

**CONSILIUM**

Because we understand

# Case Studies/Project Overviews



# InCommunities



- Service Area: Housing Repairs
- RSL From Bradford Council
- Twenty percent productivity improvement (20%)
- Reduction in front line staff of 25 with no drop in service
- Improved customer service and satisfaction
- Improved staff satisfaction

**"My visits to stores now are maybe once in two weeks rather than having to go back and forth maybe 3-4 times a day".**

Peter Goodhall

ROI in 6 months

- Service Area: Adult Services (Pilot) - Homes for older people
- Initially 15 forms out of 100
- Safety Checks
- AQAA
- Open scrutiny
- Problem and Solution
- All paper - Removed
- Time intensive - repetitive - Reduced
- Force Compliance - Result



ROI : Not always about money - Compliance is crucial



# Yarlington Homes - Works Department

- Service Area: Housing Repairs
- RSL from South Somerset Council
- 10% more work completed each day (from high base)
- 20,000 miles travel saved per year
- 600 sheets of paper saved per worker per year
- Reduced admin staff by 2 (redeployed into added value work)
- Information Collected more accurate
- Encounter fewer errors
- Quicker service allowed backlog to be cleared at no extra cost
- Improved customer satisfaction
- Improved staff satisfaction





# Buckinghamshire & Milton Keynes Fire & Rescue Service

Service Area: Fire Safety Inspections

- Problem
  - 4 unlinked systems - Prevention - Protection - Response - Arson
  - All done on paper
  - No cross checks
  - Bad Reporting
- Solution
  - Solve all these problems - 1 applications, no paper, reports automatically
- Value Add
  - Photos, Mini EDM, Incidents as well as inspections, mapping



# Swindon Commercial Services

- Service Area: Housing Repairs
- Recently made an ALMO
- Savings of over £300,000 per annum
- Virtualisation allowed IT support team to be reduced by 2 workers - saving £50,000 per annum
- Fuel reduced by average of 40 miles per week per mobile worker
- Field Workers Productivity up 18.4%
- Equivalent to 5 extra workers
- Back-office efficiency up 10%
- Print and paper cut by £30k p.a.
- Carbon footprint reduced



ROI: TotalMobile solution paid for itself in 6 months



- Service Area : Street Wardens
- Integrated with 3<sup>rd</sup> party CRM system (ACIS) for on-line lookups and Incident uploads
- Working over private WiFi installed by BT
- Birmingham City Council's Street Wardens patrol various areas within the city centre including entertainment areas and shopping/retail areas such as the Bullring. These patrols can also take place at night.
- They capture incidents such as fly-tipping, graffiti and anti-social behaviour. From the mobile device (ruggedised Motorola MC75) they can capture textual information in forms on the device, GPS position, digital photos and address. Additionally in real time, if they have connectivity they can also lookup peoples' details held in a 3<sup>rd</sup> party CRM system should they suspect they already have encountered them before.

# Chelmer Housing Partnership

- Service Area: Housing Repairs
- 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

