

LOCAL GOVERNMENT

£1.5 million annual savings and 50% increase in productivity thanks to TotalMobile™

Aberdeen City Council achieved instant savings and increased business performance after implementing TotalMobile™. They are now experiencing an annual saving of £1.5 million and have found productivity to have increased by almost 50% since implementing the mobile technology and toolkit.

By adopting a mobile workforce, Aberdeen City Council is now operating a more efficient repairs service with customer satisfaction also at an all time high.

The Council, which serves an urban population of 250 000, rolled out TotalMobile™ in the Housing Repairs department of Building Services. They were delighted at how quickly they received a return on their investment.

Allen Small, Business Analyst at Aberdeen City Council, explains how TotalMobile™ has made real savings in every area of the business, enabled their operatives to complete more jobs and why their tenant satisfaction rating has soared.

“Due to ongoing cuts in the public sector we constantly strive to reduce costs and save time whilst continuing to improve the level of service to the people of Aberdeen and I am thrilled that as a result of implementing TotalMobile™ we have re-designed our repairs service through more flexible working hours, much improved work scheduling and mobile working modules.”

Mobilizing = Optimizing

The council developed a “New Craft Agreement” or a foundation for change that would encourage modernization within the organization. The four key areas were change of processes, diagnostics tool and scripts, scheduling and appointments and mobile working. It was in the area of mobile working that the council looked to TotalMobile™ for help in improving performance, increasing productivity, creating greater efficiencies and above all, making the service to their clients as good as it can be.

After working closely with our TotalMobile™ team of experts, the solution is now being used by electricians, plumbers, engineers, painters and inspectors. Our Job Management app allows workers to improve their performance and complete more jobs in any given day because they can access job information without having to travel back to the depot – saving time and travel costs. The Timesheet app enables operatives to record their time and materials, ensuring workers have the correct stock to complete the task at hand.

After going live with TotalMobile™, Aberdeen City Council immediately experienced business benefits. The changes mean the team is now operating a more flexible service, with improved work scheduling and most importantly is confident about the advantages of mobile working. In the first year of using TotalMobile™, the number



of jobs completed on average each week rose from 21.5 to 25.8 (an increase of 20%). This has continued to increase, with statistics showing in July 2010, that the average electrician undertook 31.4 jobs per week – an increase of almost 50% from the original total.

The council has also felt benefits in other areas. 98% of all repairs are now completed on time (an increase of 10% from 2008), while 97% of all appointments are honored, thanks to the efficient work scheduling system provided by TotalMobile™. Improving customer service has also been achieved, with the average time taken to complete a repair from request almost falling by half, standing at 5.7 days. This has been reflected with 95% of the council's clients stating they were happy with the quality of the repairs process.

Aberdeen City Council has made huge financial savings. After one year of introducing TotalMobile™, the Council experienced efficiency savings of £1,573,000. This is now expected to be an ongoing annual saving for the Council.

Award Winning Innovation

Aberdeen City Council's proactive approach has gained external recognition. The re-design of their repairs service won APSE Award in 2008 for "Best Service Team: Construction and Building" and was a finalist in 2009 for "Best Information and Communication Technology Initiative Category". They also received a "Commendation for Innovation" from the Municipal Journal in 2008.

Overall, the use of TotalMobile™ has generated more work and significantly improving efficiencies in an environmentally responsible way.

TotalMobile™ is the proven mobile working system to help Local Authorities and Housing Associations control their costs and performance. It can be used equally well by all departments to raise efficiency, cut energy usage, encourage joined-up working and increase compliance.

MEASURABLE SUCCESS

- Efficiency savings of £1.5 million per year
- 50% increase in productivity
- Excellent customer service - 95% customer satisfaction
- Repair time halved
- Carbon footprint reduced

