



Ross Grieve
Commercial Manager – Building Services
Fife Council

David Cockayne
Business Development Manager
TotalMobile Limited



Company Overview

120 CUSTOMERS

1,000's of
Mobile
Users

STEADY & PROFITABLE
GROWTH

DELIVERING COMPLEX
ENTERPRISE
SOFTWARE SOLUTIONS
TO PRIVATE AND
PUBLIC SECTORS

LIVE ACROSS THE UK INTEGRATING TO ALL THE
LEADING HOUSING MANAGEMENT SYSTEMS,
FINANCE SYSTEMS AND ASSET MANAGEMENT
SYSTEMS

MAJOR FOCUS ON HOUSING REPAIRS
SINCE 1985



Core Solution Overview

TotalView

TotalRepairs

TotalScheduling

TotalMobile

E-Trading links with Trading Partners

Integration to Finance, Estimating, Asset Management, Asbestos and Housing Management

Alerts and SMS Text Messaging



Core Solution Overview

TotalView

TotalRepairs

TotalScheduling

TotalMobile

- Purchasing
- Invoicing
- Costing
- Material Management
- Job Management
- Property / Tenant Management
- Sub Contractor Portal
- Appointments
- Resource Management
- Dynamic Scheduling
- Job Management
- Materials
- Folio
- Timesheets
- Gas
- Forms
- Bulletins

E-Trading links with Trading Partners

Integration to Finance, Estimating, Asset Management, Asbestos and Housing Management

Alerts and SMS Text Messaging

So, what is





TotalMobile is a mobile app

Web Albums LinkedIn Twitter Met Office



Flipboard



Weather



App Store



GoodCitizen



Ulster Bank



Santander



Utilities



TotalMobile



Phone



Mail



Safari



Music



TotalMobile gets rid of paperwork



TotalMobile makes sure you
always have the right
information



TOTALMOBILE™



Images



Person / Property /
Location Records



Asset Information / Job
History / Material
Availability

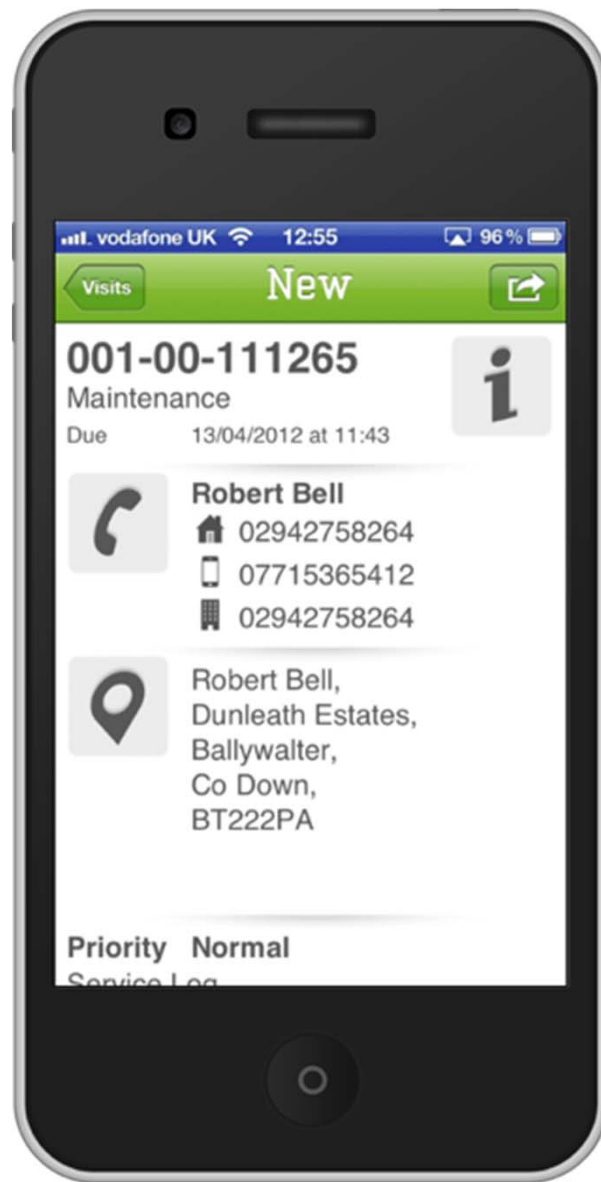
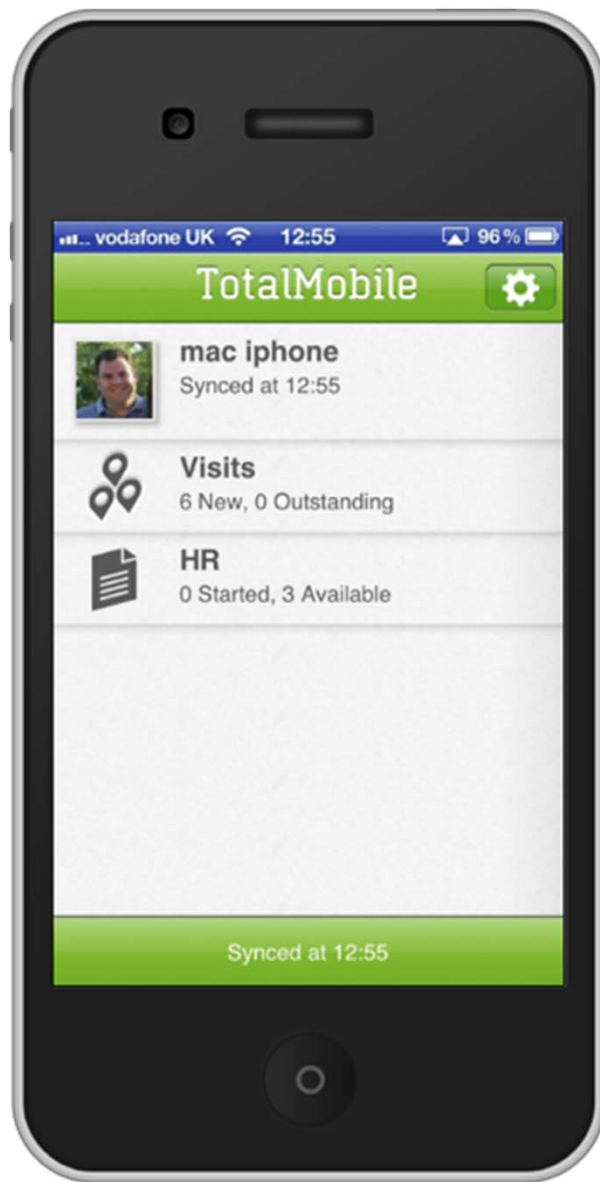


TotalMobile works when you have no connectivity





TotalMobile runs on lots
of devices



Back Visits

- Clarendon Rd, Belfast, UK
Colin Reid
Accept 04/04/2012 at 11:15
2 Install test
Please demo TotalMobile 5
- 5 Cove Hollow, Groomsport,...
Mrs Aoife Tolerton
Accept 04/04/2012 at 13:15
3 Install test
Please mow the lawn
- 300 Whitewell Rd, Newtowna...
Mr Gareth Tolerton
Accept 19/04/2012 at 07:30
20 Install test
Please mow the grass
- 5 Cove Hollow
Mr John Doe
Accept 27/04/2012 at 14:06
0000011 Community Nursing
Please attend and assess patient

• 5 Cove Hollow
Mr John Doe
Accept 27/04/2012 at 14:06
0000013 Domiciliary Care

New Outstanding History

Accept

0000013

Domiciliary Care
Due 27/04/2012 at 14:06



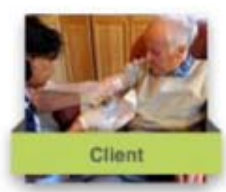
Mr John Doe
00441100000000
0044120887654



5 Cove Hollow,
BT19 6HT

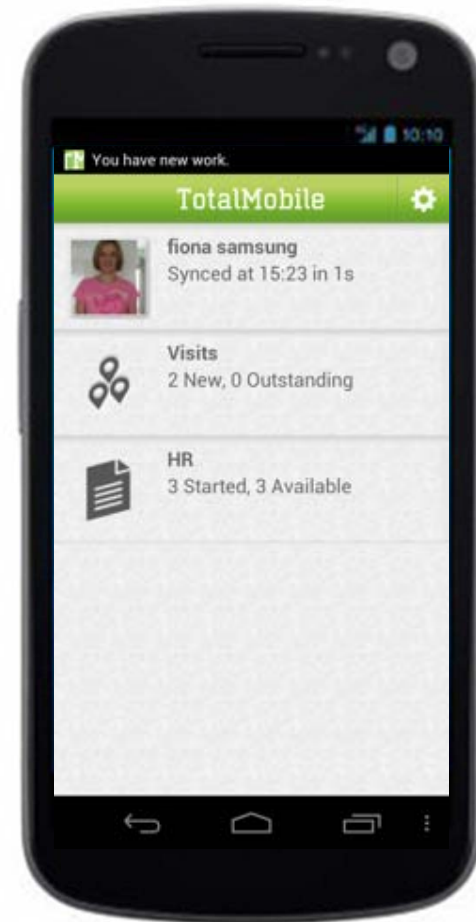
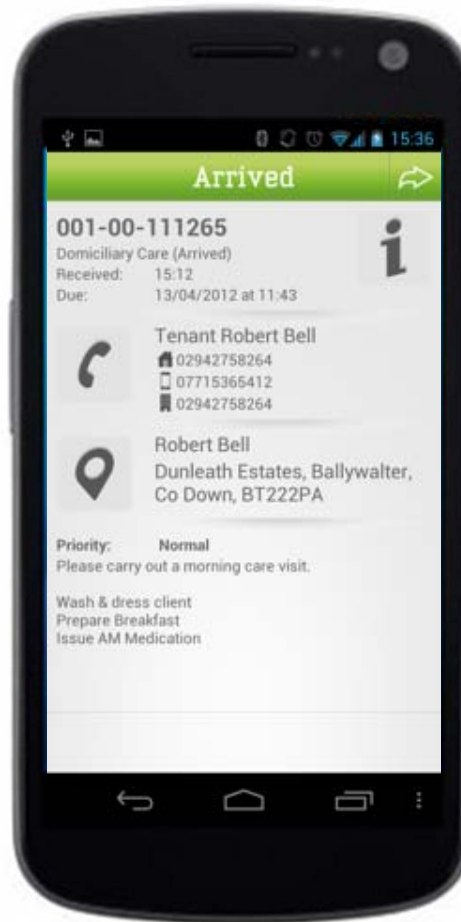
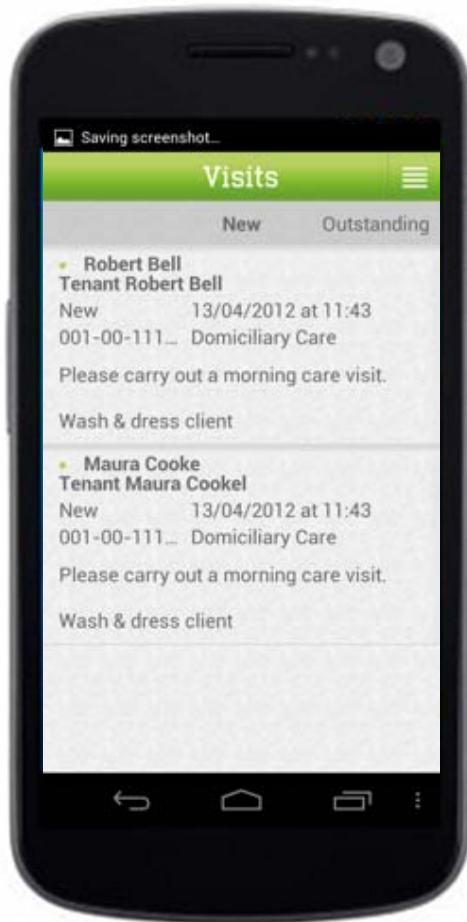
Priority A

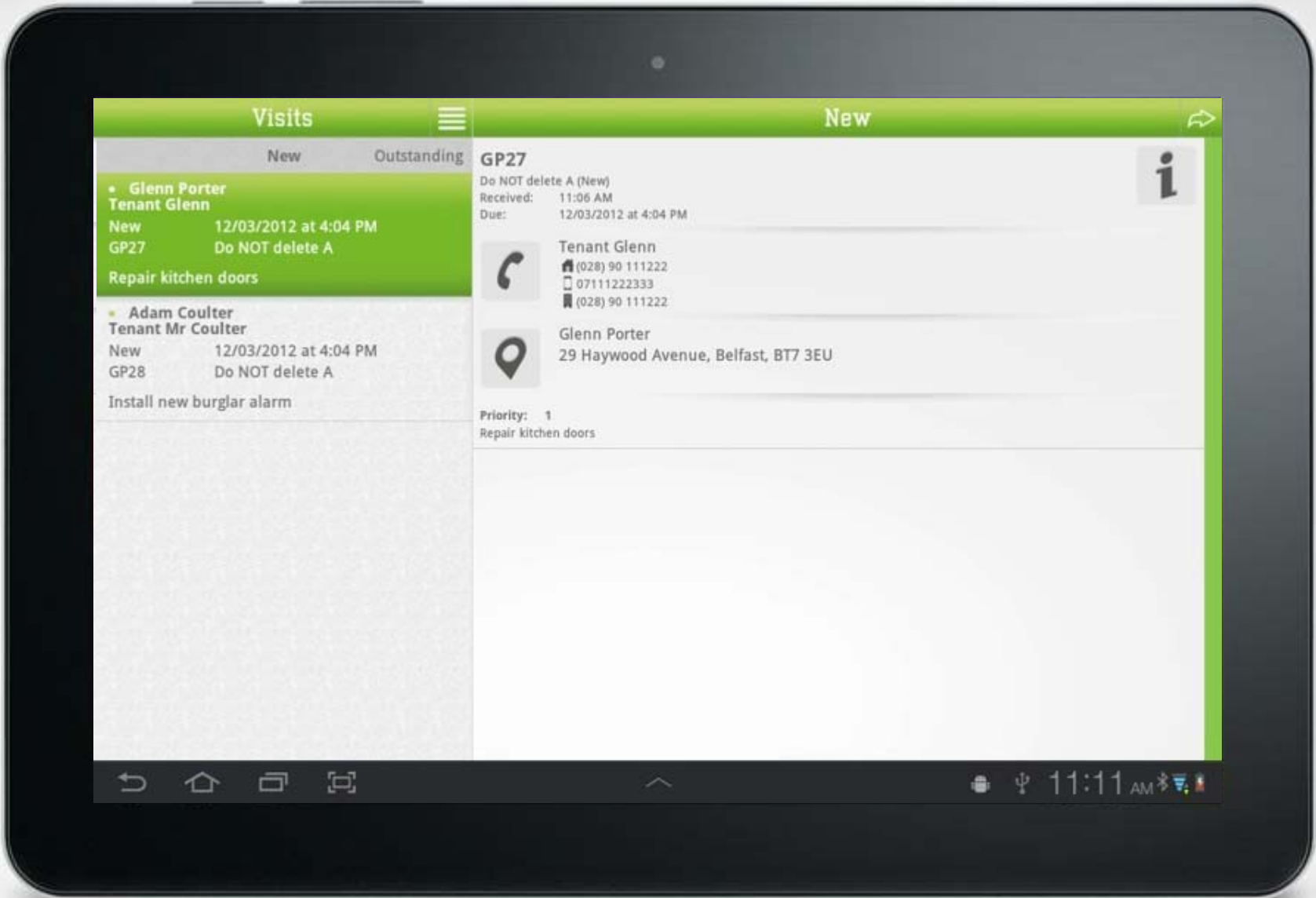
Please carry out daily morning care duties



Our Kids

Take Photo's





Visits

New

New Outstanding

• **Glenn Porter**
Tenant Glenn
New 12/03/2012 at 4:04 PM
GP27 Do NOT delete A
Repair kitchen doors

• **Adam Coulter**
Tenant Mr Coulter
New 12/03/2012 at 4:04 PM
GP28 Do NOT delete A
Install new burglar alarm

GP27

Do NOT delete A (New)
Received: 11:06 AM
Due: 12/03/2012 at 4:04 PM

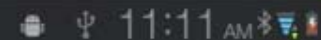


Tenant Glenn
🏠 (028) 90 111222
☎ 0711122333
📠 (028) 90 111222



Glenn Porter
29 Haywood Avenue, Belfast, BT7 3EU

Priority: 1
Repair kitchen doors





Visits

- TotalMobile**
June Smith
 New 20/04/2012 17:09:59
 TM00001 Lifts and Cranes...
 Complete Visit
 Check out Lifts and Fire Escapes
- Post Office**
Trevor Smith
 New 24/04/2012 17:09:59
 TM00002 Lifts and Cranes...
 Check out Lifts and Fire Escapes
- Obel Tower**
George Jones
 New 24/04/2012 17:09:59
 TM00003 Lifts and Cranes...
 Check Office And Residential Lifts
- Odyssey Arena**
Sadie Ford
 New 24/04/2012 17:09:59
 TM00004 Lifts and Cranes...
 Check Fire Escapes, Lifts, Escalators

New

TM00003
 Lifts and Cranes and some more description and we will add some more description to make sure that this is properly tested

Due 24/04/2012 17:09:59

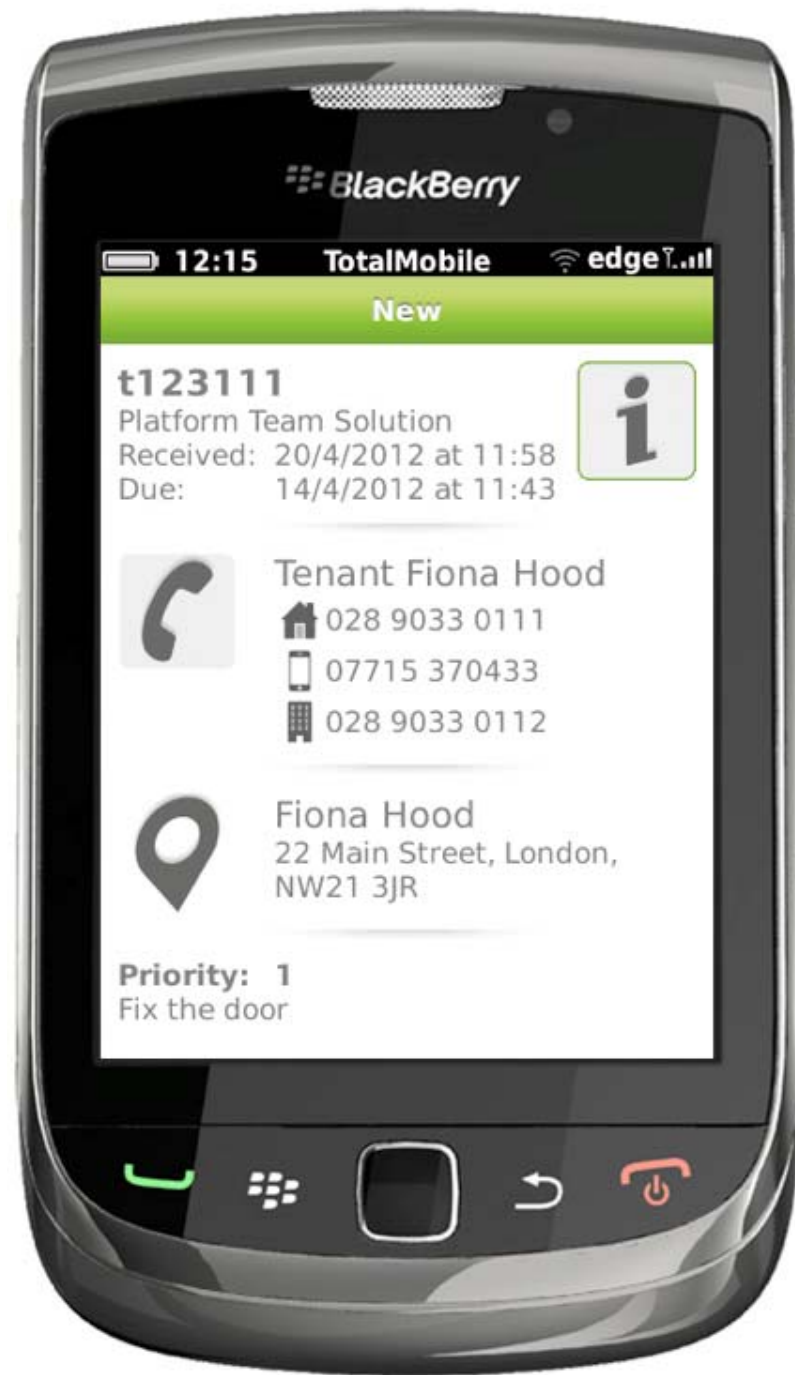
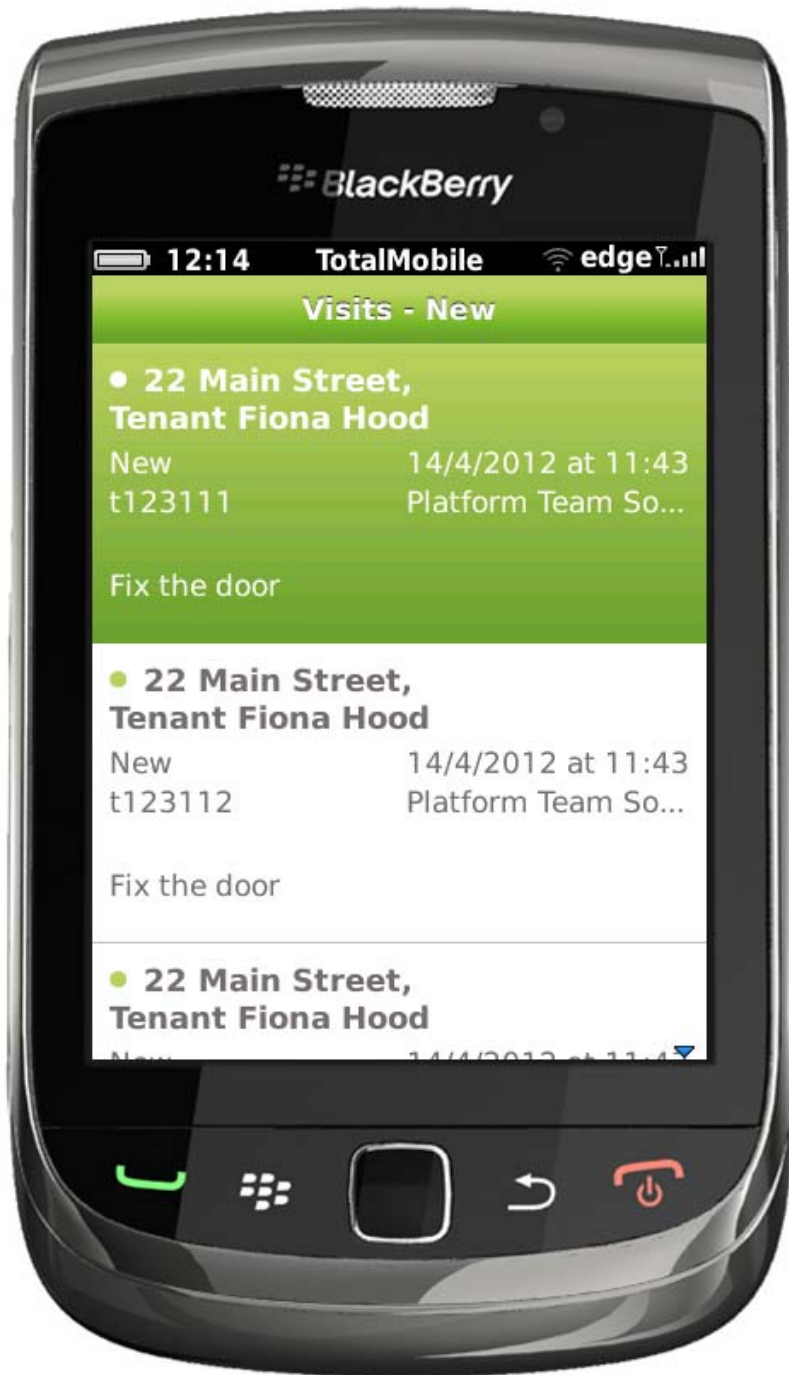
George Jones
 0044 2890 5678
 0044 9876 5432
 0044 1234 56789

Obel Tower,
 Coporation Street,
 Belfast,
 BT1 3LP

Priority 1
 Check Office And Residential Lifts

New Outstanding History

11:41 20/04/2012



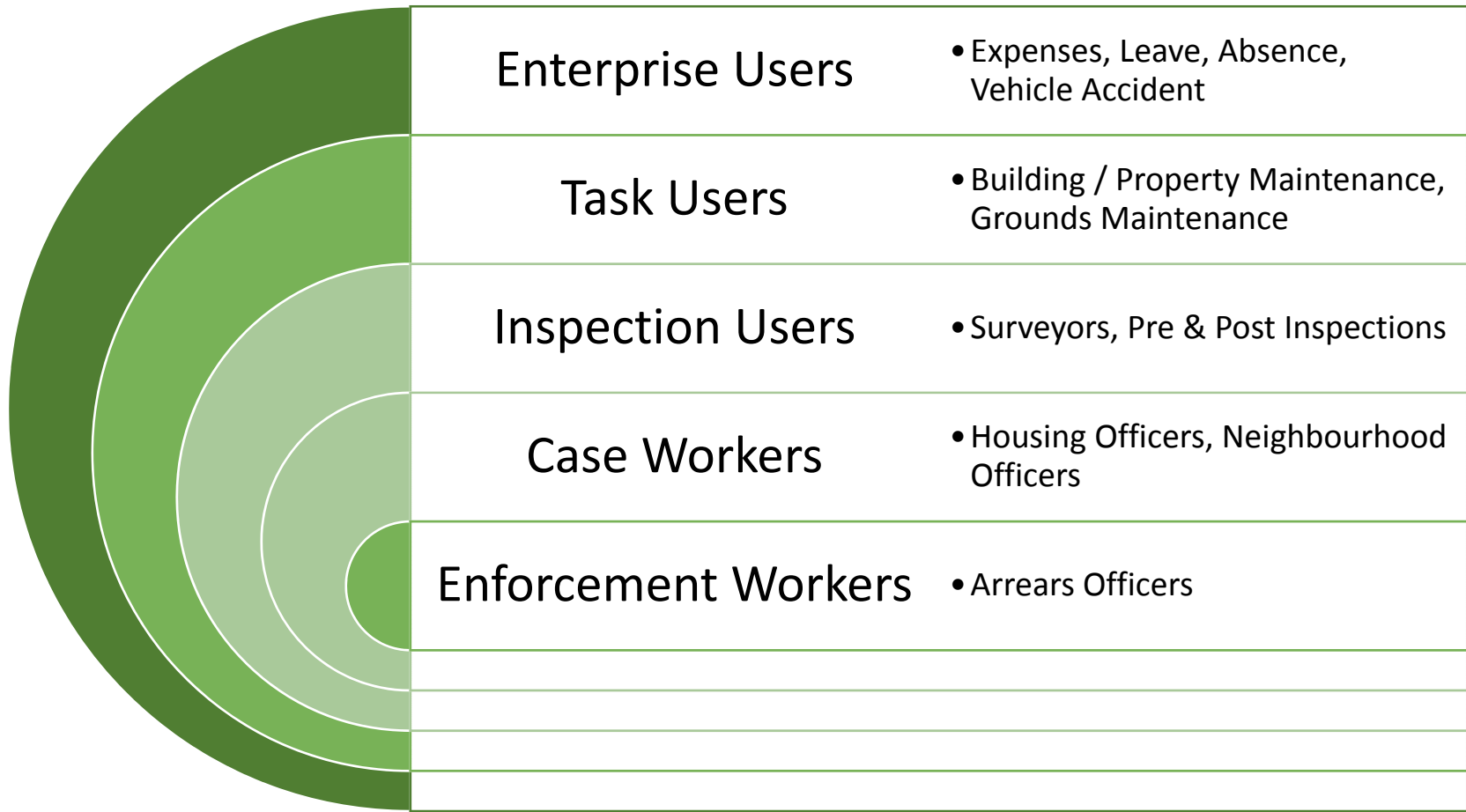
TOTALMOBILE™



Rugged or Not?



Examples in Housing



So, who can use it?

Operatives

- Paperless Environment
- Vehicle Stock Control
- More jobs completed
- Automated Timesheet Completion
- Receive Job at a Time (Responsive) or schedule of jobs (Planned)

Housing Officers

- Tablet PC or Handheld Device Options
- Real Time access to back office enquiries
- Electronic Forms Completion for immediate submission
- No duplicate data entry
- More time out of the office on visits

Inspectors / Surveyors

- Pre-inspection creation of jobs using mobile software
- Void specifications created with ease and submitted in real time
- Post Inspections / Satisfaction Surveys
- Access to property / tenant history details

TotalMobile manages lots of different mobile workers and complex processes with **no development**

The image displays four screenshots of the TotalMobile web application interface, demonstrating its capabilities in managing mobile workers and complex processes without development.

Top Left: District Nursing - Workflow
This screenshot shows a workflow diagram for District Nursing. The process starts with 'NEW' (New) and 'ACC' (Accept) steps, leading to 'ARR' (Arrived), 'COW' (On Way), and 'COM' (Complete) steps. A 'Update Status Flow Details' dialog box is open, showing fields for Reference (ACCONW), Description (On Way), Confirmation (No), Sync, Tracking, and Active. The workflow is managed by 'tmadmin'.

Top Right: Solutions
This screenshot shows the 'Solutions' page, displaying 10 Solutions. A search bar is available. The solutions listed are: Comm Mental Health, Diabetes Service, District Nursing, and Domiciliary Care. The page is managed by 'tmadmin'.

Bottom Left: Schedule
This screenshot shows the 'Schedule' page for Monday, September 03, 2012. It features a grid view of the day from 6 AM to 7 PM. A list of workers is shown on the left, including Anus Nexus, Fiona Ipad, Fiona Personal Ipad, Fiona S3, Fiona XT2, John Anus, John Ipad, and Max Ipad. A map of the United Kingdom is visible, showing the location of the workers. The page is managed by 'tmadmin'.

Bottom Right: Dashboard
This screenshot shows the 'Dashboard' page, providing a comprehensive overview of the system. It includes several widgets: 'Visits By Priority - Urgent at top' (a table of visits), 'Visits Created By Year' (a pie chart showing 19.2% for 2012), 'Last 100 visits' (a table of recent visits), 'Users Last Activity (Within Last 7 Days)' (a table of active users), and 'Users With No Activity (Within Last 7 Days)' (a table of inactive users). The dashboard is managed by 'tmadmin'.



So, how?

VISITS

- Manage where people need to go
- When they need to be there
- What they need to do when they get there
- Have workflow built in

FORMS

- Allows for an unlimited number of forms to be designed
- Huge amount of functionality supporting field types, signatures, pre-populated fields, photos, calculated score fields
- Automatic PDF creation
- Automatic Email
- Data integrated to back office systems

FOLIO

- Extracts and send the right information for the right visit type
- User has access to the electronic information in the field they would usually visit the office to obtain
- Available off line and on line



TotalMobile Case Study

Fife Council

Ross Grieve
Commercial Manager – Building Services
Fife Council

Approach and Benefits

- Managed journey through Corporate Improvement Programme (Mobile and Flexible)
- Dedicated programme, project and business change management
- Benefits were owned by the service (define, deliver and measure)
- Jobs scheduled per man per day
In some cases doubling from 6 to 12 jobs per day.

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Building services

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Starting Point – Paper Bound



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People and Time Intensive

- Drowning in paperwork
- Double entry (at least!) in multiple systems
- Multiple checks, balances, rechecks at every layer (checking the checker)
- Focus of negating errors rather than customer
- Found a flaw, add a process!

BUILDING SERVICES delivers



Building
services

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Iterative Process

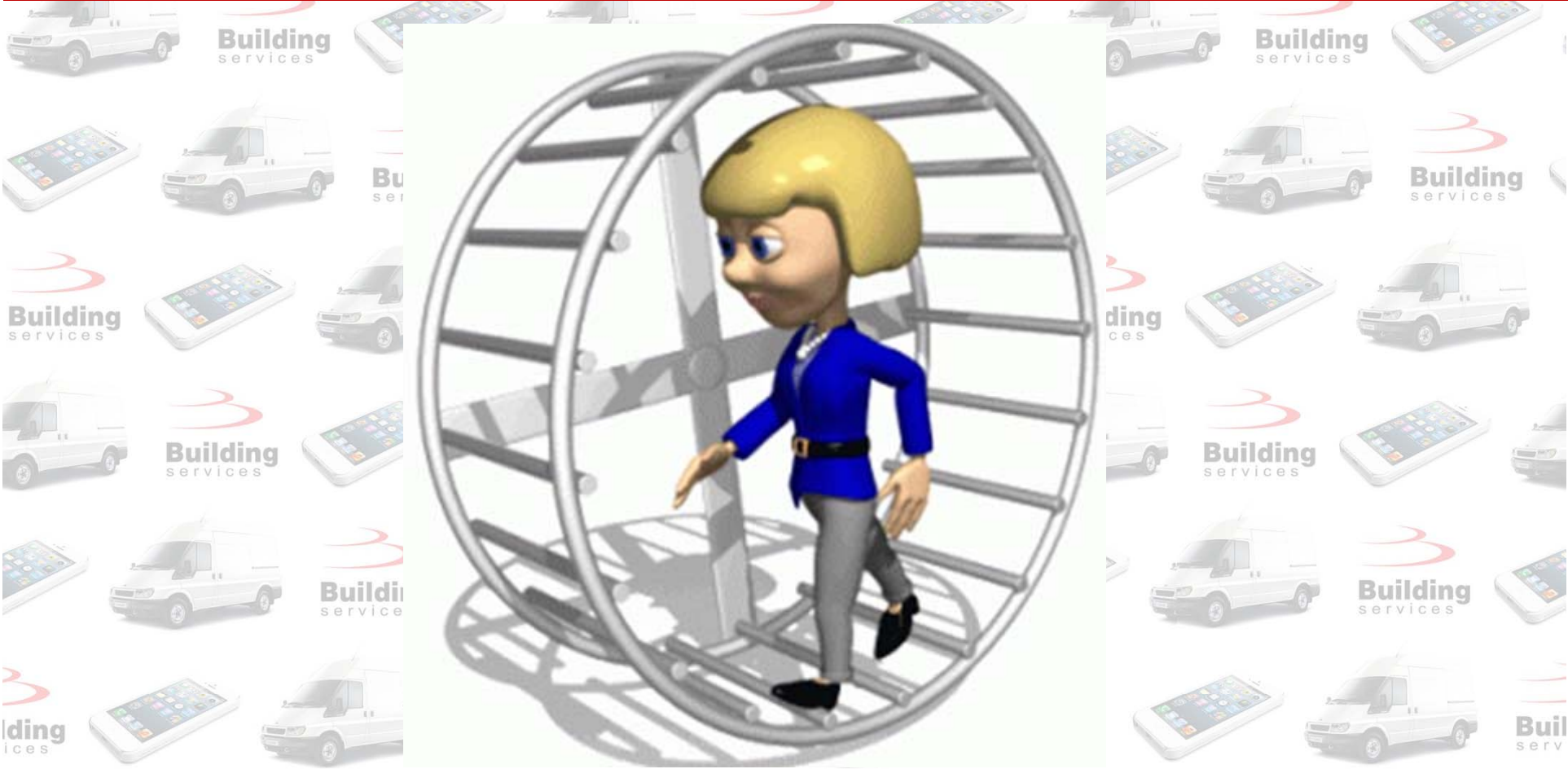
Back Office

Planning

Job Management

BUILDING SERVICES delivers





BUILDING SERVICES delivers



Starting Point

- KPIs (focus on service performance rather than customer)
- Operative choice of when to do job (prioritisation)
- Layers of interpretation (of job elements)
- Based on where 'job ticket' was
- Management Information – two week lag minimum

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Metrics - Start

- Business benefits baselined at beginning of project
- At start 33 Electricians
- 3 Supervisors
- Staff handling 33,000 jobs per year
- Back office staff double keying into multiple systems
- Agency staff heavily utilised across service

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Leadership and Change Focus

- Business Process Improvement
- Lean analysis
- The “human” computer - Tray based organisation
- Knowledge based workflow
- Visual management
- Not scalable or sustainable through manual processes
- “Pull” concept / Job at a time
- Engaging staff through stakeholder and business change

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A large corkboard with a grid of sticky notes. The notes are organized into two main rows. The top row contains approximately 15 rectangular notes, mostly yellow and white. The bottom row contains approximately 15 notes, including yellow, white, and one pink diamond-shaped note. There are also several smaller notes scattered around the main grid.

Handwritten notes on a piece of paper, possibly a checklist or a list of items. The text is small and difficult to read, but appears to be organized in a list format.

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A sheet of paper with a grid of yellow sticky notes. The notes are arranged in a regular pattern, possibly representing a data table or a project schedule.

A sheet of paper with a grid of sticky notes, including yellow, white, and green ones. The notes are arranged in a regular pattern, possibly representing a data table or a project schedule.

A printed document with a table structure. The table has multiple columns and rows, with some cells containing text and others containing colored dots (green and red). The text is small and difficult to read.

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A sheet of paper with a grid of yellow sticky notes. The notes are arranged in a regular pattern, possibly representing a data table or a project schedule.



Mid Point



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Metrics – Mid Point

- Business benefits measured at Mid-point of project
- Reduction of 9 to 24 Electricians
- Reduction of 1 to 2 Supervisors
- Staff handling 31,150 jobs per year
- Back office staff still double keying into multiple systems but efficiencies being realised
- Agency staff reduced across service
- Redeployment of staff to other areas of business

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services

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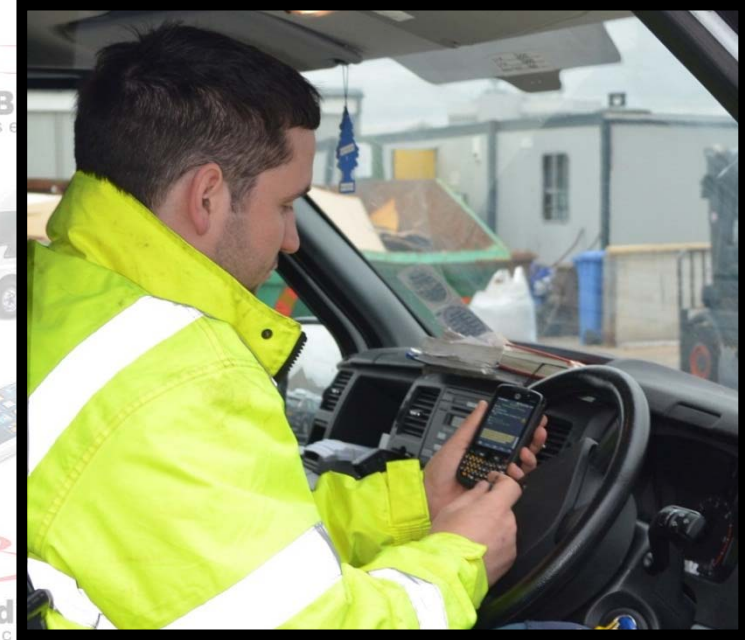
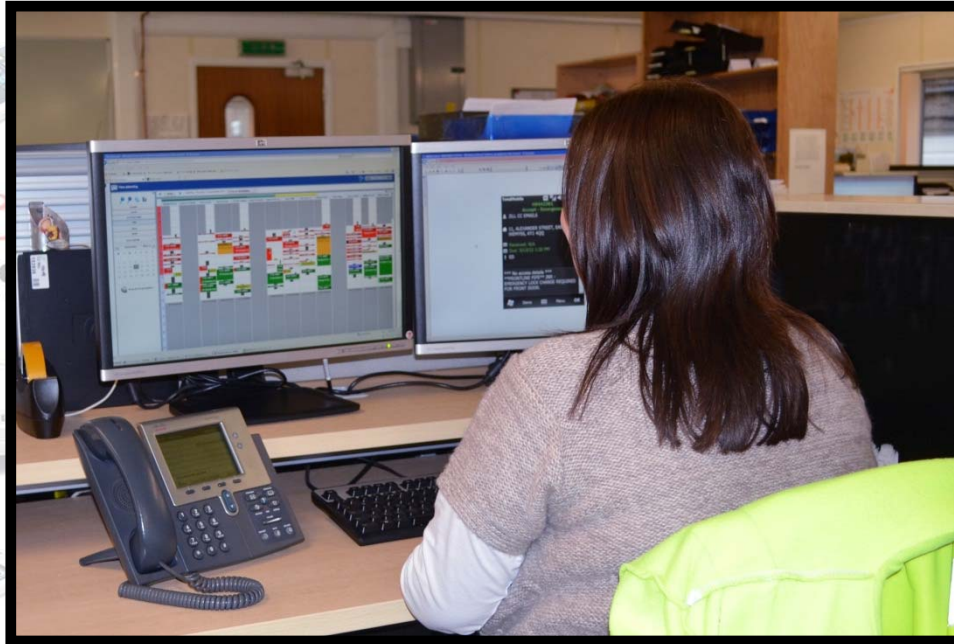
Requirements and Procurement

- Requirements informed by process and people changes – to get the right tools for the job
- The prototype proved that by thorough leaning that a standard solution could be deployed
- Key objective – Enterprise Solution
- Provisioning a scalable solution framework to meet the needs of a changing council.

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New Way of Working



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Current Position

- New process has been refined and implemented
- The technology bolted in to support these processes and the operatives
- Delivered out of the box, integrating the core elements in to existing back office systems
- Automated check and balance
- Real-time management and billing information
- Proactive field/customer focused delivery
- Enabled delivery of our projected savings

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Metrics – Current

- Continuing measurement of business benefits
- Further reduction of 10 to 14 Electricians (overall reduction of 19 – subject to seasonal fluctuation)
- Further reduction of Supervisors (overall reduction of 2)
- Individual Staff handling 30,000 jobs per year
- No more manual data entry or double keying
- Agency staff eliminated

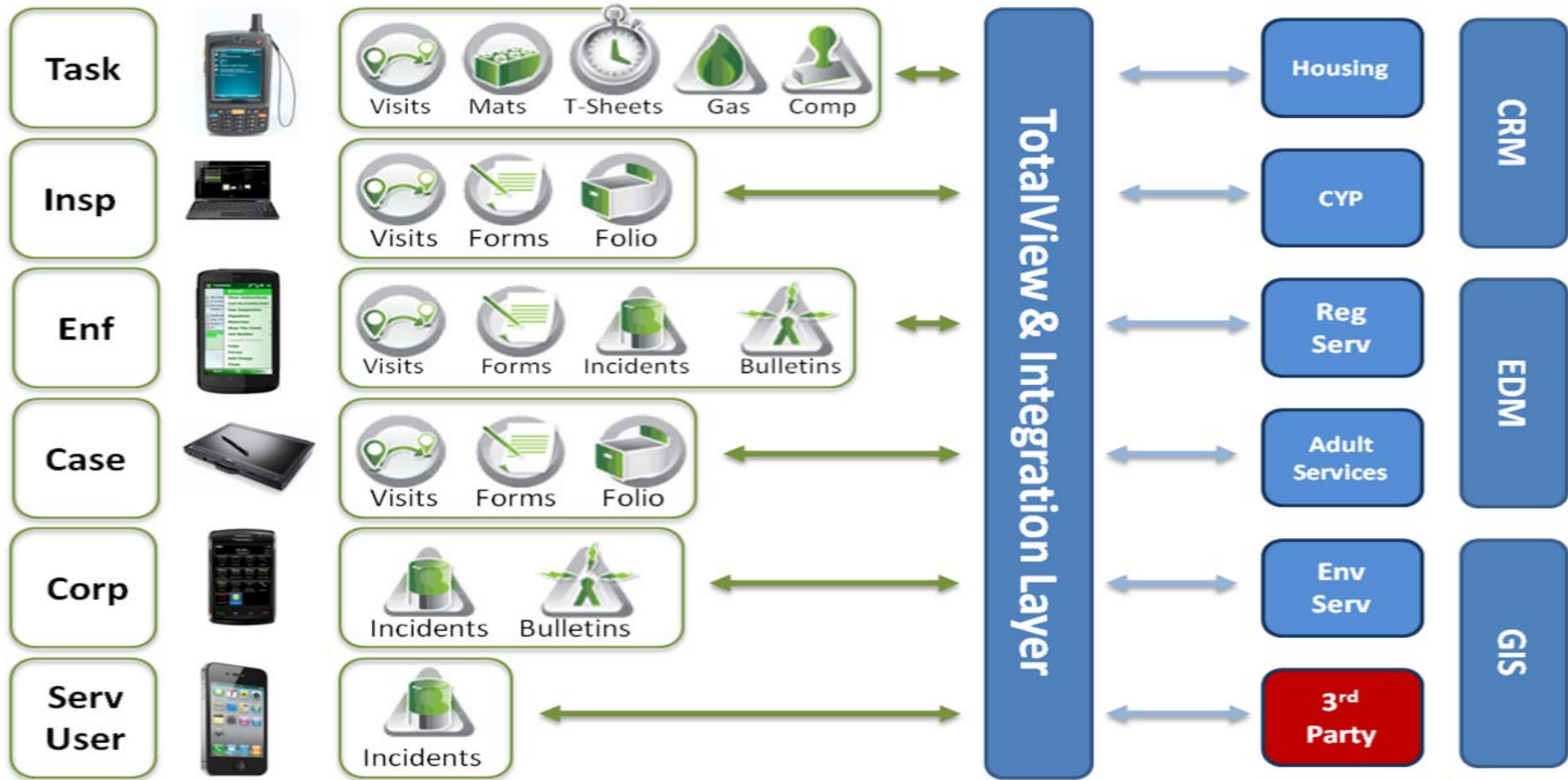
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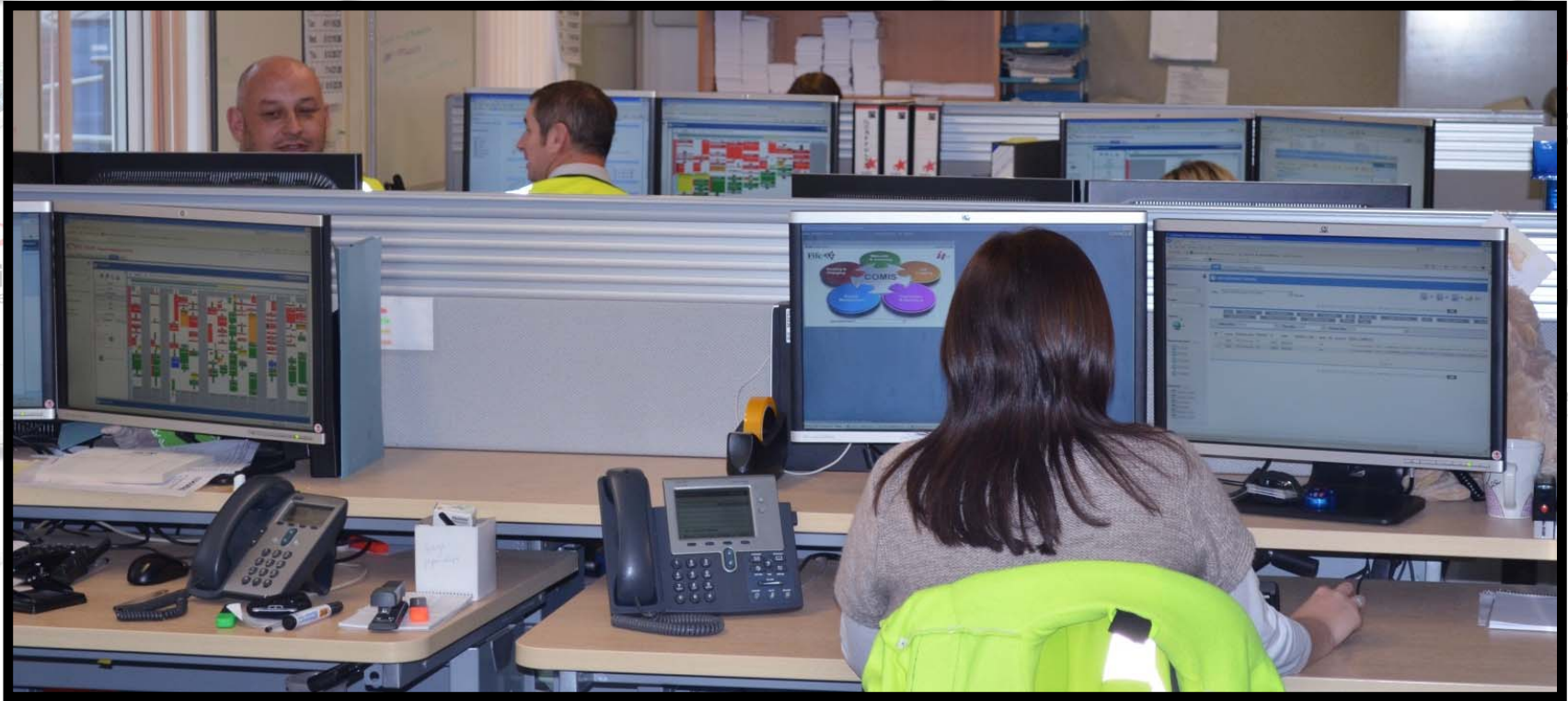
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Building services



Building services Hub



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Lessons Learned

- Leadership supporting clear vision of the future
- Shared ownership through project participation
- Influence journey and drive change
- Procurement methodology
- Resources dedicated to deliver
- Adopting programme and project approach and reporting enabled delivery on time and within budget
- Benefits baselines, tracked and being realised
- Benefits must be owned by the service (define, deliver and measure)
- People and process centric – not technology driven

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TotalMobile

13:10



Roy Hunter

Synced at 13:10 in 14s. Next 13:20.



Visits

0 New visits, 0 Outstanding visits



TeamTime

0 Clocked On resources.



Timesheet

No timesheet started today.



Forms

Standard Forms



Folio

Reports and Enquiries



Bulletins

0 of 0 unread



Sync



Menu

OK

TOTALMOBILE

TOTALMOBILE

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Building services

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TotalMobile 13:14

H8405959

New Job - G Visit 1

*** No Contact Name ***

**NoPhoneNo.

141, EAGLE ROAD, BUCKHAVEN,
KY8 1HD



Received: N/A

Due: 18/09/12 09:00

! GS

CAR1 20/06/2011 Carry out annual gas
service --Conf as requ by K Shand--
GV2910 VALIAN ECO TEC PLUS 831
BOILER-27 GV2910 VAILLANT ECO TEC



Items



Menu

OK

TOTALMOBILE

TOTALMOBILE

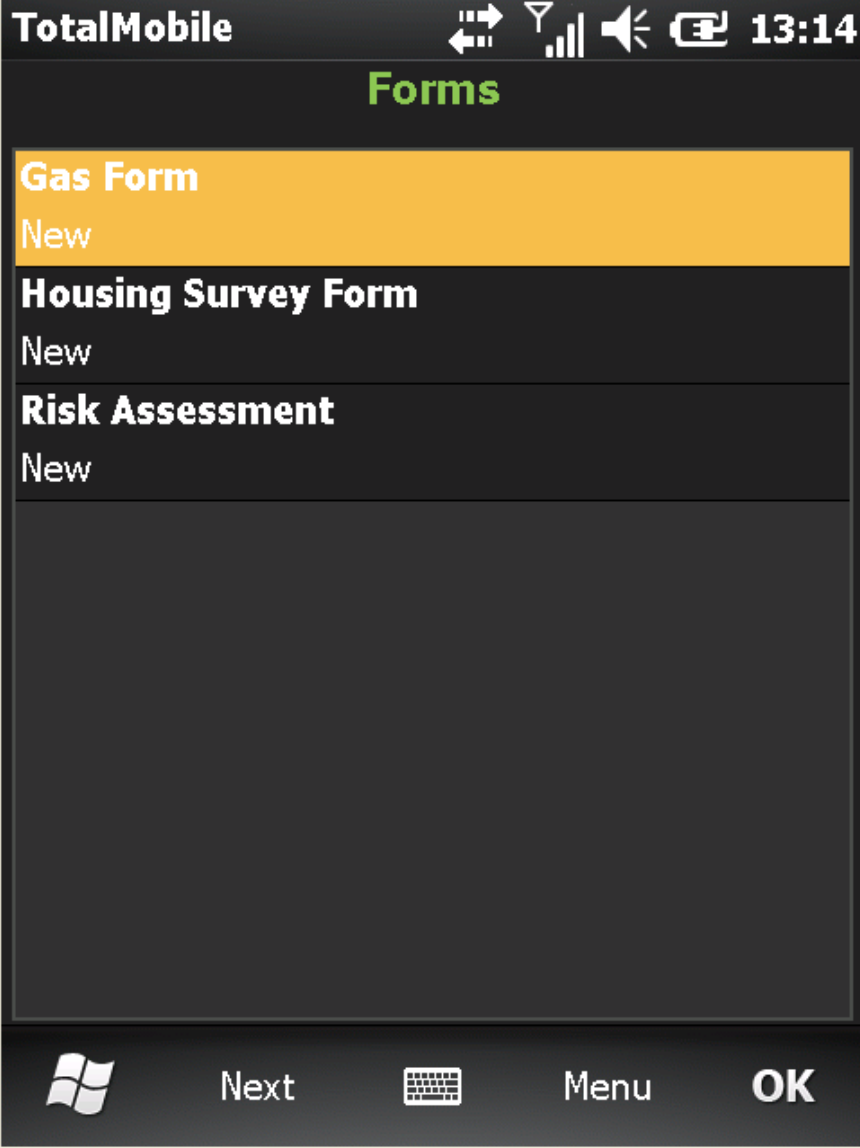
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TOTALMOBILE

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Please retain for your reference.

141 EAGLE ROAD
 BUCKHAVEN
 KY8 1HD

Landlord Annual Gas Safety Certificate

Thank you for allowing access to your home in order that we could carry out the Gas Appliance Safety check and service. For your reference you will find attached the report for this work.

Having your gas appliances checked annually helps keep them in a safe condition and working efficiently. However their may be times when your appliance may become faulty.

If you ever suspect that your appliance is faulty then please call (01592) 583241 in order to arrange a repair visit from one of our Gas Safe qualified gas engineers.

If at anytime you smell gas, call free the gas emergency services on (0800) 111 999

* Don't create a flame or operate electrical switches.

* Do put out flames, open doors and windows, keep people away from the area and turn the gas off at the control valve.

And then contact our repair number (01592) 583241



Contractor: Fife Council, Building Services, Kingdom House, Glenrothes
 Operations: Engineers Section, Hayfield Place, Kirkcaldy - (01592) 583241

Landlord Annual Gas Safety Certificate

Reg No: 31095



This safety record is issued in accordance with the current Gas Safety (Installation and Use) Regulations.	Property Details		Landlord Details		Visit Details	
	141 EAGLE ROAD BUCKHAVEN KY8 1HD		Fife Council Housing Department Town House Kirkcaldy KY1 1XW (01592) 583293		Job No H8405959 Prop Ref H46977 Date 18 Sep 2012 Time 13:17:03 Visit Type Service	

Start Tightness Check	End Tightness Check	Visual Inspection of Pipework & Meter	Emergency Control and Meter Install Satisfactory?	Visual Equipotential Bonding?	Service Timer Reset?	Follow On Required
Pass	Pass	Yes	Yes	Yes	Yes	No

Boiler (Safe To Use: Yes)	Make:	Vaillant	Model:	ecoTEC plus 831	Location	Garage	Flue Type	OF	Landlords Appliance:	Yes	
Under Warranty?	Yes	Test Point Secured:	Yes	Ventilation Provision Satisfactory?	Yes	Operating Pressure (max):	34	Operating Pressure (Min):	34	Working Pressure	34
Combustion Analyser CO/CO2 Ratio	34	Combustion CO PPM	34	Combustion CO2%	34	Safety Devices correct operation:	Yes	Visual Condition of Flue:	Yes	Flue Flow Test:	Pass
Spillage Test:	Pass	Termination Satisfactory:	Yes	Appliance Serviced:	Yes						

Comments

Declaration of Gas Safety: I confirm that all work described in this certificate and the commissioning of any appliance, flue or other gas fitting covered by this certificate, has been satisfactorily completed in accordance with the current gas safety (Installation and use) regulations (GSIUR), appropriate standards and relevant manufacturer's/industry requirements. The safety checks performed on any appliance/flue have been addressed matters referred to in GSIUR Regulations 26(9) and other relevant factors.

This Gas record is issued by  Received on behalf of the landlord 
 ID No. . Name Smith
 Engineer Roy Hunter Date 18 Sep 2012 Date 18 Sep 2012

Conclusions

Performance
Improved



Carbon
Footprint
Reduced



Efficiency
Increased



Money Saved



Satisfaction of
Tenants and
Staff Increased

