



Case Study

Swindon Commercial Services lift productivity 35% and save £30,000 a year on paper with TotalMobile.

Swindon Commercial Services gained immediate business efficiencies with savings of over £50,000 when they started working with Consilium in 2006. Now their business is thriving.



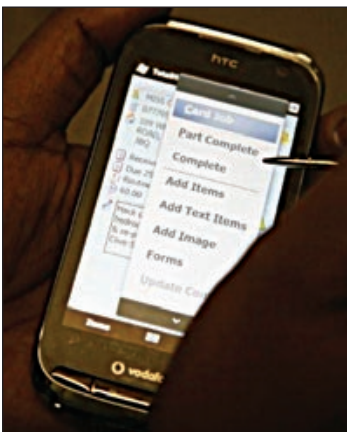
“We were aiming for a 15% improvement in productivity but we are actually hitting 35%”

Ian Potton, IT Manager,
Swindon Commercial Services



- **Productivity up 35%**
- **Back-office efficiency up 10%**
- **Print and paper cut by £30k p.a.**
- **Fuel costs down**
- **Carbon footprint reduced**
- **‘Outstanding business relationship’**

Swindon Commercial Services gained immediate business efficiencies with savings of over £50,000 when they started working with Consilium in 2006. Now their business is centred on Consilium’s full suite of solutions, deployed in a cloud computing environment. Most recently, they have transformed performance and service by adding TotalMobile for field staff. This has raised productivity by 35%, and they are saving another £30,000 a year on paper and print.



SCS deliver all the traditional council services for Swindon Borough Council - street cleaning, waste and recycling, highways, and housing maintenance. Until January 2010 they were a cost centre. Today, they are a successful commercial business turning over £58m and bringing the Council a financial return. The Housing Maintenance Division alone manages over 11,000 properties - and wins profitable external contracts.

Cloud computing beats floods

The business is centred on cloud computing, using Consilium’s full suite of solutions hosted off site. The disaster recovery benefit of this was proved almost immediately when SCS was able to continue business despite a flood at their offices soon after implementation.

The TotalRepairs solution is especially valuable. It is the hub of everything the SCS housing maintenance department does with contractors and clients. It also integrates perfectly with their Opti-Time route planning and scheduling system. And SCS have now added Consilium’s Subcontractor Portal to manage all areas of their work with subcontractors.

On track with the Subcontractor portal

The portal lets them keep track of every job on a daily basis with minimum paperwork. There’s full, two-way communication medium with subcontractors, who can attach notes, documents and photographic images to enhance their feedback. It’s the latest example of the way Consilium and SCS are working together to increase efficiency, reduce errors, minimise delay, control cost and improve customer service.

“We work well with Consilium because they understand our culture, our business and our goals,” Neil Saunders, Head of Maintenance at SCS, said. “Our relationship is mature, professional, businesslike and, most important of all, forward looking. There’s no complacency. We have a strategic partnership that is constantly seeking better ways to increase customer service and business efficiency through technology.”

The most powerful example of this forward thinking is the move to TotalMobile. As well as increasing productivity in the field by over a third, TotalMobile has also brought administrative improvements. Back office efficiency is up by 10%, and paper and print costs are down by £30,000.



This is because outside staff can now manage their admin electronically, in the field. They carry a smart phone to update the back office in real time. They can update job records, gas appliance servicing records - and produce documentation on site. TotalMobile is also available on Tablet PC's. A wide range of ruggedized and non-ruggedized hardware is available to choose from.

Most importantly, SCS can schedule jobs dynamically. As each worker completes a job, the system automatically allocates the next most relevant task. Workers don't have to go back to the depot. Also, there are no hold-ups in bad reception areas. TotalMobile works on any available network and stays operational even if you lose the signal.

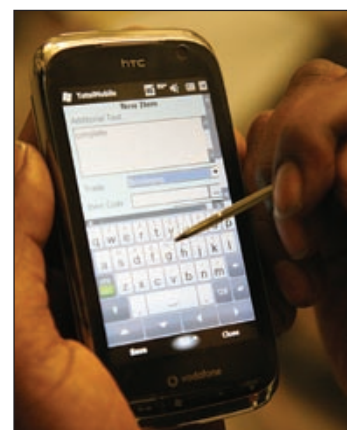
Modernise the workforce

SCS implemented TotalMobile partly because Swindon's population grew at twice the national average rate between 1998 and 2008. They had to modernise their workforce and working practices dramatically to cope with such rapid change.

The answer was to give employees mobile technology alongside an integrated job management system and advanced call handling. SCS chose TotalMobile because it is the most advanced and flexible mobile solution. As well as working with all mobile networks it works with all back-office systems. It is also the easiest and fastest to implement. SCS went live with TotalMobile in three months.

It's easier to win

Overall, using TotalMobile has enabled SCS to compete with leading market providers. The system has increased productivity, initiated the workforce modernisation programme and made it easier for SCS to win external business. It is used in gas servicing and maintenance, electrical inspections, responsive repairs, planned refurbishments and void maintenance. It will shortly be extended to StreetSmart, highways management and waste management/recycling.



SCS's experience highlights the growing revolution in working practices that mobile can bring in the UK, across all tasks.

"The future is mobile and the potential is enormous," said Ian Potton, the IT Manager at SCS. "Any council employee on TotalMobile could spot a pothole and send the location and a photograph straight into our back-office system to initiate a repair. The same goes for graffiti, fly-tipping...you name it. And the social networking dimension means we can accelerate home working. This can reduce our estates, and give more of our people more job satisfaction."



End to end for maximum efficiency...

Swindon Commercial Services employ the full suite of Consilium solutions alongside TotalMobile, in a fully integrated system that maximises efficiencies...

- TotalRepairs to manage cost and productivity for the entire life of the job from creation to completion and invoice
- TotalFinance to ensure budgetary control and compliance
- TotalView, the web-based portal that gives staff ready access to the right information
- Subcontractor Portal to keep track of job progress and completions by subcontractors on a daily basis - automatically

“It’s a strategic partnership that is constantly seeking better ways to increase customer service and business efficiency through technology.”

Mobile is the future

As Ian Potton suggests, the real productivity gains in the next ten years are likely to come through mobile technology. And the control it brings will be transformational. Control over staff, performance, service and - best of all - control over costs.

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

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.



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