



South Somerset Works saw productivity rise by 10% almost immediately after implementing Consilium's TotalMobile. Everyone using the system is completing more jobs per week. Mileage has been cut, the carbon footprint is reduced and there is far less paperwork. The staff love TotalMobile, and South Somerset confidently expects productivity to rise by another 5% in the next 12 months.

South Somerset ups productivity 10% with TotalMobile

"The introduction of TotalMobile has helped our maintenance staff to raise their game significantly"

Rob Barker, Finance Manager, South Somerset Works

- Productivity up 10% – with more to come
- Opportunities for more contracts
- Mileage slashed
- Carbon footprint reduced
- Less paperwork
- More flexibility
- Staff enjoy giving better service

South Somerset Works (SSW) has seen productivity rise, mileage reduce and job satisfaction grow among maintenance staff since it implemented mobile working with Consilium's TotalMobile.

TotalMobile is the most advanced mobile working system available. It gives staff real time access to the back office systems for work scheduling and stock control. It means that jobs can be booked and logged with no paperwork and without operatives having to return to the depot. They can do everything via a handheld PDA.

20,000 miles less per year

Everybody gets more done and drives fewer miles. In fact, productivity rose by 10% almost immediately, and travel was cut by 20,000 miles in the first year.

Crucially, TotalMobile stays operational even if you lose the mobile signal. The staff love it. *"TotalMobile improves people's work/life balance, and they get much more satisfaction because they can do a better job"*, Rob Barker, SSW's Finance Manager, said. *"There's no more of that constant to-ing and fro-ing between home, depot and properties. Everybody can give their full attention to the jobs that need to be completed on site."*

SSW is the contracting arm of South Somerset Homes Ltd., which maintains over 14,500 properties. These include properties owned by external clients, and the efficiency of TotalMobile means SSW can tender for more of these. So, it can grow its business without a large increase in headcount. The switch to TotalMobile came after SSW reviewed its current system of in-house software and in-van radio, and identified weaknesses in job management and compliance. These deficiencies meant everybody had to return to the depot at least once a day. Productivity was affected, and fuel costs were unnecessarily high

Far more economical to run

Consilium worked with SSW to configure an alternative that would be less expensive to run, avoid depot visits and cut down paperwork by updating back-office records electronically on the move.

The TotalMobile solution also saves SSW money by incorporating stock management, and linking front-line operations to the stores depot. Once a job is logged and completed, the materials usage is captured from the electronic form and transmitted to stores. It means replacement supplies can be ready for pick-up when the van returns to base. Better still, this automation of imprest stock procedures also cuts the cost of resources by minimising waste.

The system went live after four months of trials, and it was rolled out across SSW's full 58-strong maintenance team.

The immediate success and savings have led SSW to look at ways of using TotalMobile throughout its operation to increase efficiency enterprise-wide.

This highlights the growing revolution in working practices throughout the UK. Increasingly, the future looks mobile for Housing Associations and Local Authorities.

The people-less office

Their real business efficiencies and productivity gains in the next ten years are likely to be underpinned by mobile technology. It will make whole layers of admin unnecessary. And the freedom, accuracy, agility and, above all, the control that it brings, will be transformational. Control over staff, control over performance, control over service and – best of all – control over costs.

It is letting users bring contract work back in-house, too, and saving them another fortune. But even this is only the start. We used to talk about the paperless office. Soon, we'll be talking about the people-less office.

Let's talk about it today. Call us about TotalMobile for your organisation.

BOILERPLATE:

TotalMobile is the enterprise-wide mobile working system designed specifically to help Local Authorities and Housing Associations to 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. Users report lead times halved, productivity improvements of 15% - 30%, smaller carbon footprints, higher staff morale, improved customer service - and far lower costs. One customer with a mobile workforce of 50 staff has achieved productivity savings of £375,000 a year. Other clients of similar size have saved £30,000 p.a. on stationery and printing alone – and a further £10,000 a year on fuel.

Consilium Technologies was founded in 1985.

TotalMobile is owned and developed by TotalMobile Solutions Ltd., which is a subsidiary company of Consilium Technologies

Consilium Technologies is a TotalMobile prime re-seller throughout the UK