Totalmobile | **digital government**

Making A Difference: 3 Key Service Areas That Will Be Transformed by Technology Over the Next 12 Months

Chris Hornung | Managing Director | Public Sector

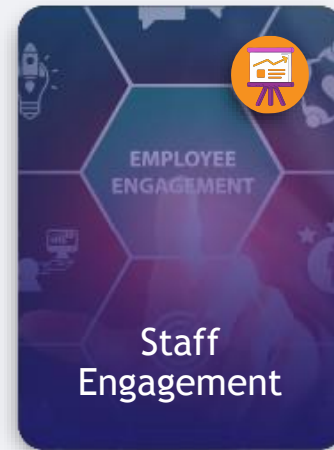Chris.hornung@totalmobile.co.uk

Learn More
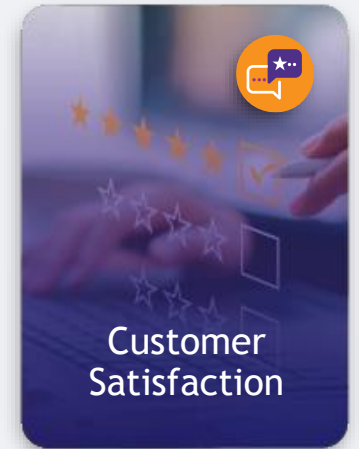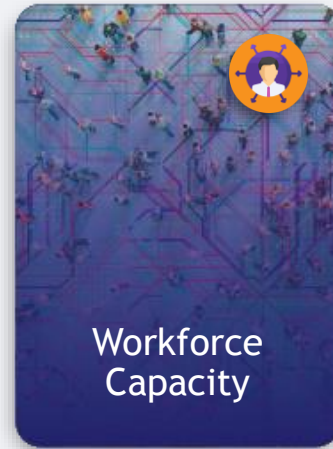
Challenges experienced across Public Sector…

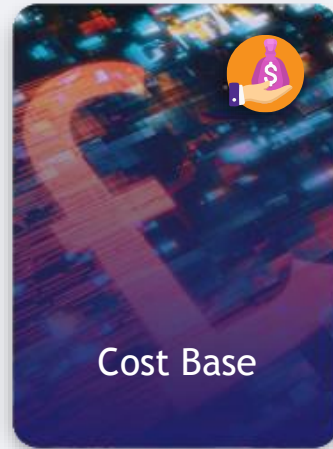**Ongoing budgetary pressures**

Public Expectations & Growing Demand for Service

Compliance & Quality of Service

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Business Objectives

Cost Base

Workforce Capacity

Service Compliance

Customer Satisfaction

ESG

Staff Engagement

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The 3 Service Areas

Housing

Capabilities that are being used within this area and how it transforms the delivery of service...

- → Information access and capture at point of service
- → Dynamic Scheduling & Dispatch
- → Integrated Asset Management

Benefits / outcomes that service areas are experiencing from utilising these capabilities...

- → Increased revenue and profitability by reducing end-to-end void times
- → Increased 1st time fix and enhanced customer satisfaction
- → Better management of stock meaning a reduction in cost

THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

ENFIELD
Council

Newham London

Haringey
LONDON

Sheffield
City Council

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Sheffield's Housing and Repairs service comprises of approx. 540 employees segmented into 350 trade operative's and 190 back-office staff.

Deployed to over 600 users

*Residents can request repairs during a convenient slot for them*

Maximising operational efficiencies

Goals

1. The ability to integrate data more thoroughly, removing the need for duplicate systems.

2. Reduce the time spent completing paper-based processes repairs teams with more time to complete jobs.

3. An interactive dashboard providing real time information & are fully configured to each manager and resource.
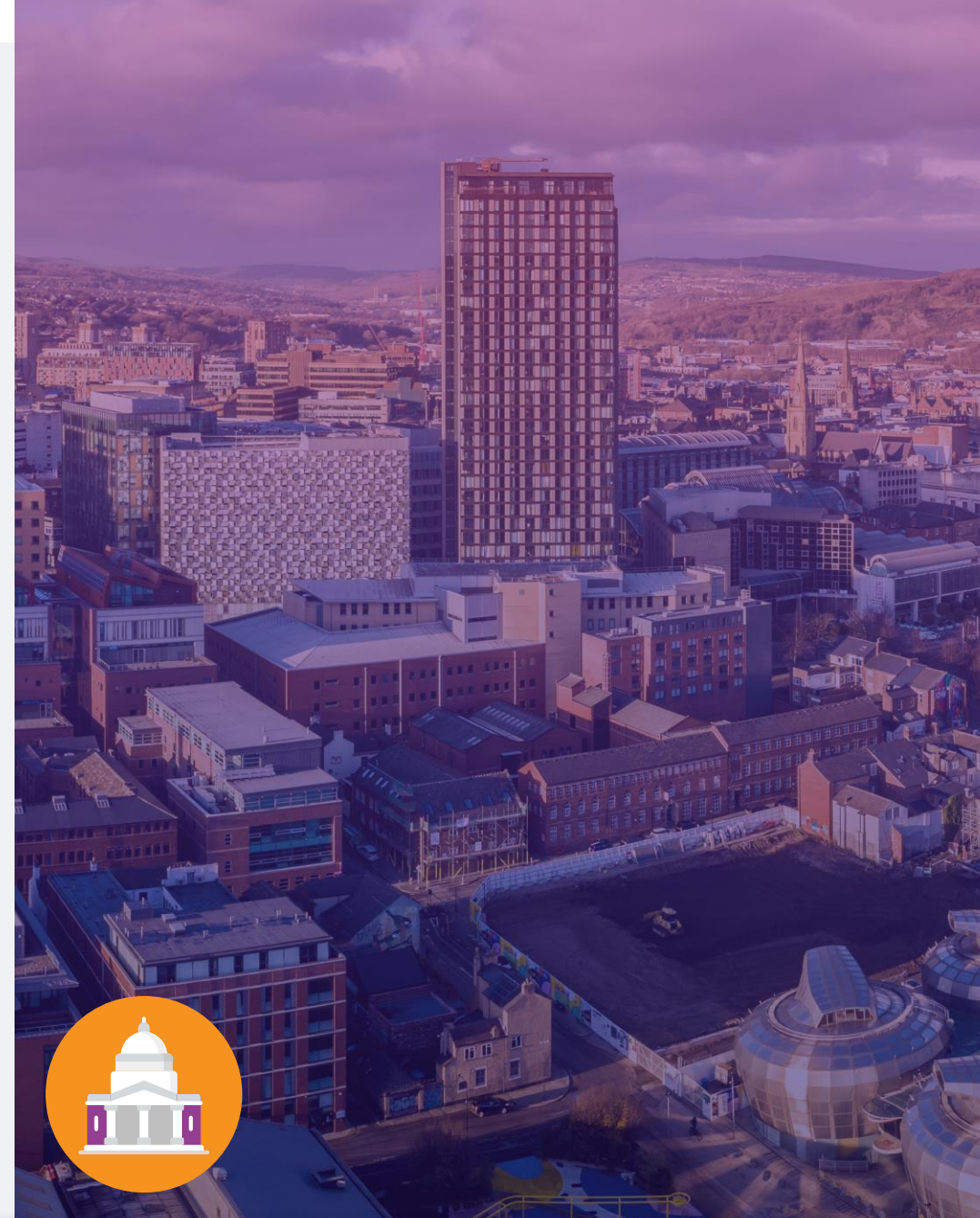
Solutions

Scheduling

Mobile Working

Totalmobile
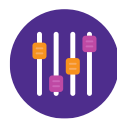
Reablement

Capabilities that are being used within this area and how it transforms the delivery of service...

- → *Care planning and management*
- → *Dynamic Scheduling*
- → *Visibility and evidence of delivered care*

Benefits / outcomes that service areas are experiencing from utilising these capabilities...

- → *Improving the quality of care which ultimately improves the patient outcomes*
- → *Enhance service user experience*
- → *Optimise cost of service*

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Warwickshire County Council

Warwickshire County Council is the county council that governs the non-metropolitan county of Warwickshire in England. They provide renablement services to the citizens of Warwickshire.

Used by 300 reablement staff

Reduction in paper-based processes

Increased number of visits per day

Goals

1. Increased productivity
2. Enhanced operational efficiencies
3. Improved Service Delivery

Solutions

Scheduling

Mobile Working

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Making the lives of mobile workers better...

Capabilities that are being used within this area and how it transforms the delivery of service...

- → Configurable mobile solution
- → Lone Worker Safety
- → Rostering / Time Management

Benefits / outcomes that service areas are experiencing from utilising these capabilities...

- → Capacity & quality of service
- → Safety & wellbeing of staff
- → Employee empowerment and engagement

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Northumberland County Council

Northumberland County Council is the largest unitary authority in the country and have been a Totalmobile customer for over 6 years.

Used in 9 different service areas

Removed duplication and can work offline

Modernised services to their community

Goals

1. One solution that could be used in all service areas

2. Completing tasks in real-time

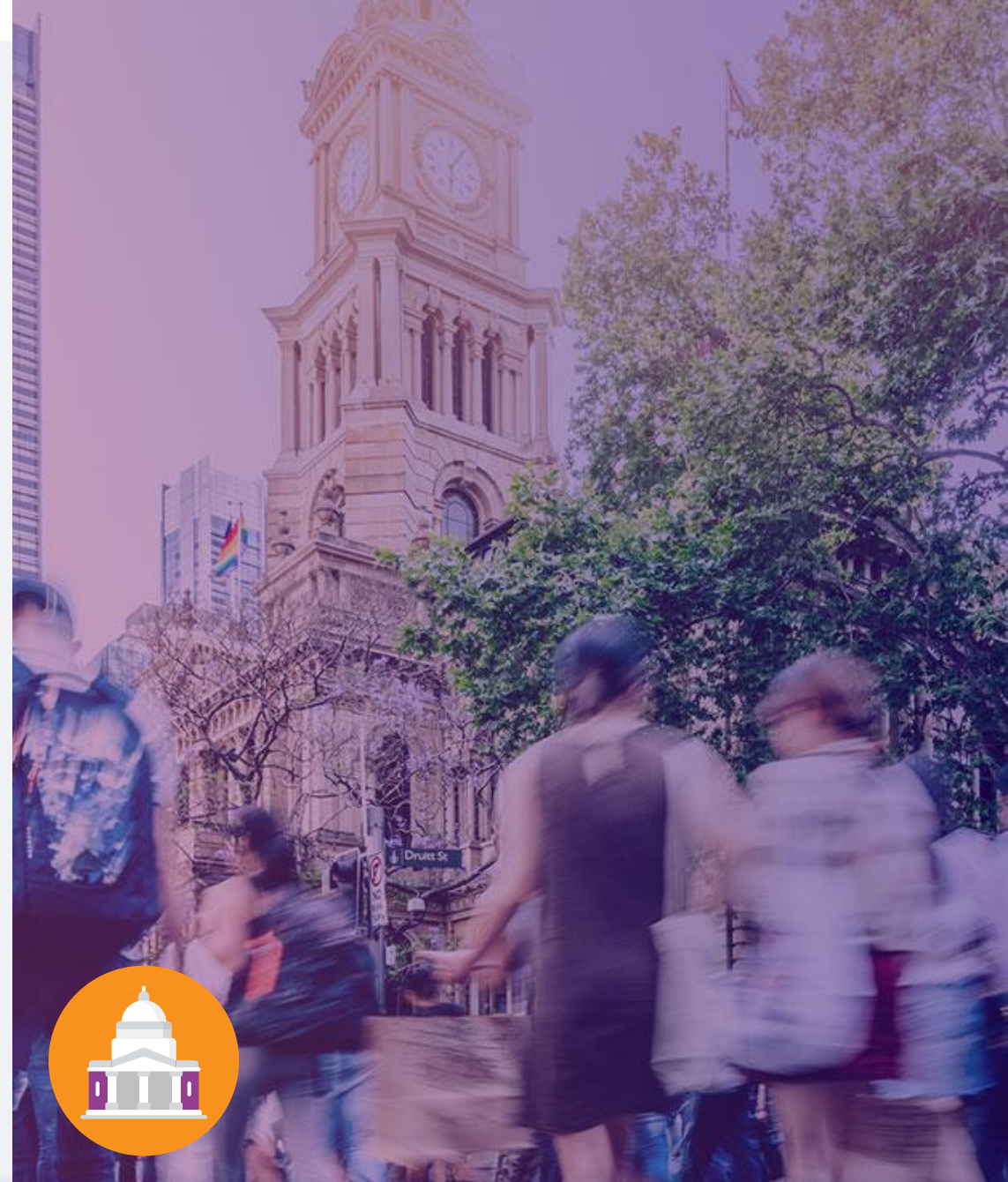3. Capture photographic evidence at the point of service delivery

Solutions

Scheduling

Mobile Working

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WE BELIEVE IN MAKING WORK AND THE LIVES OF MOBILE WORKERS _BETTER._

Demand
Job Management Solution

Delivery of Work
Mobile Workforce Management Solution

Understanding
Data Analytics & Business Intelligence

People
Workforce Rostering Solution

Planning of Work
Dynamic Workforce Scheduling Solution

Lone Worker Protection Solution

Police & Fire Services

Health & Social Care

Central Government

Ambulance Services

About Totalmobile

300+
Public Sector Organisations Supported

375+ Staff
175+ Technical Staff

200,000+
Public Sector Workers Supported

NHS South Central Ambulance Service — NHS Foundation Trust

Office for National Statistics

NHS Barnet, Enfield and Haringey Mental Health — NHS Trust

NHS Midlands Partnership — NHS Foundation Trust

Thank you.

Chris Hornung

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