



Totalmobile



GRS

## The UK's Leading Ambulance Resource Management Solution

DESIGNED SPECIFICALLY FOR AMBULANCE SERVICES

A dedicated and comprehensive Resource Management solution for Ambulance Services, that is not only designed to deal with unique and complex rostering challenges but, also has the ability to support the understanding that ambulances require to be staffed by a dual crew.



# Introduction



## AMBULANCE SERVICES

The Ambulance Services in the UK have already made vast gains in meeting the targets around ambulance quality standards. The key to optimising cost, effectiveness and duty of care of your most valuable resources (people), is aligning your rosters to fluctuating demand and employee availability.



## A Demanding Environment

Increases in demand, workforce shortages and a lack of funding are systemic challenges currently facing the Ambulance Service, but that's not all. Ambulance Service operations, including Support Staff, are facing many other challenges, including:

- > No clear, current and accurate picture of available resources (with current skills) that could be deployed in an emergency situation
- > Incorrect monthly payroll due to difficulty capturing actual time worked and claims for specific allowances
- > Difficulty offering flexible working arrangements
- > The planning/rostering team responding to numerous annual leave or shift swap requests
- > Staff not able to 'Self-Serve' via a mobile App or Web Portal
- > Double-keying information between the Resource Management System and other systems (HR, Payroll, Command & Control)
- > Regularly under resourcing (and occasionally over resourcing)

By deploying the correct technology, your Ambulance Service can deal with complex scheduling needs whilst also helping to maximise the value of the available workforce.

# Key Capabilities



The Key Capabilities of the GRS Resource Management Solution include:



**1** Shift Planning, including management of all types of absences/absences (sickness, training etc).

**2** Adapts to various types of complex shift patterns i.e. rotating, agile and flexible working.

**3** Effortlessly identifies vacant shifts whilst providing an ability for staff to volunteer to cover them. (This process can be automated if required).

**4** Easy to move an individual or team resources to a different part of the organisation structure for ad hoc shift coverage, set periods, or permanent transfer.

**5** Accommodates the rostering of staff with multiple work contracts and/or multiple working locations.

**6** Supports monitoring of the Working Time Regulations and other localised rules.

**7** Effective resourcing of ad-hoc significant incidents as well as planned Special Events (Sporting Fixtures, Public Demonstrations).

**8** Ability to rapidly identify and deploy appropriate resources in the event of a major incident, and send messages/notifications to resources.

**9** A Mobile App and Self-Service Web Portal enabling Operational and Support Staff to access GRS on the go with access to the following functionality.

- View past, current and future rosters
- Request Time Off (Annual Leave, TOIL, Flexi, Leave etc.)
- Record & Management of Sickness Absence
- Application and authorisation of Shift Swaps (Can be automated subject to local rules)
- View Time Balances (Annual Leave, TOIL, Flexi balance, Unsocial Hours, Overtime, Hours worked)
- Respond to overtime opportunities, (Can be automated subject to local rules) and shift vacancies

**10** A comprehensive electronic Time & Attendance/Timesheet module featuring 'Clock On/Clock Off' functionality, recording of actual and additional hours worked as well as absence hours and includes a robust claim and authorisation process. The GRS Time Sheets can also support expenses claims for items such as missed meal breaks, short notice shift changes, and mileage allowances.

**11** Comprehensive suite of reports.

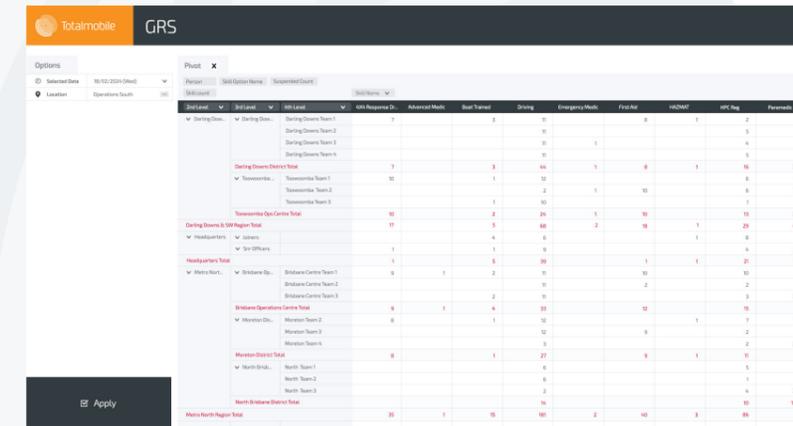
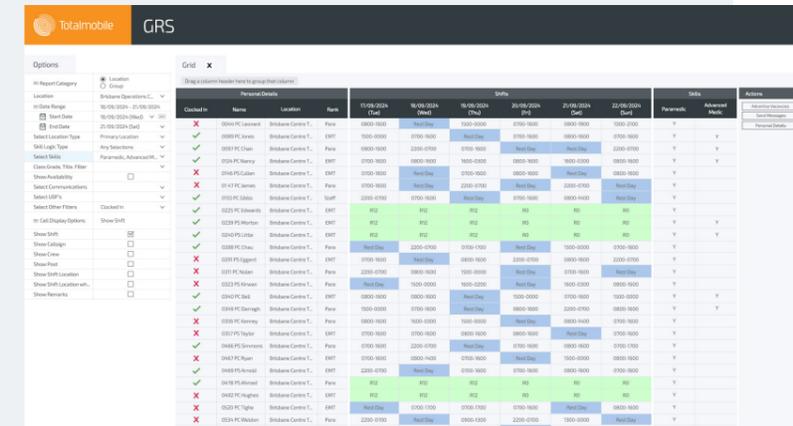
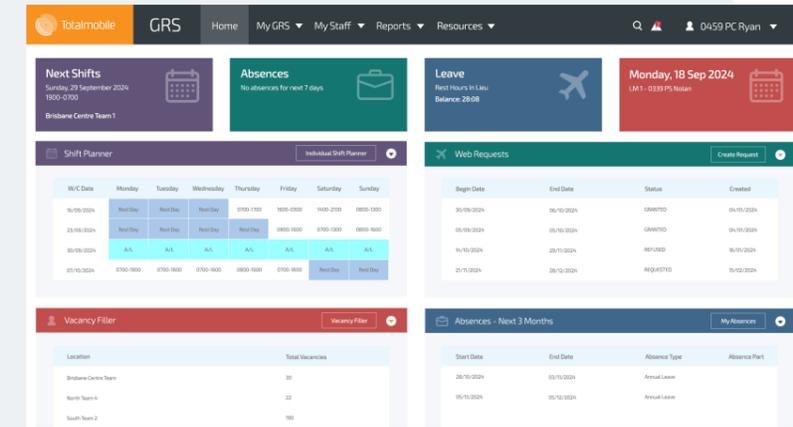
**12** Ability to automate annual leave and shift swap request approvals.

**13** Fleet Resource alignment, ensuring vehicles are available for staff.

**14** Supports central or devolved resourcing, or a mixture of both.

**15** Proven ability to interface data with other core 3rd party operational systems, typically HR, Payroll and Command & Control.

**16** Optional, separately priced solution to manage Private Ambulance providers, Bank and Agency Staff.



# Benefits

## Maximize Efficiency & Effectiveness By:

- + Ability to Adapt swiftly to frequent changes is essential in managing the dynamic nature of a 24/7/365 Emergency Service.
- + Provision of both real-time and forecast views of resource levels, dynamically adjusting as staff become absent from, or return to duty.
- + Reduced overtime costs and superior management information by maintaining full control over your claim and approval process.
- + Compliance with your policies and standards by ensuring the right staff and skills are available and assigned to the appropriate shifts.
- + Rapid assessment of staff availability - by skill type, location, function, and hour of day.
- + Save time by automating simple, high volume administrative tasks, such as Annual Leave and Shift Swap requests.
- + Use the powerful Sickness module to effectively manage sickness absences.
- + Avoid double-keying data by sharing key information between operational systems with GRS's proven interface capabilities.

## Improve Staff Satisfaction By:

- + Empower all staff to 'self-serve' by using the GRS mobile app and Self-Service web portal.
- + Ensure accurate payroll by using electronic timesheets that precisely capture actual time worked.

# Shift Pattern Design

Alongside our key capabilities is our comprehensive shift pattern design service to support effective planning, management, and monitoring of shift work.

With support from our shift planning experts together with unique software tools, we will help you design and implement new shift working patterns that deliver increased flexibility and meet demand, whilst protecting employee well-being.

We recognise that changing shift patterns can be a challenging and emotive subject, but with the help of our engagement and communication experts, we will ensure your workforce and unions are fully involved with your new shift planning processes.

## Key Functionality:

Import demand, define intervals and view demand vs. cover in a pattern



Create, manipulate and compare patterns to create a library of options (standby, special, relief etc.)



Forecast annual hours provided and configure automated alerts to assure compliance with minimum rest between shifts, maximum rolling weekly hours and other key measures



# A Market Leading Solution

Totalmobile's Resource Management solution is used by all 13 UK NHS Ambulance Services across the UK...



In addition to this Totalmobile's solutions are trusted by wider UK Emergency Service providers:





## Contact Us

Totalmobile is a Field Service Management (FSM) provider passionate about making work and the lives of mobile workers better.

An established market leader with 375 staff across the UK & Ireland, Totalmobile supports over 1,000 organisations and 500,000 workers to transform the delivery of field services everyday, ensuring an exceptional experience and return on investment.

See How The Totalmobile Platform Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service

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**TO BEGIN THE EXPERIENCE**

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