



# The totally mobile blue light worker

**Helping you** spend more time serving the public

If you work in the blue light service, you're on a constant drive to improve the service in the heart of the community. But how often are these efforts held back by admin? Police Officers, for example, can still spend up to 40% of a shift updating forms.

Mobile technology can provide the solution. Yet for many blue light organisations, it can still be a struggle to find a solution that works for them.



### **Too much paperwork, not enough time in the community**

From police forces to ambulance services, every blue light organisation today needs its people to be as productive as possible. They must do more with fewer resources. They must also meet rising citizen expectations. Outdated systems, however, can create a number of issues that can seriously affect service delivery, including:

- too much time spent on admin and deskwork during a shift
- lack of time spent with the public out in the community
- return visits to base to get access to back office records and systems

- lack of up to date records at the scene of an incident
- mobile solutions that don't work when they're offline
- worries over unsecured devices and paper forms that can result in sensitive data losses

If your organisation experiences any or all of these challenges, you may find that you're unable to achieve the productivity and efficiency gains that improve public perceptions of your service.



## Introducing **Total Workforce Mobility** for blue light workers

Total Workforce Mobility from Vodafone is an end-to-end approach to achieving greater productivity through your mobile devices.

Simply, we take care of everything. Our 200 mobility consultants offer expert advice, designing the right solution to meet the individual needs of your organisation. We own our mobile and fixed network, which means you get quick diagnostics when a problem needs to be fixed. If applicable to your organisation we are able to host and manage the applications, removing the need for day-to-day resource to oversee this.

There's no need to limit yourself – we can help you scale as you need to. Whatever the size or speed of your deployment, you'll receive full support and ongoing optimisation to ensure your solution continues to deliver against your expectations.

Total Workforce Mobility offers a wide range of features designed to help blue light workers do their job more effectively, including:

- syncing of back office records with your mobile devices in near real-time

- off line working that doesn't need a data connection to provide access to records
- quick and accurate digital data entry
- intelligent digital forms that can be signed and approved on the spot
- secure device management that protects customer data

## Less desk-time, more community-time

We make it easy for you to achieve a number of important benefits that will help your officers or crews to operate more effectively.

With Total Workforce Mobility you can:

- improve decision making and reassure victims and patients with access to back office systems at incidents
- reduce dependency on control rooms with self-serve options for many tasks
- significantly reduce paperwork and the need to return to base
- get reports or court-compliant witness statements written and signed at the scene

- share national and local intelligence more efficiently (particularly important in the case of a missing person)
- keep your digital processes working with offline access to records
- make sure sensitive data is secure on your smartphones or tablets

Your people will waste less time on paperwork, more time seeing the citizens they want to help – and you'll be able to introduce new processes that reduce costs.



## Totally integrated, best in breed

We've created Total Workforce Mobility to cover every aspect of making mobile workers as productive and efficient as possible. Our solutions streamline every stage of your processes – from the first citizen encounter through to write-up and follow up.

We partner with best-in-breed suppliers, integrating the services and applications your blue light workers need to deliver the best possible outcomes for both your organisation and the public you serve. Examples of some of the applications we are able to offer, include:

**Kirona Job Manager** – a powerful software platform that replaces paper-based workflows, automating the complete lifecycle of a job (from creation to allocation to completion)

**TotalMobile** – a flexible, easy-to-use way for mobile workers to be productive and stay connected to key back-office systems, wherever they happen to be

**TBS TaskMaster** – a feature-rich mobile suite which can radically improve the efficiency of fieldworkers through features which can be uniquely customised to your specific business needs

**Airpoint** – a tailored system for police forces, combining a wide range of specialist workforce management applications in a single product called Mobile Policing Suite 2

Ultimately, this means we can deliver the right solution for your individual organisation's needs.

## Try a more productive future

If Total Workforce Mobility sounds like a better solution for you, we should talk. There are a number of ways we can help you see what's possible for your organisation.

These may include:

<b>A mobility study</b>	Identify how mobile solutions could improve your organisation
<b>A device selection</b>	Assess which devices will deliver your business objectives
<b>Application comparisons</b>	To give you a clear picture of the options for your business and the benefits you can expect

We've already helped over 150 organisations across both the private and public sectors unlock the potential of their mobile workers. To learn more, visit our Total Workforce Mobility pages at [www.vodafone.co.uk/twm](http://www.vodafone.co.uk/twm) – and try our evaluation tool to see where you could get greater productivity from your mobile workers.

To speak to someone directly about Total Workforce Mobility, contact your account manager or call our team on **0845 084 0157**. We'll be happy to help.