

## Housing

### Incommunities Transform Working Processes with TotalMobile™

#### ***Go Mobile or Go Home!***

Given the opportunity, you would help your staff do their job better and at the same time, cuts costs, cut mileage and delight your customers, right?

Incommunities, formerly Bradford Housing Trust, manages over 22,000 properties. With customer satisfaction and cost cutting at the top of their agenda the only way for them to go was mobile.

#### ***TotalMobile™, the only option!***

Incommunities carried out extensive research before choosing TotalMobile™. —*Our strategy was to go mobile,*” Farhat Mahmood, the Director of Incommunities, said. *“I believe that for any organisation to be successful and efficient in future, it has to have mobile technology. And our research showed that TotalMobile™ is the best system on the market’*

*‘We’re using far less paperwork because we can process information in real time from site but the biggest benefit will come from reduced mileage’* Greg Robinson, Incommunities Head of Repairs, said.

Operatives would typically make three visits a week to the depot to log paper-based reports. Now they make only one a fortnight — a reduction of 84%. This is because they can receive and communicate all the information they need electronically while they are on the road.

*“TotalMobile has transformed its efficiency, cost and customer service. —Everything is so immediate”* Greg Robinson, Head of repairs, said.

*“We can follow every job in real time. We know where every operative is and how he’s progressing so, we’re in control of customer service to a degree that we couldn’t possibly be in the past. We could never go back to the old ways”*

#### ***Job ownership = Job satisfaction!***

*“123—Everything is much better organised. We all get more time with customers to do our real work”.* Peter Goodhall, one of the Incommunities operatives said.

TotalMobile™ sends jobs directly to the mobile workers where they are grouped according to priority and location for the greatest customer service and the least travel time. That way everyone is happy!

*“TotalMobile is the best system on the market. For any organisation to be successful and efficient in future, it has to have mobile technology”* Farhat Mahmood, Director of Incommunities

## **DIY**

TotalMobile™ is also the easiest and fastest mobile solution to implement because there's little impact on your organisation's IT.

You can select and build from:

- CORE APPS (built into the software and work right out of the box)
- POWER APPS (developed for specific public and industrial sectors)
- SELF ASSEMBLY (build your own, using our app-builder)

## **Measureable Benefits**

- 20% more productivity expected
- 84% fewer visits to depot
- Mileage and carbon footprint reduced
- Less paperwork
- Staff and customers like it

TotalMobile™ enables you to work fast and efficient as well as identify exactly the right information when and where you need it. ***Complete tasks, share information (on and offline), monitor reports, capture info in real-time and exchange vital data with the back office system - basically when you're using TotalMobile™, you've got it covered. No need for time consuming paperwork, TotalMobile™ allows you to get on with the task at hand, without wasting time or valuable resources. Designed natively on all platforms, allows for a seamless adoption, this means your mobile workforce has access to TotalMobile™ on whichever device is needed to get the job done. Information can be sent in real time from whichever device, reports can be filed directly into the back office enabling managers and supervisors to the all jobs status at a glance.***

***TotalMobile™ is the lifeblood of the new work environment.*** A flexible, easy way for mobile workers to be productive and stay connected, wherever they happen to be. TotalMobile lets you cross boundaries, platforms and time zones AND gives you all the tools and security you need to get the job done.

**WHEREVER YOU ARE, THERE'S TOTALMOBILE.**