



Totalmobile



OPTIMISE

# Dynamic Workforce Scheduling

Enabling organisations to better meet service demands with the resources available.

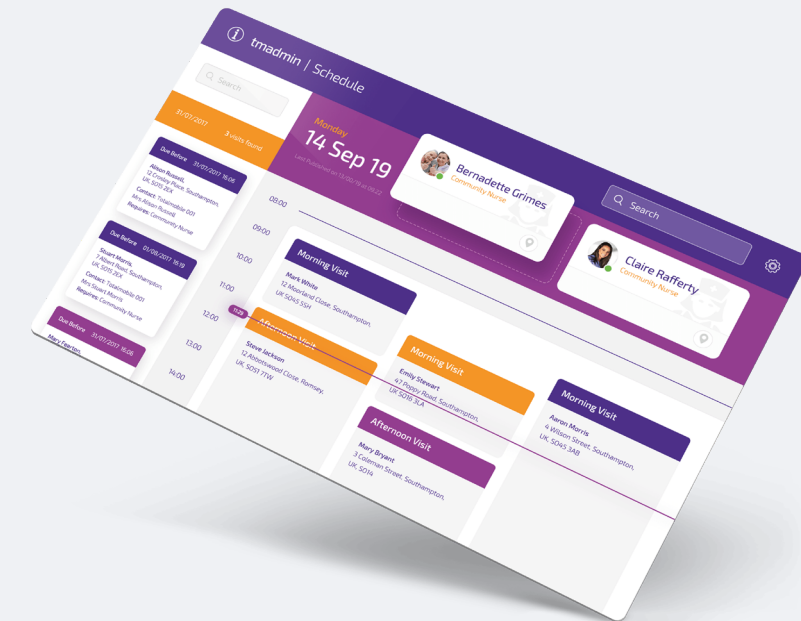


# Introducing Optimise



## DYNAMIC WORKFORCE SCHEDULING

Optimise is a dynamic workforce scheduling solution that unlocks the potential of your mobile workforce. With Optimise, you better meet service demands with the resources available. With Optimise, you can efficiently allocate staff to achieve complex scheduling goals while maintaining rapid response flexibility.



### Optimise Efficiency, Delight Customers

Optimise enables you to meet all service demands with the resources available, ensuring your workforce can complete more tasks in a single day - with reduced travel times and costs. Beyond just scheduling software, Optimise is a complete solution for more intelligent working. You can schedule field-based work to maximise staff capacity, meet SLAs, and maintain service continuity as the working day evolves. Responding to change is effortless, as Optimise quickly re-evaluates outstanding work and creates an updated workforce schedule that ensures continuity even in the most challenging environments.

### Complete Control, Unparalleled Visibility

Optimise provides unparalleled visibility, with intuitive dashboards that allow your planners to easily view the status of work and the location of staff. Use Optimise to automatically create and publish schedules for your entire workforce based on pre-set criteria. Alternatively, manually create and issue standalone programs using the powerful dashboard and information management capabilities. The Intelligent Assistant can be used to recommend a schedule which your teams can sense-check before pushing it out.



### Maximise Time Spent Delivering Services

With efficient scheduling across your workforce, your teams have more time to deliver exceptional service.



### Ensure All Standards Are Met

Drive compliance and meet all required SLAs and KPIs by scheduling the right people for the right jobs at the right time.



### Reduce CO2 Emissions

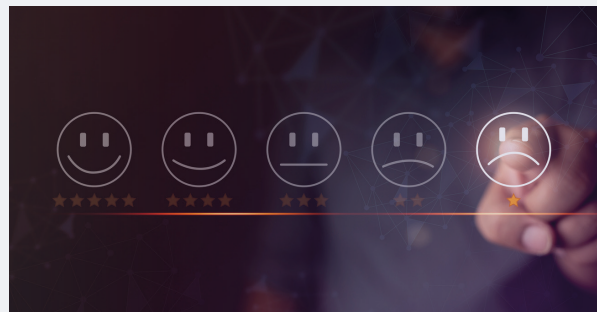
Reduce your carbon footprint and provide a more environmentally friendly service. Efficient schedules allow staff to spend less time travelling and more time delivering service.



# Overcoming Workforce Scheduling Challenges

Effective scheduling of field service personnel remains an ongoing challenge, with many factors to consider. Balancing travel times, maintaining service continuity, reducing carbon emissions, and maximising workforce skills are all important considerations.

Even the most experienced planners face the challenge of unpredictable disruption to initial schedules, such as staff shortages or traffic congestion. Poor scheduling can lead to significant issues in service delivery:



Delayed or missed appointments can impact customer satisfaction levels and have knock-on effects on future schedules and service quality.



Inappropriate skill matching can result in the wrong personnel being assigned to a job, resulting in underutilisation of workforce skills and repeat visits.



Time spent travelling between jobs reduces productivity and leaves fewer opportunities to satisfy customers.

Dynamic workforce scheduling can help you create skill-based, conflict-free schedules that balance the workload among your workforce- enhancing their capacity to deliver exceptional service while reducing operational costs, complexity and emissions.



High employee turnover can occur due to burnout or overwhelming workloads, which can impact a business's performance.

# Benefits of Optimise

Efficient workforce scheduling can transform the way your organisation operates while improving the quality of services delivered to your customers:



## Workforce Capacity

By optimising your workforce scheduling, your team can spend significantly more time delivering services and less time on unnecessary or inefficient travel. Ensuring the appropriate assignment of skills against specific jobs also means you can maximise the resources available to you.



## Operational Costs

Maximising your workforce capacity means a reduced need for additional resources such as agency staff or third-party contractors. At the same time, better assignment of available resources drives down the average cost per job. By improving travel efficiency, cumulative gains across the entire service operation result in significant annual revenue gains.



## Service Quality

Efficient scheduling helps reduce missed visits, providing your customers with a higher quality of service. Meanwhile, skill-matching all jobs increases the first-time-right ratio across hundreds or thousands of service commitments each week, boosting customer satisfaction.



## Reduced Environmental Footprint

By optimising your scheduling, you can reduce the carbon footprint of your service delivery. This is achieved by reducing travel time and maximising the use of resources, resulting in lower fuel consumption and fewer emissions. As a result, you can help protect the environment and meet sustainability targets.



## Compliance with Regulations

Optimise helps your organisation stay compliant with regulations, ensuring that your service delivery processes adhere to industry standards and legal requirements. This includes the proper assignment of skilled resources to jobs, reducing the risk of safety incidents and ensuring that your business operates within regulatory frameworks.



## Safe and Sustainable Service Delivery

By prioritising service compliance & environmental considerations, you can create a safer and more sustainable service delivery operation.

This not only benefits the environment and your customers but also promotes responsible and trustworthy services.

# Key Feature Overview



Optimise offers a cutting-edge, dynamic workforce scheduling solution. The innovative features below ensure your organisation always operates on an efficient and compliant schedule:



## Define Scheduling Objectives

With Optimise, you can configure schedule workflows and objectives that align with your business goals. This feature allows your planners to outline clear goals and ideal schedule rules, reducing the effort and time needed to create a schedule. These scheduling "worlds" factor multiple scheduling variables, such as maximising jobs per day, reducing travel time, satisfying demand with the fewest resources, or ensuring service continuity.

## Create Efficient Schedules

Optimise enables perceptive planning and constant optimisation to deliver the most suitable schedule. You have the flexibility to create your schedule, whether you prefer to plan days in advance or one job at a time. The scheduling engine creates the most efficient schedule based on real-time resource availability, allowing seamless automation and decisive actions. You can plan and reschedule tasks based on your rules and make bulk updates across the workforce schedule, making scheduling a breeze.

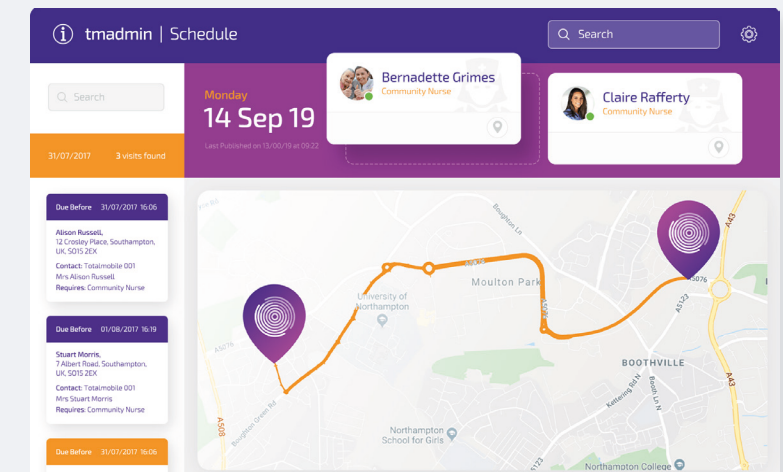
## Access Scheduling Dashboards

Optimise features intuitive dashboards that allow stakeholders to view the work assigned across the service delivery chain. As the day progresses, the dashboard presents a clear colour code alerting your teams to the status of each work item, including jobs that have been completed or are in progress.

Importantly, it also enables users to view jobs that are either overrunning or at risk of running late, allowing proactive scheduling decisions to be made.

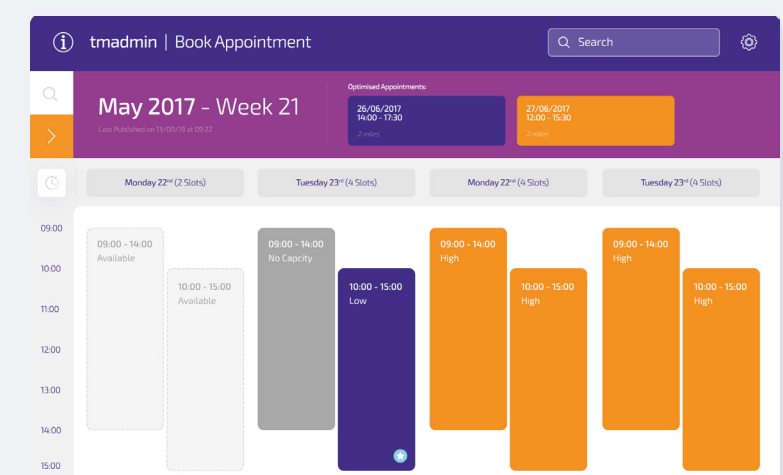
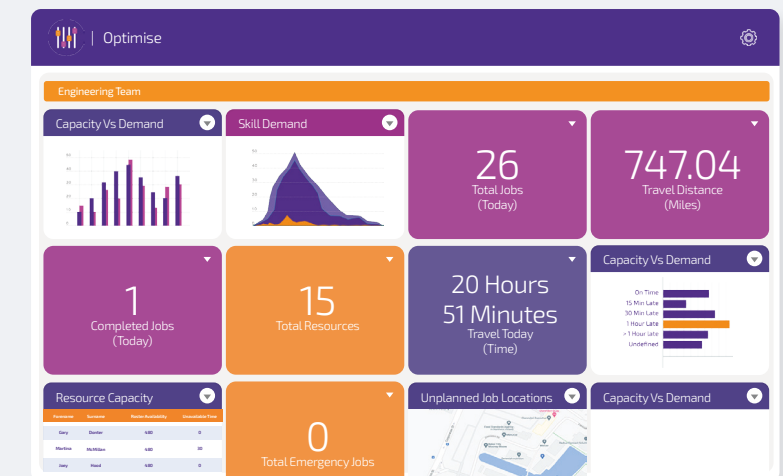
## View Maps and Travel Routes

Optimise's live maps allow you to visualise routes and locate resources quickly based on their most recent status update. If changes to the schedule or assistance on a job is required, nearby teams can dynamically reschedule based on skill and location. This feature takes the guesswork out of scheduling activities, as your planners can see what and where your commitments are.



## Dynamically Respond To Changes

Optimise helps you manage unexpected changes to your schedule, such as traffic delays, staff members going home sick, or jobs overrunning. Its dynamic scheduling engine recalculates the schedule based on updated circumstances, protecting your service continuity and preventing missed visits and SLA breaches.



DEMO OPTIMISE TODAY



Follow the QR code to see our Optimise Demo





### CITY OF YORK COUNCIL

City of York Council is a unitary Local Authority that employs 3000 FTEs and serves 200,000 residents, 20,000 students and 8,000 council tenants. The City of York implemented Optimise to efficiently allocate staff to achieve complex maintenance and repairs activities goals.

Completing jobs  
**35%** quicker  
than before

An average  
saving of **£28**  
per heating job



### FIFE COUNCIL

Fife Council is currently the 3rd largest Local Authority within Scotland, employing 18,000 staff and delivering the full range of Local Government services to a population of approximately 366,000.

With reducing budgets, the council was tasked with saving £100m by 2017. All the while, staff numbers were reducing and customer demands were increasing. This meant that the only way for the council to hit its targets would be to change the way services were delivered and the working processes of staff. It was decided that providing staff with the right technology was key to changing how the council operated.

Productivity  
increase of at  
least **15%** across  
workforce

Maximised  
**operational**  
efficiencies,  
reducing vehicle  
travel time, &  
**CO2 emissions**

Significant  
**increase** in the  
number of visits  
per day

On track to save  
over **£20million**  
annually within  
first 5 years of  
deployment



# The Field Service Management Platform

Optimise is part of the Totalmobile Platform, a fully integrated field service management platform enabling providers to transform each stage of service delivery.

The Totalmobile platform is built on a series of core technical principles to ensure users receive an exceptional user experience that is underpinned by integration, stability and a dedication to innovation. The platform integrates with all existing enterprise IT systems, enhancing the quality, accuracy and value of data.

Vitality our platform-based approach to field service management empowers our customers to drive benefits across core strategic priorities such as:

COST BASE



STAFF  
ENGAGEMENT



WORKFORCE  
CAPACITY



SERVICE  
COMPLIANCE



CUSTOMER  
SATISFACTION



ESG



**Demand**  
Job Management  
Solution



**People**  
Workforce Rostering  
Solution



**Delivery of Work**  
Mobile Workforce  
Management Solution



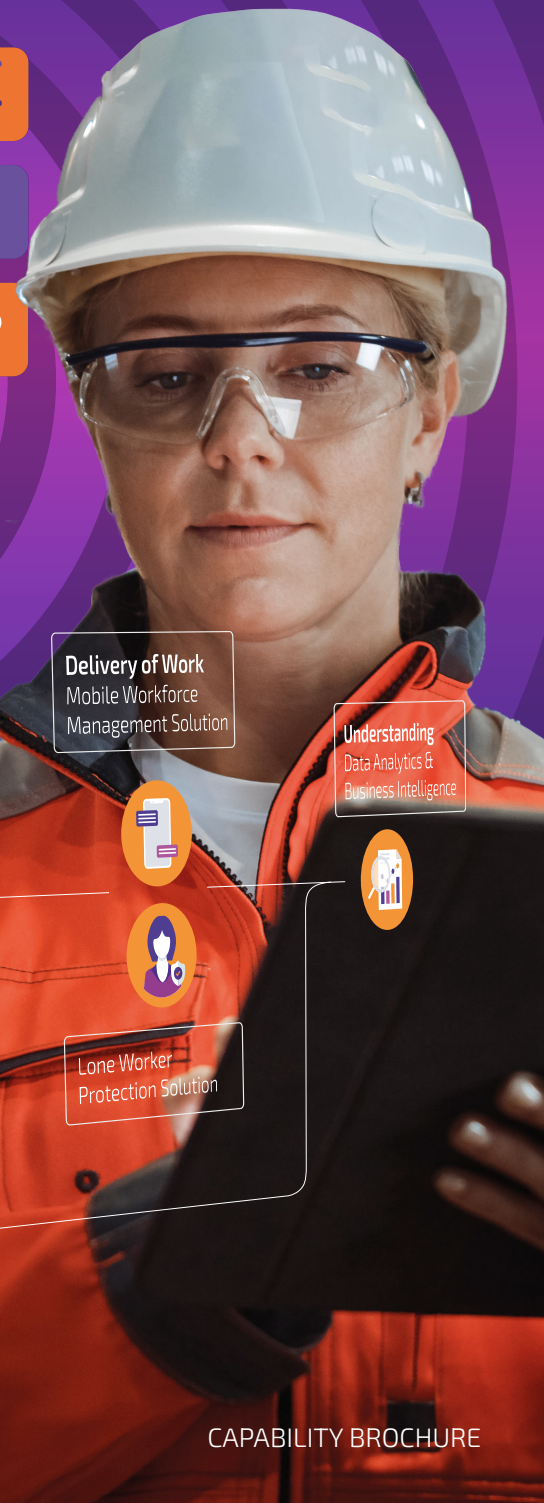
**Understanding**  
Data Analytics &  
Business Intelligence



**Planning of Work**  
Dynamic Workforce  
Scheduling Solution



**Lone Worker**  
Protection Solution







## Contact Us

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

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

**FOLLOW THE QR CODE TO**



**DEMO ALL OF OUR PRODUCTS  
WITHIN OUR PLATFORM**

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