



Totalmobile

Utilise

FIELD OPERATIONS. CONNECTED

Utilise drives productivity and efficiency in Utility and Infrastructure organisations by providing management with the real-time performance insights of their entire field operations, enabling them to manage the profitability of every contract. Utilise provides complete end-to-end contract and job management capabilities.

The image shows three mobile devices (two phones and one tablet) displaying various screens of the Utilise software. The top-left screen shows 'Work Order Details' with fields like Contract, Comm. Activity, Code, Depot, Priority, Work Group, Work Order Type, Client Created Date, LOS Date, Last Outbound Message Sent, and Function. The top-right screen shows a 'Capital Works Management' dashboard with a gauge chart for Utilisation (70%) and a line graph for Effectiveness by Week Ending. The bottom-left screen shows 'Asset Management' with a table of assets including Identifier, Name, Category, and Status. The bottom-right screen shows a job status interface with tabs for STEPS, MAP, DETAILS, PARTS, and HISTORY, showing a Job ID and checkboxes for Measured Hours (50) and % of Task Completed (25%).



Introduction

The Utilities sector faces many challenges, such as an ageing infrastructure and the need to continuously meet regulations, as well as an ageing workforce. Furthermore, customers are continuously expecting higher levels of service and it's now easier for them to have access to a range of available suppliers. Additionally, the sector is undergoing substantial transformation to support the move to a lower carbon economy that will involve new infrastructure, systems and innovative ways of working.

However, despite the rise in Utility and Utility Supply Chain organisations looking to adopt new technology or those who have already done so and are using basic data capture solutions, contract performance and service delivery are still hampered by inefficient capabilities and processes, some of which include:

- **Intense Competition** - Margins are under extreme pressure due to intense competition.
- **Maintaining profitability** - Main cost is labour, maintaining high productivity levels is key.
- **Poor Management KPI Data** - Management need daily field reports showing operational, commercial, quality and health & safety performance levels.
- **Reports for multiple clients** - Contract Managers agree targets with clients and then need to report on actual performance against these targets. There are multiple clients, each with different reporting requirements.
- **Excess of paper forms** - Companies are plagued by mountains of paper forms and this leads to slow decision making and increased administration costs.
- **Low Health & Safety Compliance** - A poor safety record will make it impossible to win new business. Enforcing health and safety compliance is a key objective.
- **Cash flow issues** - An ongoing challenge is reducing the time taken from work done to issuing invoices, also referred to as Book-to-Bill and WIP reduction.
- **Regulations** - Utility organisations are subject to fines for SLA breaches.

These workforce challenges, along with a desire to take advantage of digital innovations to improve efficiencies, leads to an opportunity to implement new technologies that provide management with complete end to end visibility of contracts, projects and fieldworkers.

This should not require a sudden overhaul of infrastructure that causes unnecessary disruption. Instead organisations should focus on providing the digital tools such as Utilise from Totalmobile that will enable their workforce to improve productivity and compliance, monitor assets and gain valuable data.

An Introduction to Utilise

Utilise from Totalmobile is a powerful Field Operations Management (FOM) solution that connects field workers and remote assets, leveraging field data to immediately gain actionable insights and increase productivity, profitability and health & safety compliance.

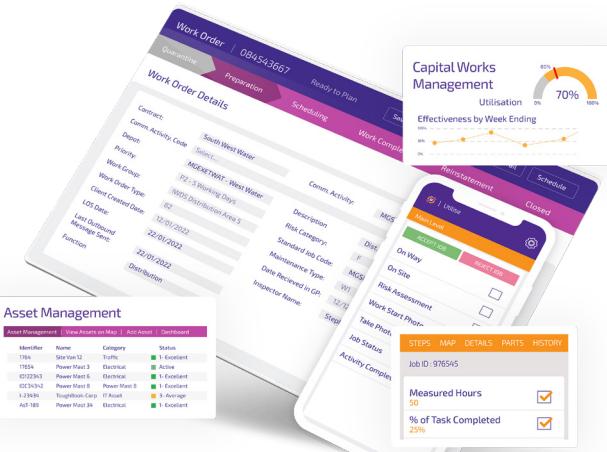
The solution is used by Utilities, the Utility Supply Chain, Infrastructure Engineers and Civil Engineering Specialists operating in a wide range of markets including: Water, Waste Water, Power, Gas, Telecommunications, Roads and Rail to increase the profitability of their client projects and increase the health & safety compliance of their field based workforce while meeting SLA's and regulatory compliance.

Unlike traditional paper based reporting, Utilise provides management with real-time visibility of their field operations through executive dashboards and KPI reports, enabling them to take immediate action on at-risk projects.

There are three parts to the Utilise Solution which include:

- **Mobile application:** for use on smartphones and tablets, replacing all paper processes including: time sheets, job sheets, work orders, safety inspections, repair and maintenance, capital works management, quotations, variation requests and asset management.
- **Web portal:** for creating mobile workflow forms and deploying them to the mobile devices, for viewing the location of field workers and the status of current projects as well as integrating existing back office and ERP systems.
- **Analytics portal:** for viewing performance and compliance KPI reports and analysing trends.

The Utilise Solution is at the forefront of innovative and effective solutions created for the Utilities sector. Totalmobile's team of experts bring a unique combination of industry experience and sophisticated workforce management systems to ensure your field operations are delivered effectively whilst ensuring compliance. Whether it is the use of mobile devices to replace paperwork and capture information while out in the field, dynamic scheduling, lone worker protection or supporting specific industry processes such as water leakage, sampling, faults, meter operations, customer appointments, repairs and maintenance, our Utilise solution ensures services are delivered smarter and safer while maintaining standards and improving the overall customer experience.



Empowering the Workforce to Increase Productivity, Efficiency and Compliance:

Utilise seamlessly integrates with new or existing back-office systems allowing you to easily manage all work activity across your workforce. The solution can help refocus how your operational teams consider their impact on customers, how they efficiently respond to business priorities within the available capacity, as well as optimising plans and schedules to continuously update as priorities change and work is completed.

● **Ensuring compliance standards are met**

Within the utilities sector, organisations and their workforce manage a large quantity of compliance and regulations in order to evidence the job they do has been completed to required safety standards. Our smart forms will enable your staff to complete their tasks efficiently and effectively, with intuitive details such as pre-populated fields, electronic signatures, photo evidence and industry specific best practice offerings. Utilising mobile technology enables instant access to real time information. This provides field staff with all the information they need, when they need it, increasing first time repairs, reducing time delays and meeting SLA's. Having this information captured and available ensures work is evidenced and is easily accessible for auditing purposes.

● **Improve cost efficiencies**

With access to real time data and monitoring of assets, organisations gain access to actionable insights that enable them to make business decisions based on usage and the amount of capacity it requires to maintain. Organisations can plan future investments, reduce costs of expensive repairs and increase the capacity of their workforce as their time is spent more effectively. Reducing paperwork, travel time and fuel expenses combined with a reduction in costs from meeting SLA's ensure improved cost efficiencies.

● **Increase in workforce capacity and productivity**

By enabling your workforce with technology that improves processes you can maximise staff efficiencies. By providing field staff with full visibility of their day, they can better prepare, and gather all relevant documentation and equipment. With access to information on their devices such as site and asset information, they are able to overcome difficulties that would have previously caused delays. Forms can be completed digitally, cutting out manual, paper-based processes and helping to improve productivity.

● **Customer Experience**

By monitoring assets and delivering services efficiently, organisations can become more proactive to prevent failures, while also keeping customers informed in the event of interruptions. Mobile workers are able to keep the customer updated at all stages of the visit through communications such as 'worker on the way,' status updates. With a more efficient field workforce, service delivery is completed more effectively, consistently and on a first-time basis, increasing your quality of service, and your service users' satisfaction.

An Overview of Utilise

Utilise Field Operations Management solution is designed for the full life cycle management of contracts, from the receipt of the Work Order through to the submission of the payment claims. Utilise ensures utilities organisations are provided with real time insights and complete end to end visibility of their field workforce, the location and status of work, predictions on potential issues with assets and continuous monitoring of how SLA's and KPI's are performing.

This is made possible via our core capabilities including:

Work Order Management

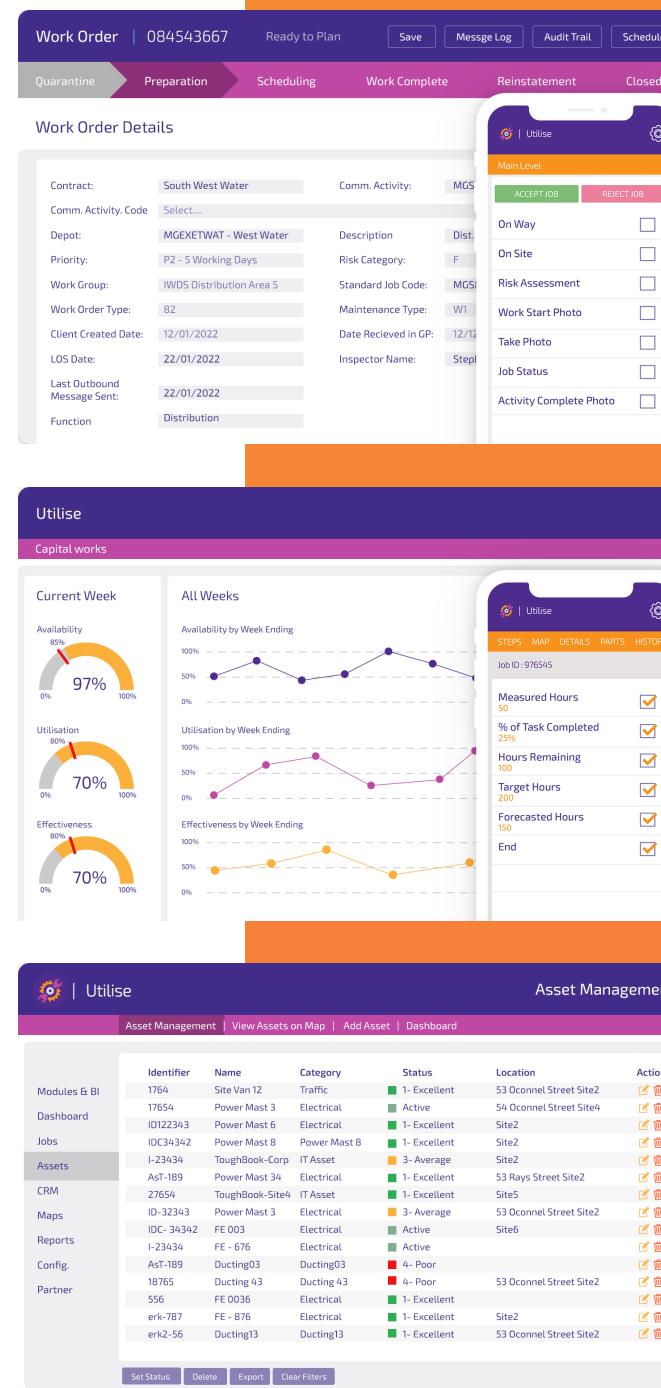
This capability manages the scheduling and dispatch of the Activities (jobs) associated with the Work Orders to the field teams. The solution also manages the costs and revenue associated with each Work Order. Field teams use our mobile app to capture details about the completed Activities such as; labour hours, material usage, plant usage, sub-contractor details and more. These usage quantities are multiplied by a Schedule of Cost Codes to calculate how much the Work Order has cost to complete.

Capital Works Management

The capital works capability is used to hold the Schedule of Activities for each capital project. Each Activity describes the work that needs to be completed, including the budgeted cost, estimated cost and the final actual cost incurred. The solution consists of an Activity Planner tool that is used to plan the individual Activities and assign them to one or more field teams for completion over multiple days. The solution includes executive dashboards showing key Operational, Commercial, Quality and Health & Safety metrics.

Asset Management

Extending the operational lifetime of infrastructure assets is an important activity in the drive to net carbon zero. Our Asset Management capability supports the work of refurbishing and re-using assets versus replacing assets. Our solution is used to programme the optimum maintenance cycle on a per asset basis. The solution manages the task of assigning asset inspections and repairs to field technicians. Task allocation is done in a way that minimises travel time (route optimisation) and minimises resources (schedule optimisation).



Job Management

Our job management solution is used to optimise the scheduling and dispatching of jobs to field teams. Our solution is used for managing works such as: smart meter installation, fibre build management, Electric Vehicle charge-point installation and more. Our solution uses our dynamic scheduler tool called Optimise. Jobs are automatically allocated to field teams based on constraints such as skill, availability, geographical area and so on. Optimise dynamically reschedules jobs during the day based on real-world issues such as traffic delays, absence, work delays and so on.

Safety, Health, Environment and Quality (SHEQ) Management

Health and Safety officers use our back office system to review live reports coming from the field, showing photos and videos of site safety measures and confirmation of compliance. In addition Health and Safety officers use our mobile app to carry out safety inspections, record any non-conformities and assign follow up actions to the required person – both directly employed and sub-contracted. Our solution is used to carry out Environmental surveys and Quality Audits and offer extensive dashboard reports showing how SHEQ key performance indicators are trending over time.

Enterprise Mobility

At the core of our offering is a flexible tool, used to convert any paper form into a digital mobile form. Our customers can use our tools to create their own forms, which can be used for any inspection, survey or audit. Depending on the sub-sector, our mobile forms are used for: data collection for M and GIS systems, Fibre Quality Audits, mobile cell tower surveys, As-Built surveys and snag reports, water and energy metering, vegetation management and pole surveys.

Utilise can be used to survey remote assets.

An Established, Trusted Solution

Totalmobile takes great pride in providing a solution that enables organisations to streamline mobile working processes and enhance the efficiency and quality of service delivery.

That's why we are trusted by some of the largest employers in the UK:



What's Next?

Totalmobile would like to speak to you about how our Utilise solution can increase the productivity, efficiency and compliance across your organisation.

To learn more about Utilise, please visit <https://www.totalmobile.co.uk/software/utilise-field-operations-connected/> or contact us via the details on the back of this document.



Totalmobile

Totalmobile is market leader in field service and mobile workforce management technology, helping organisations deliver more service, of the highest quality and at reduced cost.

Our SaaS based software provides a range of innovative products that deliver a step change in field service performance, mobile worker empowerment and management control.

This unlocks transformative cost savings, capacity gains, productivity improvements and empowers mobile workers to focus on consistently delivering the best service.