



Chelmer Housing Partnership has increased productivity 40% by using Consilium's TotalMobile. It means each worker completes one more job a day than they used to. Chelmer says it's like having 12 more staff. Lead times have been halved, there's no more need for a standby emergency crew – and, better still, £90,000's worth of contract work has been brought in-house.

Chelmer completes 30 more jobs every day with TotalMobile – and saves £130k a year on top

"The ability to integrate with our works management system was one of the key motivators in our choice of TotalMobile"

Marion Jordan, Repairs Manager, Chelmer Housing Partnership

- Productivity up 40%
- Like having 12 more staff for free
- £90k also saved on contractors
- £20k saved on emergency staff
- Vehicle costs down by £20k
- Lead times halved

Chelmer Housing Partnership (CHP) increased productivity 40% and saved another £130,000 a year after switching from its own mobile system to Consilium's TotalMobile.

Each of CHP's 30 workers is now averaging an extra job a day. It's like having 12 more repair staff for no wages. CHP is also saving £90,000 a year on contractors, £20,000 on standby staff, and £20,000 on an additional van and driver. The secret is the flexibility and administrative efficiency provided by TotalMobile.

TotalMobile is the most advanced mobile working system available. Crucially, it stays operational even if you lose the mobile signal. Equally importantly for Chelmer, It also integrates with their Works Order Management System, which their own system didn't.

This means jobs can be booked, logged and managed with no paperwork and without operatives having to return to the depot. Everything is done via a handheld PDA.

Efficiency and control are automatic

TotalMobile delivers the daily workloads to operatives, and reports on progress. It updates worker timesheets automatically, based on the status of work being completed, and it assigns the appropriate time to each job. It also lets workers manage and update imprest van stock, and reorder stock instantly to keep supplies at the optimum specified levels.

Everything is integrated with the Works Order Management system. Office staff are kept up to date on worker productivity and job status – and all without any manual data entry.

Chelmer Housing Partnership in Chelmsford, Essex, manages some 10,000 homes. It was established in 2002, and employs 30 repairs staff.

It developed its own web-based mobile system to improve productivity and administrative efficiency. However, the system was wholly dependant on a network signal. Also, It didn't integrate with Works Order Management. It couldn't record how long jobs took, it couldn't update stores, and it couldn't issue van stocks to current jobs.

The answer was to use TotalMobile with three key applications – Job Management, Timesheets and Materials.

More job satisfaction

Workers receive jobs on their mobile device, and access them one at a time. If a tenant is absent, they receive a new job nearby straight away to maximise productivity and minimise travel. As a result, they can focus on their work, drive less, and get more done. There's more job satisfaction because there's less frustration. They feel more in control, and they have all the information they need, right at hand, wherever they were.

"It's a good system and I like it. You can book your materials, book your SORs, and the system automatically re-allocates work to other operatives when jobs overrun," the Electrical Team Leader, Dave Parry, said.

Staff are safer, too. Managers can see where operatives are at all times. Equally importantly, workers have a direct link to a portal supplied by CHP's Asbestos contractor, so that they can check if there's an asbestos report about any site they are to work on.

TotalMobile can also improve compliance through its Best Practice module. This enhances lone worker safety by alerting them to risk and checking their competence for tasks. It also ensures an audit trail to support corporate procedures on risk – such as verifying safety check dates.

Chelmer's experience underlines how the real business efficiencies and productivity gains in future are likely to be underpinned by mobile technology. It offers unparalleled control over staff, performance, and costs.

Let's talk about it today. Get in touch about TotalMobile for your organisation.

BOILERPLATE:

TotalMobile is the enterprise-wide mobile working system designed specifically to help Local Authorities and Housing Associations to control their costs and performance. It can be used equally well by all departments to raise efficiency, cut energy usage, encourage joined-up working and increase compliance. Users report lead times halved, productivity improvements of 15% - 30%, smaller carbon footprints, higher staff morale, improved customer service - and far lower costs. One customer with a mobile workforce of 50 staff has achieved productivity savings of £375,000 a year. Other clients of similar size have saved £30,000 p.a. on stationery and printing alone – and a further £10,000 a year on fuel.

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.