



EBOOK

Mobile Working

A better way for housing organisations to manage a field-based workforce



Welcome to our ebook

This guide for housing organisations focuses on how mobile solutions can have a significant and positive impact on productivity, cost reduction and resource utilisation.

If you already have a mobile working solution in place, then this guide will either offer validation that you're using it right or offer solutions for how to gain the full benefits of this technology.

If you are still mostly using paper-based processes to manage your field-based teams, this guide will show you the value you can create for your organisation, your workforce and your tenants by migrating to mobile working.



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Mobile working

Migrating to mobile working delivers added value for your organisation, your workforce and your tenants. Here's why.



Paper systems or mobile app?

You may have always managed your teams using static, off-line and / or paper-based processes, but that doesn't mean it's the most efficient. Here's the comparison.

Instead of everyone carrying paperwork, re-keying data, all that driving and all those phone calls, your mobile workers could use mobile devices. They would then always have information to hand, and managers could benefit from automatically updated systems and real-time visibility.



A Briefcase Of Paperwork



One Mobile Device



Driving Back To Base



Information Now
On Hand



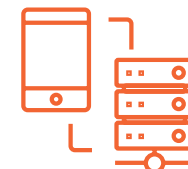
Office Chases For An Update



Real-Time Visibility



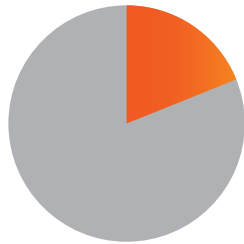
Re-Keying Paperwork



Auto Update Office
Systems



The impact of mobile working



20% Increase in productivity
North Lanarkshire Council

Since implementing mobile working technology, the average best-day performance (across all the inspectors) rose from 15 to 20 visits; the council also made annual savings of £400,000 on outgoing calls and £250,000 on postage.



£5000 saved per worker
Salix homes

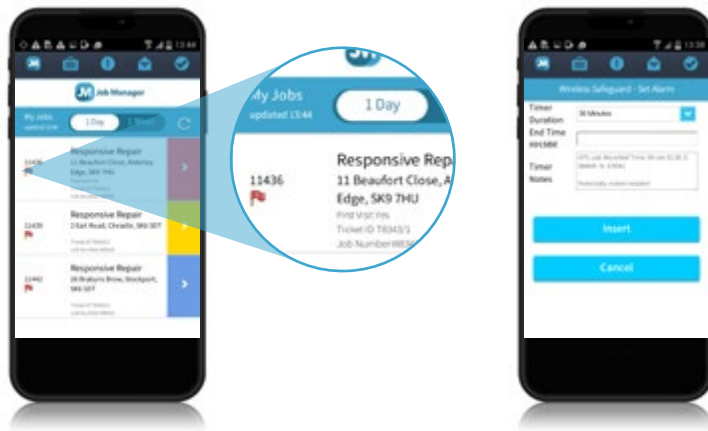
£500,000

Actual cost reduction per annum
South Gloucestershire Council



1 Removing paper

The first significant value that mobile working offers is the removal of paper — job sheets, order sheets, work sheets and time sheets that slow down your field-based workers.



Information at hand

With access to work history from a mobile device, every operative understands the full history of the task in hand. They can then diagnose the issue more quickly and fix it far more effectively, without the need to return to base or call for help.

Electronic data capture

By using electronic forms on the mobile device, both the quality and completeness of information collected in the field is dramatically improved. Complement this with the ability to take a photo, collect a signature or scan a bar code, and life is made far easier for field workers.

Zero admin

Data collected on the mobile is validated and automatically posted into the relevant dynamic scheduling, housing management, repairs, customer relationship management (CRM) or document management system. There is no longer any need for admin resource struggling to transcribe operative-completed forms — a significant saving in people hours.



2 Real-time visibility

With paper-based systems, managers and planners can see where each operative has been, but only at the end of each day. With mobile working, they can see where each worker is right now.



Work progress updates

Because operatives have the ability to update job status in real-time from their mobile device, managers have constant control over their operation; they can ensure that all works are on track and when issues arise, they can deal with them immediately in order to minimise the impact on productivity and the tenant.

Location tracking

Location services on mobile devices enable managers and planners to see where every operative is right now, and where they have been. This information can be used for audit trails, as well as lone worker and operational actions.

Real-time scheduling

With each operative connected, the scope for rescheduling the emerging day is vastly expanded. With full, real-time visibility over worker locations and job progress, planners can adjust work schedules and send them directly to operatives with the click of a button — no need for calling around and juggling paperwork.



3 Empowering operatives

Mobile working is not just about enabling operatives to work more productively, it's about making the processes of your entire organisation more efficient.



Orders and appointments

By providing mobile workforce management apps on mobile devices, field-based workers are able to order specific parts to complete work and to schedule additional appointments while they are with the tenant — reducing admin overhead and streamlining processes.

Lone workers

When operatives are working alone or out-of-hours, the mobile device can act as their lone worker support with an emergency capability to indicate if assistance is required and to raise the alarm.

Cross-discipline application

Operatives can also directly log tenant requests on their mobile device, such as reporting anti-social behaviour or the need to see a housing officer — all of which can streamline processes, take work out of the back office and deliver a better customer service.



About Advanced

We are the third largest British software and services company in the UK. We help organisations create the right digital foundations that drive productivity, insight and innovation – all while remaining safe, secure and compliant.

We enable our customers to achieve increased efficiencies, greater savings and to identify growth opportunities through focused, right-first-time software solutions that evolve with the changing needs of their business and the markets they operate in.

Our solutions for both commercial and public sector organisations simplify business challenges and deliver immediate value, positively impacting millions of people's lives.

We have a strong track record in helping our customers move to the Cloud. We manage private, public and hybrid Cloud environments, as well as deliver sector-specific Cloud-

based solutions and services. We are certified partners with Amazon Web Services (AWS) and Microsoft, and have achieved the highest levels of accreditations.

Our Cloud solutions are used by organisations of all shapes and sizes, including Highways England, PRS for Music and Aspire Furniture.

Field service management


Our software solutions for field service management help our customers streamline their service to increase job capacity, reduce overheads and improve satisfaction levels for their customers. More than 40,000 field workers across the UK rely on our software to successfully undertake their work every day. Our applications can be fully integrated with existing infrastructure, or rolled out as independent solutions.



We would love to hear from you

If you'd like to find out more about the ways our solutions can help your business (both now and in the future), be sure to get in touch today.

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