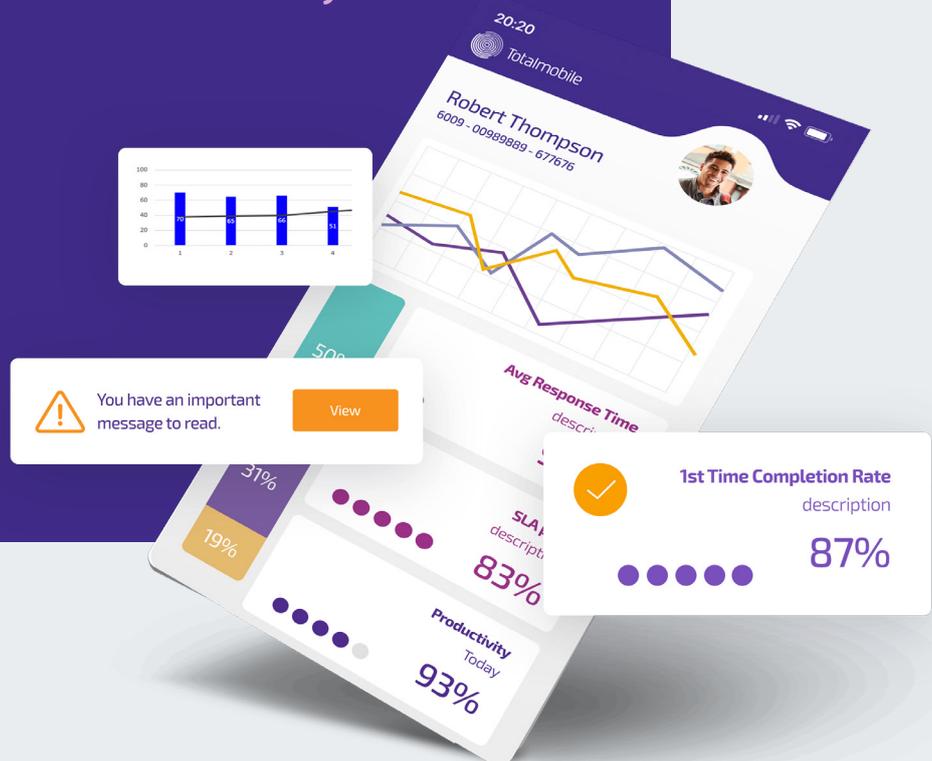




Totalmobile

# Employee Performance Insight

A field service management solution that provides organisations with a detailed understanding of workforce performance and contribution to overall service delivery, empowering the continuous improvement of service quality and consistency.



# Introduction



## EMPLOYEE PERFORMANCE INSIGHT

As organisations strive to enhance ways of working to keep up with an increasingly fast-moving and challenging field service environment, it is widely recognised that the enhanced usage of data and field service intelligence is crucial.

Totalmobile's Employee Performance Insight (EPI) solution presents a detailed understanding of workforce performance. Delivering value to stakeholders across the service delivery process, EPI highlights individual worker contribution to overall organisational performance while providing employees with live insights into objective attainment and the ability to capture feedback on their own experiences.

This consistent, two-way flow of performance-related information between the organisation and front-line employees empowers the continuous improvement of service quality and consistency.

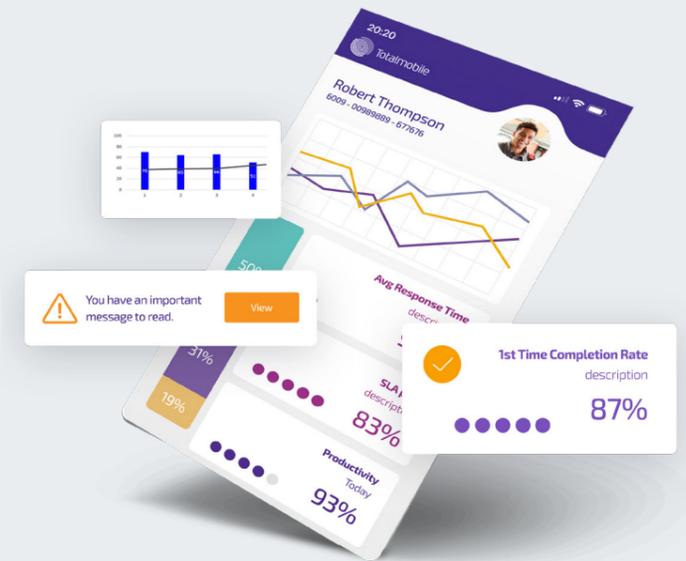
By capturing a diverse and deep range of information across each stage of service delivery, users receive the most critical data on time and in a way that fits their specific needs. This gives key stakeholders a greater understanding of their workforce and the ability to assess performance from all angles; including its impact on customer sentiment.



## The Future of Employee Performance

More than ever, it is crucial that field service organisations take steps to gain more control over the delivery and quality of service. The need to understand customer expectations, review operations and take proactive steps to prevent shortfalls in service is necessary to remain competitive and succeed in today's environment.

On top of this, field service providers are facing an increasingly hostile operating environment presenting challenges around areas such as:



### Service Demand

Many industries are experiencing a continuous increase in service demand (20%+ YoY), creating the requirement to do more with limited resources.



### Rising Costs

Additional costs are being experienced across multiple areas relating to the delivery of services, including increased material costs and the cost of staff. The difficulty in passing these costs onto the customer is resulting in a damaging impact on profitability.



### Regulatory Pressures

With increased regulations and compliance standards, organisations face difficulties in ensuring services are delivered as required.



### Staff Shortages

A challenging labour market creates challenges around recruitment and retention, making it difficult to develop and maintain a high-performing workforce.



### Macro Environment

Wider economic, political and social issues beyond an organisation's control create additional pressure and unpredictability in the working environment (i.e., Brexit impact, inflation, cost of living etc.)

However, by effectively managing and supporting the performance of their workforce, organisations can take a bottom-up approach to enhancing the quality, consistency, and efficiency of service delivery. This is where Totalmobile's EPI solution can really deliver value.

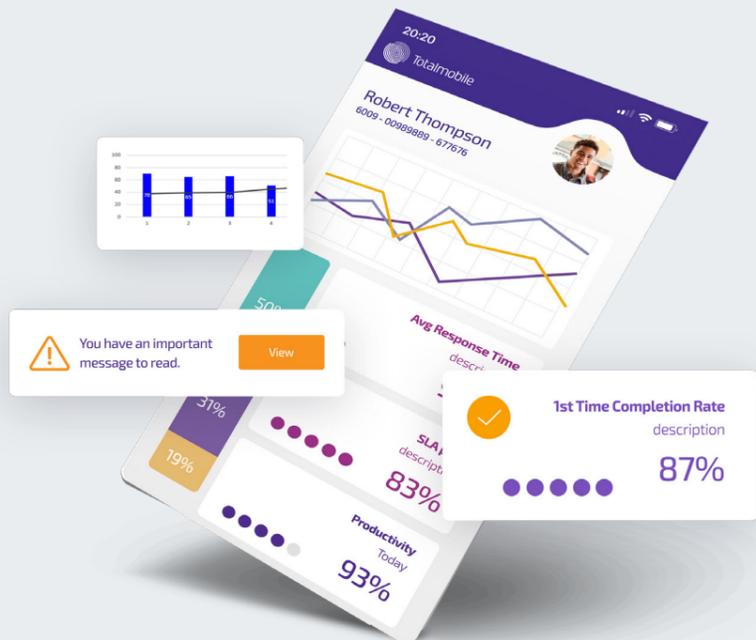
# Key Feature Overview

Offering a wide range of essential features, the EPI solution ensures an unparalleled view of employee performance is provided to stakeholders across the organisation. These key features include:

## Performance Intelligence

By capturing information throughout the service delivery process, organisations can harness data to truly understand employee performance to highlight leading contributions and identify challenges impacting service effectiveness.

Worker performance is measured across various criteria, including utilisation, productivity, compliance, efficiency and customer satisfaction. This information can then be viewed in real-time, relating to the current shift, or monitored over a period of time, to assess developments in the delivery and consistency of service.



## Worker App

For frontline workers

Deployed to field based operatives, the worker app provides employees with an easy-to-use mobile solution that enables them to access all objectives and expectations aligned to their shift. As the day progresses, operatives can review their performance to ensure they meet standards and take appropriate action.

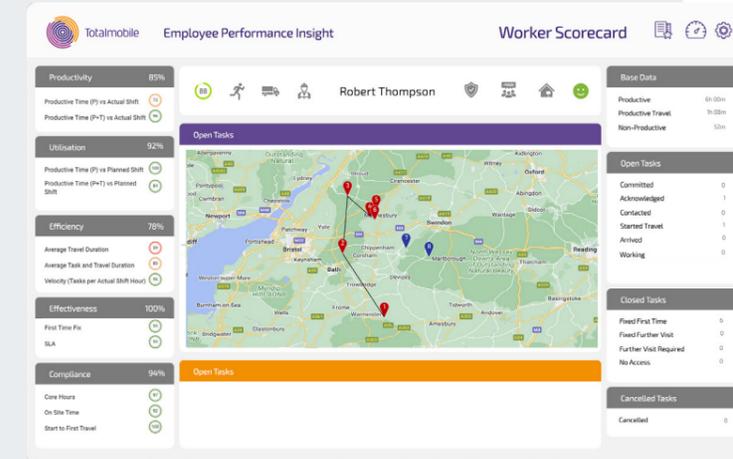
To truly understand service delivery, capturing the views of your employees is vital. The worker app enables operatives to log their feedback and sentiment to ensure a complete picture of service is formed.

## Worker Scorecard

For supervisors

Enables supervisors to access a detailed insight into an employee's performance throughout the duration of a shift and review how they compare to defined objectives.

Measuring various metrics relating to the quality of service delivery empowers supervisors with a view of areas of high and low performance that enables a proactive approach to ensure that standards are achieved, and a high quality of service is maintained.

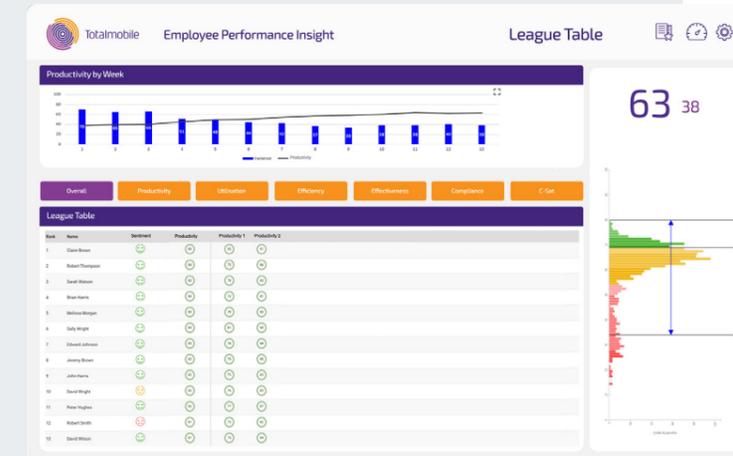


## Worker League Table

For service leaders

Offering a complete view of performance across all employees within the workforce, service leaders can review the distribution of performance, enabling them to measure both service quality and predictability levels. This can be done across overall service scores or specific areas.

With time comparison and benchmarking capabilities, users can view service developments across different workforce areas over a single shift or a more extended period.

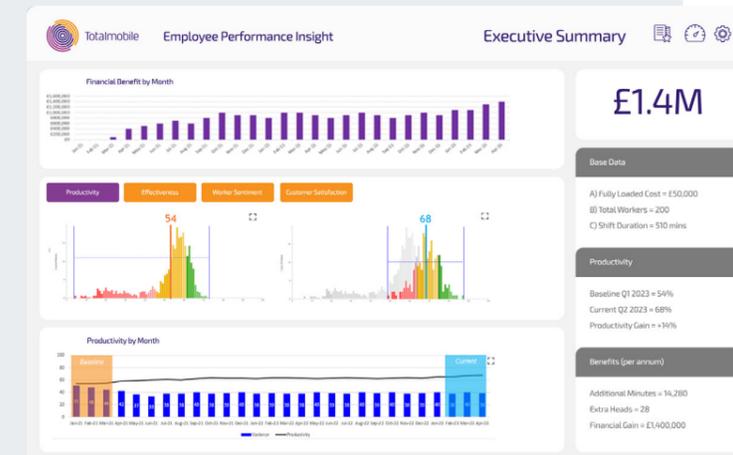


## Executive Summary

For senior management

Providing a high-level insight into the core areas relating to service, senior leaders can view trends and improvements in performance across areas such as compliance, customer satisfaction and quality. Importantly they can also view quantifiable metrics that highlight the ROI provided by improvements.

Enabling a culture of continuous improvement, executives are also presented with areas that are primed to be improved upon, as well as an impact assessment of each opportunity to demonstrate the value of optimisation clearly.



# Transforming Field Services

Empowering organisations to develop a culture of continuous improvement, the EPI solution enables field service providers to drive value across many critical business metrics.



## Service Quality

Enhance service quality by taking a more proactive approach to effectively managing and developing the standards, consistency and quality of the workforce, while creating a culture of continuous improvement.



## Delivery Consistency

Ensure a predictable and consistent level of service delivery by taking greater control of operations, resulting in fewer exceptions & escalations.



## Compliance Assurance

Assure compliance with all required standards by better managing service exceptions and identifying quality issues across the workforce.



## Employee Engagement

Increase employee satisfaction and workforce retention by better aligning objectives, recognising high performance and identify the requirements for training and upskilling.



## Workforce Capacity

Drive up the capacity of the existing workforce by identifying clear areas for improvement that will impact staff productivity.



## Customer Satisfaction

Better understand what the customer values and improve customer satisfaction with a more timely, consistent and reliable service that exceeds expectations.

# A Fully Integrated Field Service Management Platform

Totalmobile's EPI solution is only one capability provided by Totalmobile's fully integrated field service management platform.

By providing a comprehensive range of field service capabilities, organisations can better manage each stage of the service delivery process to truly transform ways of working and achieve field service excellence.

Other capabilities featured within Totalmobile's field service management platform include:



**Demand**  
Job Management Solution



**Delivery of Work**  
Mobile Workforce Management Solution



**Understanding**  
Data Analytics & Business Intelligence



**People**  
Workforce Rostering Solution



**Planning of Work**  
Dynamic Workforce Scheduling Solution



**Lone Worker**  
Protection Solution



## KONICA MINOLTA

Using Totalmobile's EPI solution, Konica Minolta have been able to transform the delivery of service and experience significant value across key areas.

*"Utilising this tool can allow service organisations to maximise service manager's decision making that would normally take between 10 and 20 years to develop."*

**Ged Cranny, Head of Service, Konica Minolta**

Increased completed jobs by **27%**

Reduced employee churn by **50%**

Enhanced customer satisfaction by **15%**

Experienced an annual saving of **£2.6M**



Over  
100,000  
customers

500,000  
workers  
supported

£ M's of  
cost  
savings

35% increase  
in workforce  
capacity

100%  
adherence to  
compliance  
standards

'000s Tonnes  
reduction in  
CO2 emissions

60% increase  
in customer  
satisfaction



## 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**



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