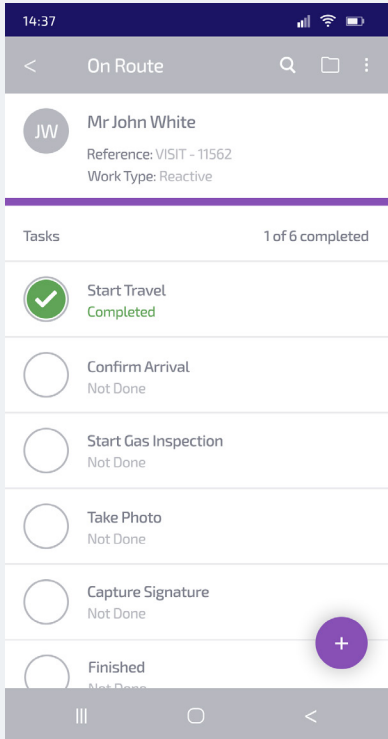
A Solution that Makes Life Easier

Developed around the needs of the mobile worker, Mobilise provides your staff with an easy to use solution that provides a great user experience.

A native solution that continues to work even in areas of no signal, staff require minimum training, allowing the benefits of Mobilise to be experienced immediately.

Services Delivered the Way they Should Be

Most importantly, Mobilise enables staff to dedicate more of their time to delivering great services, as all information captured is passed back into existing back office systems, removing the need for admin.



Dynamic Workforce Scheduling

A scheduling solution that ensures the efficient allocation of resource, enabling organisations to achieve complex scheduling goals while taking time, location, availability and service levels into consideration.

Better Meet Demand with Resources Available

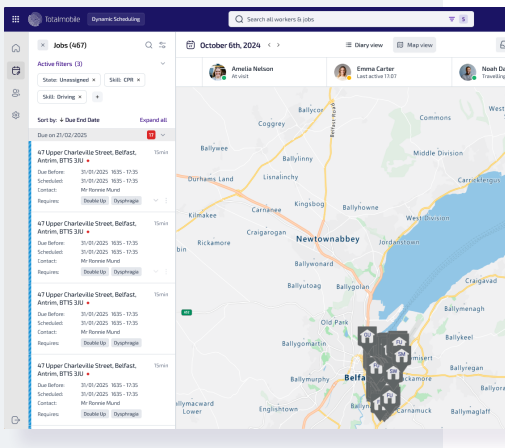
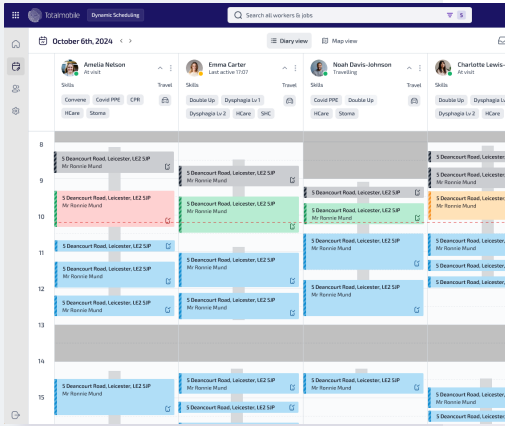
Our solution takes into consideration all your scheduling requirements to provide the right schedule for your service area. This could be maximising staff capacity, ensuring SLAs are met, or protecting continuity of service. The scheduling engine can fully automate the creation of schedules, or act as an intelligent assistant that provides recommendations. Alternatively, users can manually create and issue their own schedule.

React to Change, Maintain Great Services

Regardless of the quality of schedule, changes often occur throughout the day that puts existing plans at risk. This could be a member of staff going home sick, being severely delayed in traffic, or significantly overrunning on a job. Our solution can detect threats to the existing schedule and react as appropriate, producing you with an updated schedule that navigates issues and maximises the effectiveness of your workforce.

A Clear View of the Status of Service Delivery

Via a range of dashboards and screens, schedulers and management are provided with a clear view of the status of staff and scheduled work. Features such as a map view that highlights the location and upcoming route of each individual staff member, and a scheduling dashboard that colour codes work based on its current status, means there is a clear and shared understanding of ongoing services.



Outcomes

Increased Workforce Capacity

- 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.

Enhanced Operational Efficiency

- By eliminating unnecessary admin, paperwork, and travel, technicians can save 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.

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.

Outcomes

Maximise Time Spent Delivering Services

- With the efficient scheduling of required work to the available workforce, staff spend more time delivering services every day.

Ensure All Standards Are Met

- By scheduling the right person to work on the right job at the right time, you guarantee that your organisation is meeting all required SLAs and KPIs.

Reduce CO2 Emissions

- More efficient scheduling means your staff spend more time delivering services and less time travelling. This means you can deliver a more environmentally friendly service.

Job Management

A modern, cloud based and intuitive job management solution that provides users with the visibility and ability to control complex tasks, enabling the streamlined delivery of work.

● **Real Time, Insightful Dashboards**

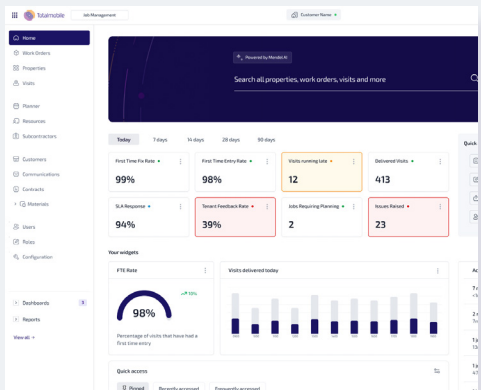
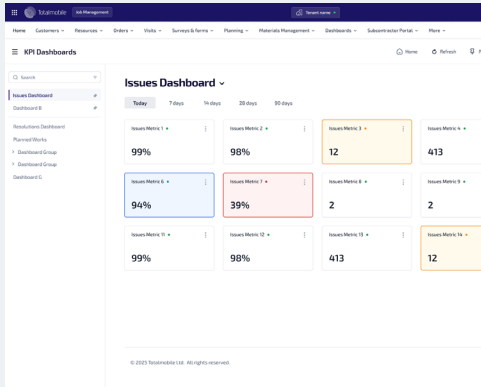
Our solution provides management with easy to read, real time dashboards that highlights key performance data, while also providing the ability to drill down into individual job details. Dashboards not only provide a historical view of what has already occurred, but also looks at upcoming services, highlighting risks and enabling management to take action before problems occur.

● **One Modern Integrated System**

Our solution provides all the features required of a job management system via an easy to use interface, bringing a modern approach to often-outdated technologies. Importantly, it offers users with the ability to take advantage of mobile and scheduling capabilities via one solution that integrates with all back-office systems. This provides users with one seamless experience and enables significant cost savings by reducing the number of systems required.

● **Total Control from a Single System**

Users are provided with a solution that enables them to have tight control over all areas relating to the delivery of service. Appointment booking, work planning, job costing, invoicing, sub-contractor management and comprehensive material ordering are all efficiently managed through our solution. This means that your organisation can save on costs, ensure compliance with expected standards and drive the improvements that put you ahead of the competition.



Rostering

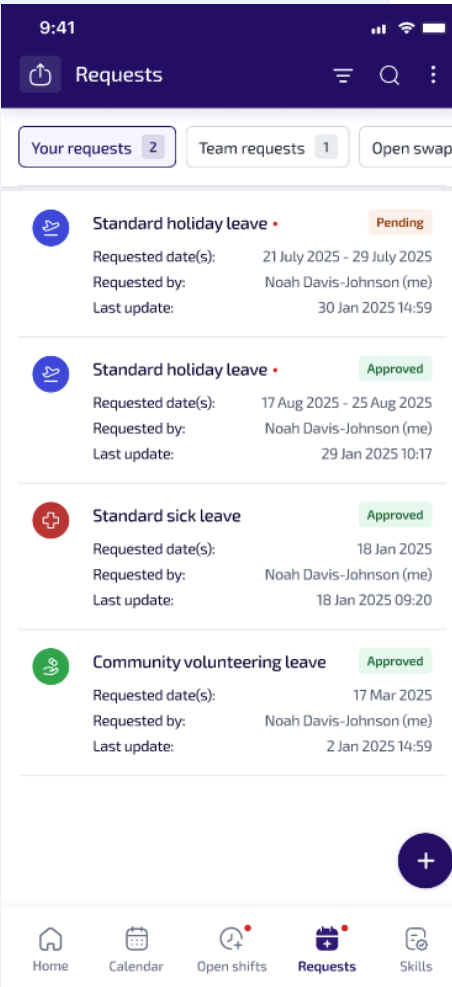
A flexible and comprehensive rostering solution that enables organisations to effectively manage staff to meet specific and complex rostering requirements. Empowering organisations to take a modern and mixed approach to the make-up of their workforce, the single solution manages all staff to ensure the right people, with the appropriate skills are assigned to the required locations and shifts to ensure the delivery of high quality of services.

It provides the capability to proactively manage shifts on a day-to-day basis and is a comprehensive tactical planning tool, based on exception reporting, for the day-to-day management and administration of an organisation's working time. It is fully customisable, allowing it to be configured to suit specific organisational and process needs, and utilises a central repository of working time data, providing live roster information, real-time modelling, compliance checks and tracking of holidays, banked hours and other variances.

It offers transparency on staffing and availability both on the day and in the future to support decision making and management information, with helpful cover graphs giving visual representations. There is transparency on hours worked along with leave and sickness data and any changes are always subject to Working Time Regulation checks.

The system enables managers, supervisors and administrators to have a clear view of the collective workforce's activities and provides a central view of HR-related information, exception reporting e.g. annual leave, monitoring of hours and overtime, and Working Time Regulations compliance.

A self-service application is also available which enables staff to have visibility over their working time and allows individuals to make changes to their shift patterns and rosters quickly and efficiently. Using an intuitive request system, holidays, shift swaps and other changes to diaries can be requested via line-managers and these requests can be tracked through real-time updates and notifications.



Outcomes

Better Control Costs

- Closely monitor operational costs, enabling you to manage assets, better control contractors, invoice quicker and maximise the efficiency of service delivery.

Improve Workforce Productivity

- By better managing items of work, eliminating admin and removing non-productive time, your staff provide a more proactive service.

Visibility of Performance

- Live insights that provide key performance data enables management to ensure that all compliance standards are being met, providing a basis for continuous improvement.

Outcomes

- Enhance management of staff and their availability
- Improve roster flexibility for both the organisation and employees
- Easily produce effective rosters that drive efficient scheduling
- Increase workforce capacity and generate cost savings
- Comprehensive, feature rich solution

Carelink

Totalmobile provides an end-to-end care solution with intuitive and responsive real-time support monitoring and planning capabilities. It allows you to maintain service users, set up schedules for their support plan, regularly assess for goal planning and check capacity for onboarding new service users.

In addition, you can also dynamically schedule daily visits to optimise support workers, track progress of their working day while providing the necessary tools to manage and assess the entire service through our real-time dashboards.

- Better use of existing capacity by empowering staff to undertake more visits per day
- Improved continuity of care which leads to better outcomes and improves customer satisfaction
- Rapidly confirm the ability to handle new service users therefore speeding up discharge
- Improving the quality of care delivered by having greater visibility of the care requirements and outcomes
- Providing carers with improved ways of working, removing many frustrations and enabling them to focus on their core job
- Visibility and evidence of the effectiveness of delivered care

Outcomes



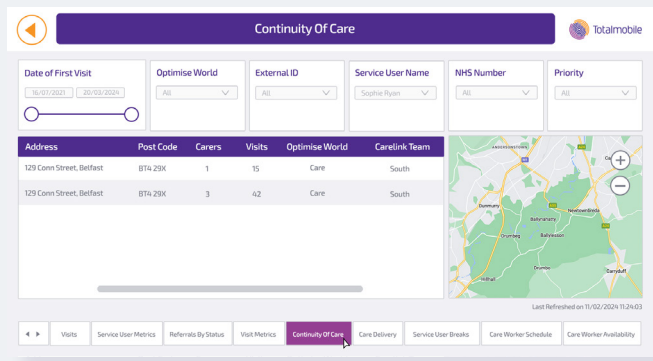
50%
reduction in missed visits



35%
increase in internal capacity



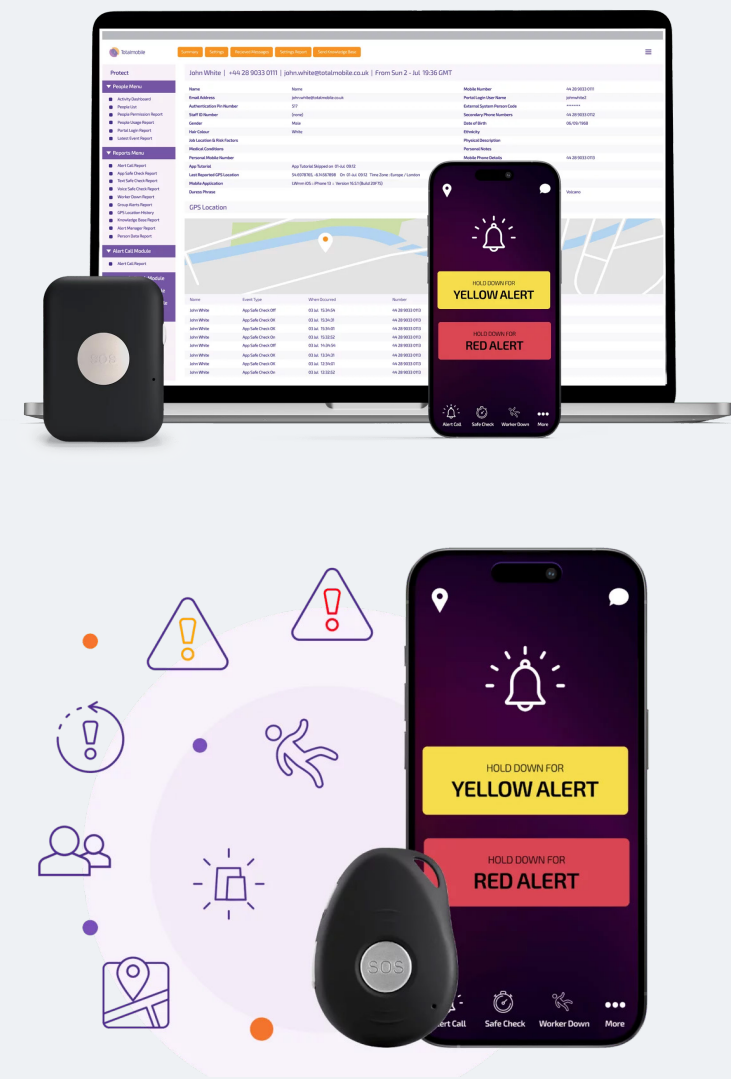
90%
plus scheduling is now automated



Protect

Totalmobile's Protect solution has been developed to provide assistance to your lone workers and employees at risk. Our solution will work on any mobile device, any mobile network and anywhere, allowing us to locate you, and get help when it is most needed. You will have the ability to manage alerts in house or we can manage the whole service for you and where needed, escalate to the correct regional emergency services.

It is a fully managed lone worker solution that provides lone workers with the ability to raise alerts, contact an Alarm Receiving Centre (ARC) and request emergency assistance if required. Fully compliant with BS8484 standards, the solution enables organisations to protect lone workers and ensure their wellbeing as they operate in potentially hostile or dangerous working environments.



Outcomes

- Automatic 'man-down' alert system
- All data securely stored at a data centre
- Remote device commands
- Real-time and historical reporting
- Provides an enhanced customer experience and satisfaction

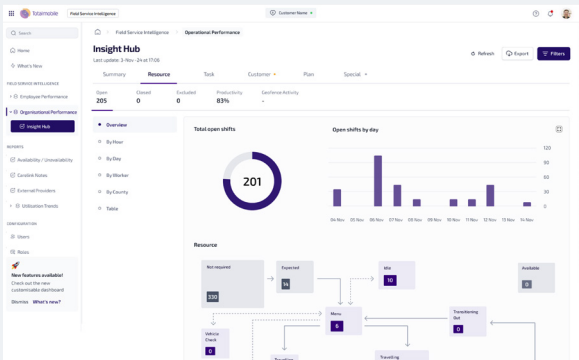
Field Service Intelligence

A data and analytics solution that provides organisations with access to rich data and deep insights into your mobile workforce and its delivery of work.

Service Data That Drives Improvements

Insight enables organisations to harness all the data captured at every stage of service delivery. Jobs completed, average time of visit, miles travelled per day, outstanding work... whatever you need to review can be reported and analysed on a department, team or even at an individual level.

Our solution manages, assesses and reports this information via easy to analyse dashboards, while also providing the ability to drill into further details as required.



Asset Management

One source of truth for all asset processes.

Powered by a flexible information model, our Asset Management capability creates a single, permanent source of truth for all asset data. Whether storing warranty details, safety compliance data, or custom data, asset information is structured in a way that mirrors real-world relationships between assets and their components.

Dynamically configure your Asset Information Model to meet industry-specific requirements. Our Asset Management capability supports all asset types and sub-categories. Future updates and bulk data migration tools allow efficient data management and strategic planning for the long term.

By creating a single, permanent source of truth, our Asset Management capability equips you with the tools needed to transition towards strategic and predictive service delivery across the entire asset lifecycle:

- Permanently digitise asset records
- Enhance asset condition and value
- Streamline repairs and maintenance activities
- Allocate resources effectively
- Demonstrate compliance

Remote Assist

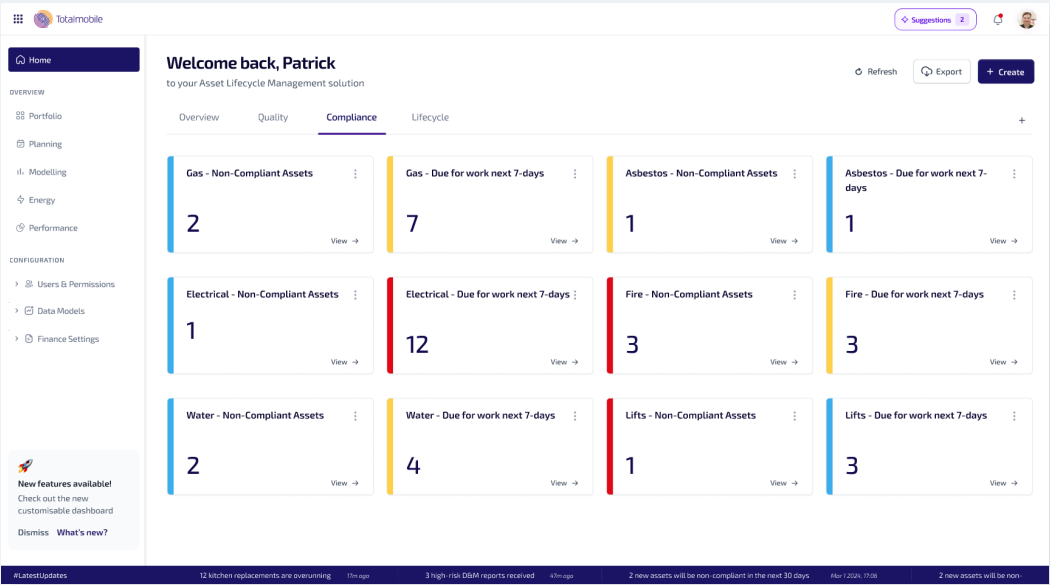
Totalmobile have introduced an augmented video solution, fully integrated with our job management solution, that lets you provide support without the need to travel to a tenants' or customer's property or reducing the need for customers to call into a drop-in centre.

The solution creates a shared live video stream that can be viewed by the operative and the customer while they are discussing potential solutions to the problem. Both the operative and the customer can pause and annotate on the video to highlight certain images and improve the support and guidance being provided.

The resulting video can optionally be stored and held against the order for future evidencing and compliance purposes.

Outcomes

- Reducing the creation of unnecessary work meaning staff time is more efficiently deployed
- Minimize associated travel and costs
- Remote support enables problems to be solved quicker where possible
- Provides an enhanced customer experience and satisfaction





Field First

Field First is Totalmobile's fully integrated and capability-rich FSM platform, enabling our customers to set new benchmarks for service excellence while making work, and the lives of field service workers, better.

Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and shared experience with our solutions.



Leading-edge innovation at the centre
Including AI, data intelligence and a fantastic UX



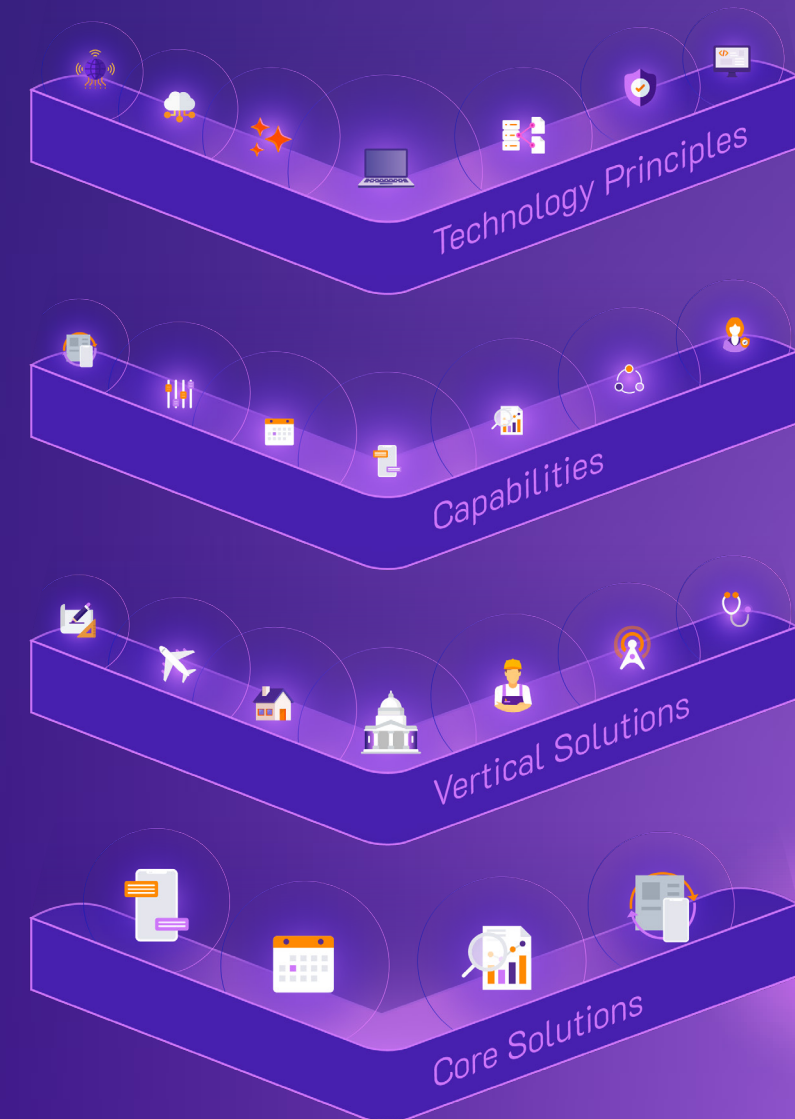
The widest range of capabilities on the market
Enabling you to optimize each stage of the field service process



Solutions that meet your and your staffs needs
Combining great technology with our field service and sector expertise



Transformational return on investment
Driving improvement in service efficiency, quality and sustainability





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

With over 400 staff across the UK, Ireland, Australia & the Nordics, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services and experience an exceptional return on investment.