

## CLEANING & MAINTENANCE

### Evolve Or Revolve?

When a town population is growing at twice the national average how can a street cleaning and house maintenance workforce adapt to such rapid change?

Previously a cost centre for Swindon Borough Council, Swindon Commercial Services is now a commercially successful business turning over £58m every year.

Ian Potton explains how introducing TotalMobile prompted productivity to increase by 35%, saved £30k annually on stationery and achieved an increase in back office efficiency by 10%.

“We achieved these fantastic results because outside staff are now managing their admin in the field. They carry a smart phone to update the back office in real time, update job records, gas appliance servicing records and produce documentation on site.”

With TotalMobile™, the company can schedule jobs dynamically. As each worker completes a job, the system automatically allocates the next most relevant task without workers having to go back to the depot. TotalMobile™ works on any available network and stays operational even if when the signal is weak or lost so there are no hold-ups in bad reception areas.

Giving employees the TotalMobile™ technology, integrated job management system and advanced call handling, SCS now has the most advanced and flexible mobile solution currently available. Also easy and quick to install, TotalMobile™ went live in just three months.

Using TotalMobile™ has enabled SCS to compete with leading market providers. The system has increased productivity, initiated the workforce modernization programme and made it easier for SCS to win external business. The workforce are currently using it for gas servicing and maintenance, electrical inspections, responsive repairs, planned refurbishments and void maintenance – it’s soon to be extended for StreetSmart, highways management and waste management/recycling.

“The future is mobile and the potential is enormous,” observes Ian Potton. “Any council employee on TotalMobile™ could spot a pothole and send the location and a photograph straight into our back-office system to initiate a repair. The same goes for graffiti, fly-tipping...you name it. The social networking dimension means we can accelerate home working. This can reduce our estates, and give more of our people more job satisfaction.”



## MEASURABLE SUCCESS

Productivity up 35%

- Back-office efficiency up 10%
- Savings of £30k p.a. on print and paper
- Significant reduction in fuel costs
- Smaller carbon footprint
- Business efficiency savings of £50,000 p.a.

