

CAPITA

TotalMobile Total Sense

Provide true mobile flexibility and freedom for your workforce



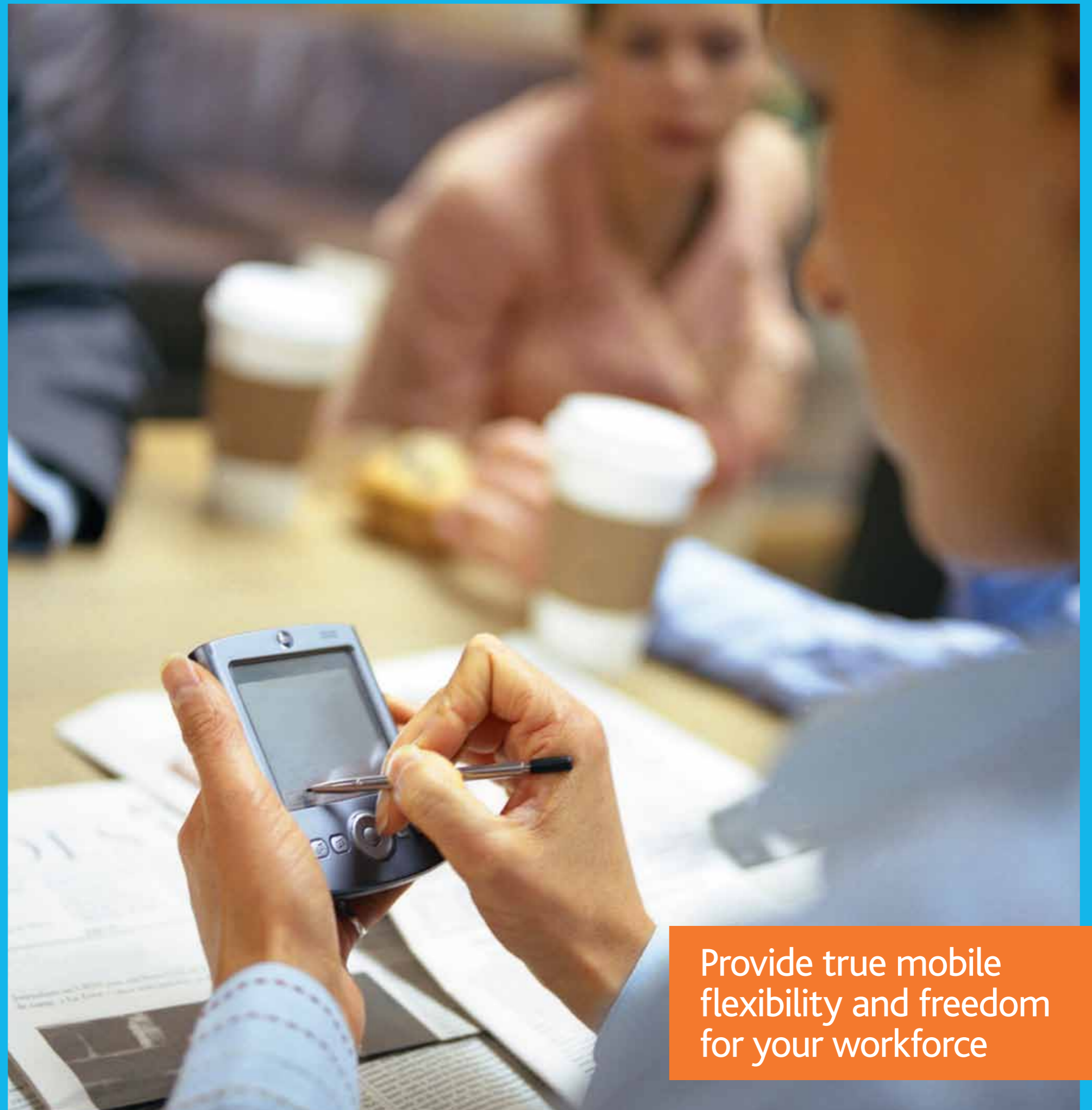
Feel the difference

Capita TotalMobile™ enables public sector organisations to realise the benefits of true mobile flexibility.

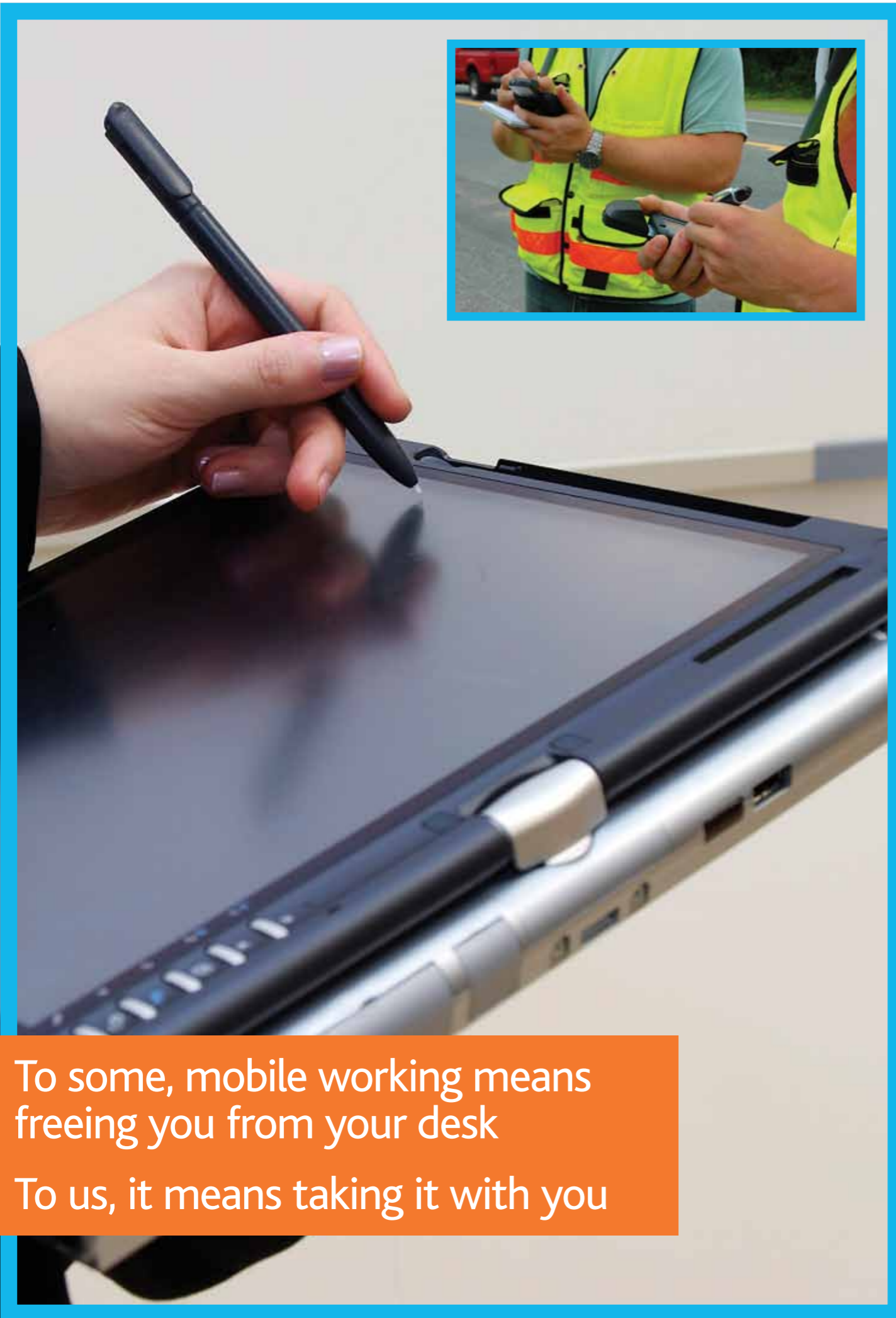
It frees your staff to achieve more with less effort, to improve response times and customer satisfaction, and to enjoy better working lives. It gives managers greater control over resources, greatly eases the administrative burden, and allows them to reduce costs while enhancing service quality.

Developed to meet the tough challenges facing the public sector, Capita TotalMobile is simple to implement, future-proof and self-financing. In short, it delivers what mobile working has always promised, and it comes with all the expertise and high quality support you'd expect from Capita.

TotalMobile
Totally Different



Provide true mobile
flexibility and freedom
for your workforce



To some, mobile working means freeing you from your desk

To us, it means taking it with you

Defining terms

In an area where terminology evolves rapidly, we think it's important to define exactly what we mean.

We have adopted the definitions of mobile and flexible working set out by the Mobile Data Association in its 2007 Report: 'Transformational Government – a Comprehensive Report into Mobile and Flexible Working in Local Government'.

Mobile working

The use of mobile technology to conduct work activities whilst away from the desk, for example: use of PDA or tablet PC.

Flexible working

The use of technology to enable flexibility in both working hours and location of regular work activities.

Agile working

Agile working goes even further. It requires the focus of the organisation as a whole to put in place the technology and infrastructure that ensures staff can do their jobs wherever they are. This enables the organisation to be agile in its working practises, driving efficiency and effectiveness, whilst delivering true value for money service to customers.

Preparation is everything

As public sector organisations move into an era of intense service and cost pressures, they must find more sustainable ways to optimise their performance.

One of the most promising strategies has centred on the introduction of mobile working. This enables people to operate more efficiently and flexibly in the field by providing them with remote access to information, systems and support. Reducing the need to return to a central

location gives individuals more control over their working time and allows them to apply their skills more productively.

While the potential benefits to customers, staff and organisations are considerable, the reality is that many systems that claim to support mobile and flexible working can be constrained and limited in scope and practice. They're difficult to roll-out, render legacy software redundant, only function with specific devices, and often provide a fragmented solution that saps user confidence.

Capita TotalMobile is different. It's based on real-world understanding of how people interact with customers, colleagues, applications and information in order to do their work effectively and make the best use of their time. Capita TotalMobile not only enables mobile working, it helps focus skill, time and resources where they're most needed – vital for any organisation committed to meeting future challenges.

TotalMobile
Totally Prepared



To some, mobile working stops if your connection breaks

To us, no signal is no problem

Fixing broken processes

Every organisation has 'broken processes' where internal or external service continuity is lost – either due to new demands or simply because existing systems don't join up. Capita TotalMobile's robust, cross-platform design can help to bridge gaps in processes; restoring continuity, reducing delays and making many operations seamless.

For example, the **Incident Capture feature**, enables staff working in the field to create and send instant reports from their mobile device using just a few keystrokes. Based on customised, predefined templates, the reports can be automatically 'pushed' through to the relevant department for action. This eliminates lengthy and often fragile chains of communication which don't add value and create delays when they break.

Capita TotalMobile enables staff to 'draw' information from the system with equal ease, giving them rapid access to forms, reports and other essential data without having to negotiate their way through complicated administrative or system barriers. The beneficial effects on customer experience and productivity can be immediate and profound.

Real-world productivity

Capita TotalMobile offers a range of practical benefits that will help organisations improve productivity, save money and enhance service quality.

Down with downtime

Many mobile systems depend on maintaining a connection in order to access information and work with applications. With Capita TotalMobile, users can continue to work productively offline even if their device loses signal. As soon as

a connection is re-established, the system automatically updates back office files without need of further user input.

Fully functional applications

We believe that mobile working shouldn't force users to put up with 'lite' versions of their applications that only offer a limited range of functions and data exchange. Even when working offline, Capita TotalMobile ensures applications are available to users in an appropriate form enabling them to perform tasks as efficiently as they could in the office.

Better management information

Capita TotalMobile includes real-time monitoring of field worker locations and schedules. This accurate information stream enables managers to allocate workload more equitably within their teams, to react more swiftly to changing circumstances, and to make the best use of resources.

And that's not all...

Top security

Information security is naturally an important concern for public sector organisations that send large volumes of data over mobile networks. Capita TotalMobile's robust authorisation procedures and data encryption methods ensure that information is fully protected to a high standard at all times.

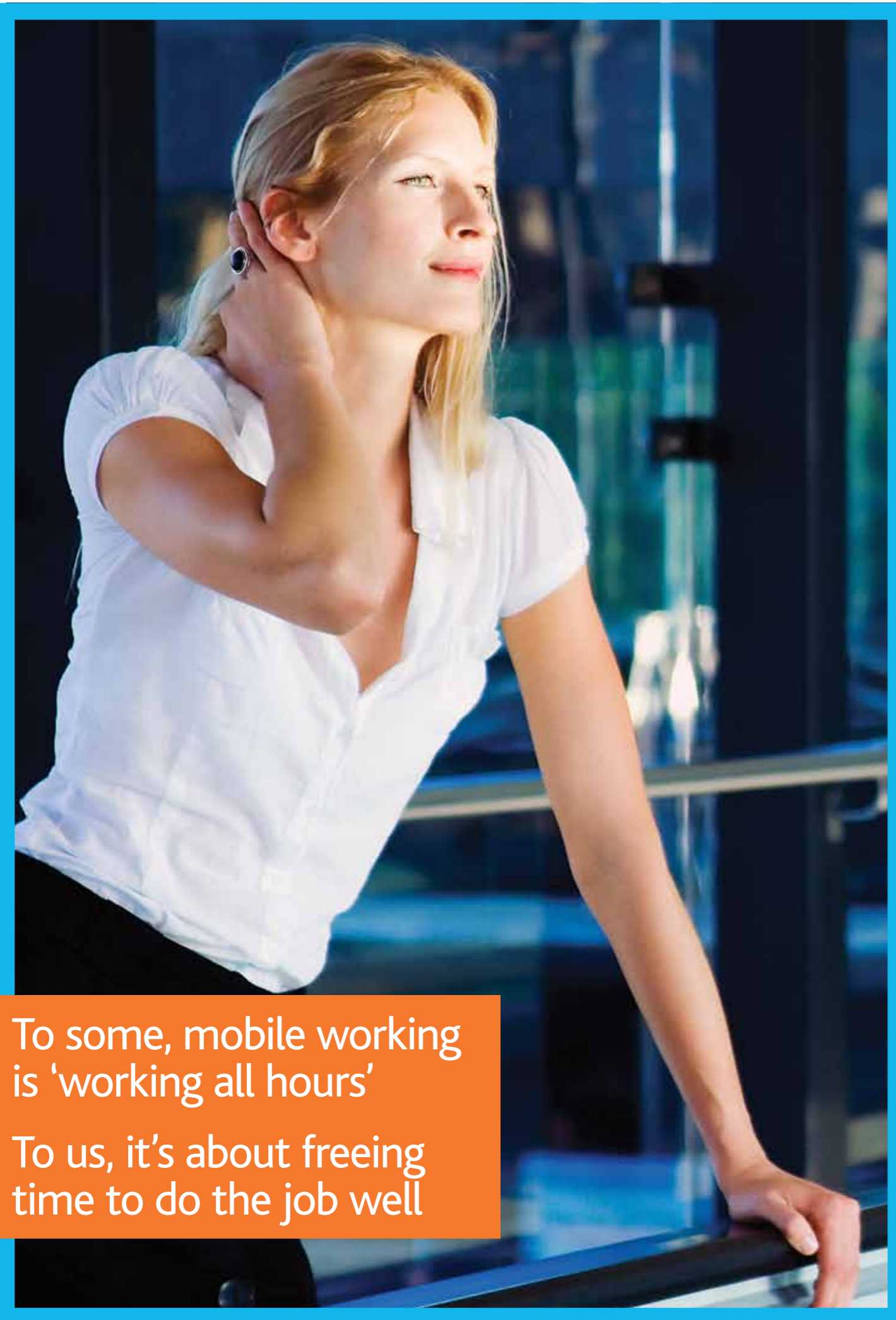
Easy expansion

Adaptability is central to Capita TotalMobile. It can work with a wide range of mobile devices or networks, incorporate existing software applications and communicate with a variety of back office systems. Consequently, it can be rolled out to directorates and departments at a pace and scale which suits local needs, priorities and budgets.

Reduced carbon footprint

Because Capita TotalMobile greatly reduces the need for people to return to a central office or HQ to progress their work or report on assignments, car and other transport usage can shrink dramatically – cutting CO₂ emissions and costs. There can also be scope to reduce office space resulting in beneficial impacts on your energy and resource consumption.

TotalMobile
Totally Productive



To some, mobile working is 'working all hours'

To us, it's about freeing time to do the job well



Time to be effective

Most people want to do their jobs to the very best of their ability. Capita TotalMobile helps remove the barriers that stop them, empowering users to work for the community, in the community.

It's a common experience. You turn up at the customer's home to discuss the issue and soon gather all the information you need. You know exactly what should be done and the people you need to liaise with. In theory, you could get the matter sorted out in a couple of hours. In practice

you know it will take days or even longer because you'll have to wait until you're back in the office to submit several forms, track down the right individuals, and ensure the task is prioritised. No wonder the customer can't understand why it's all going to take so long.

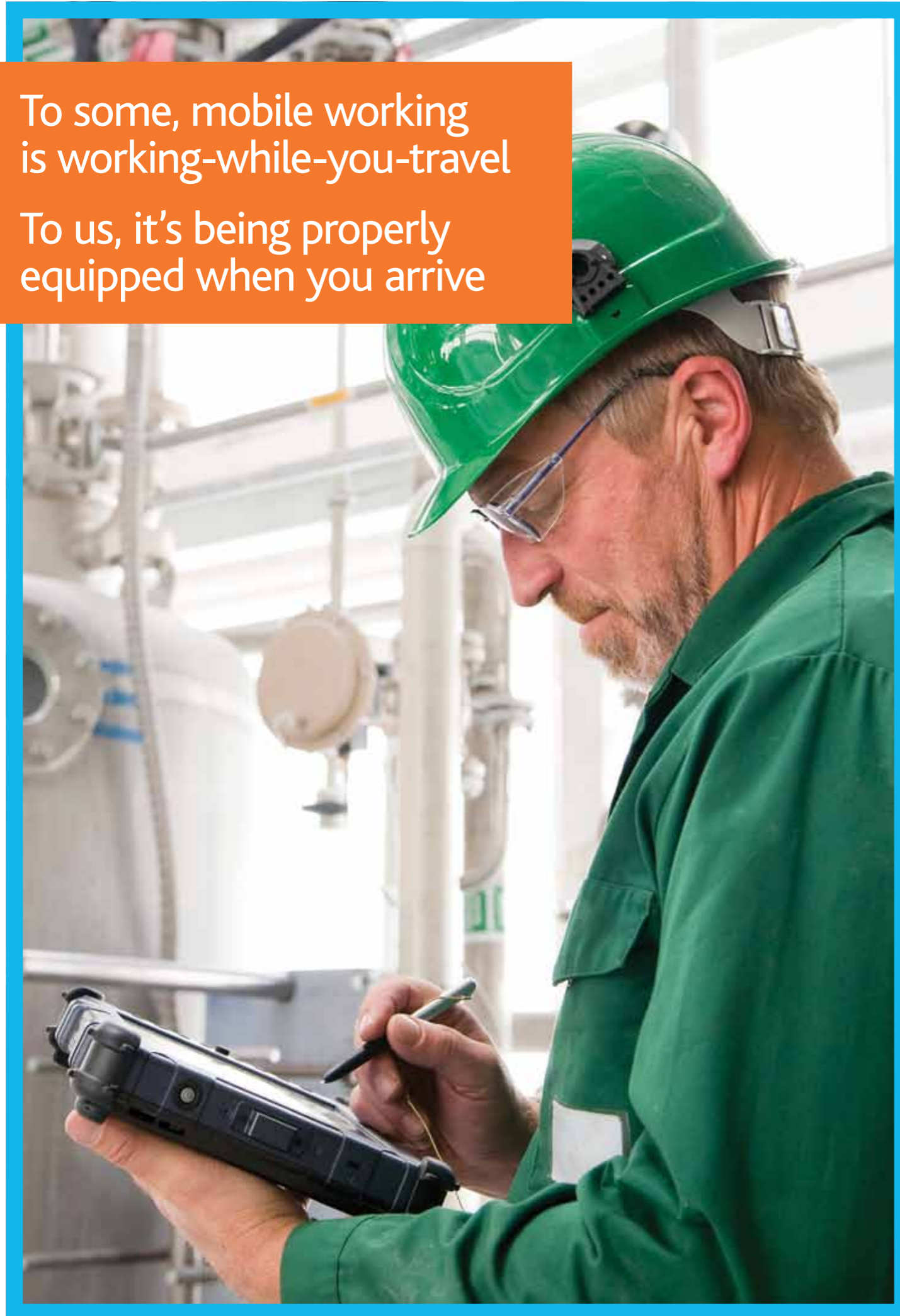
Life would be quite different if you had everything you needed to get things moving with you: the right forms, the live data and work schedule, access to live comprehensive case history. That way you could sit down with the customer and take the necessary action right then and there.

The customer would be happier, witnessing that you'd taken the issue seriously. You'd be more satisfied too because everything had been actioned in one step instead of five. You'd also be able to plan your time at work better and achieve more. Capita TotalMobile makes this experience an everyday reality.

TotalMobile
Totally Effective

To some, mobile working is working-while-you-travel

To us, it's being properly equipped when you arrive



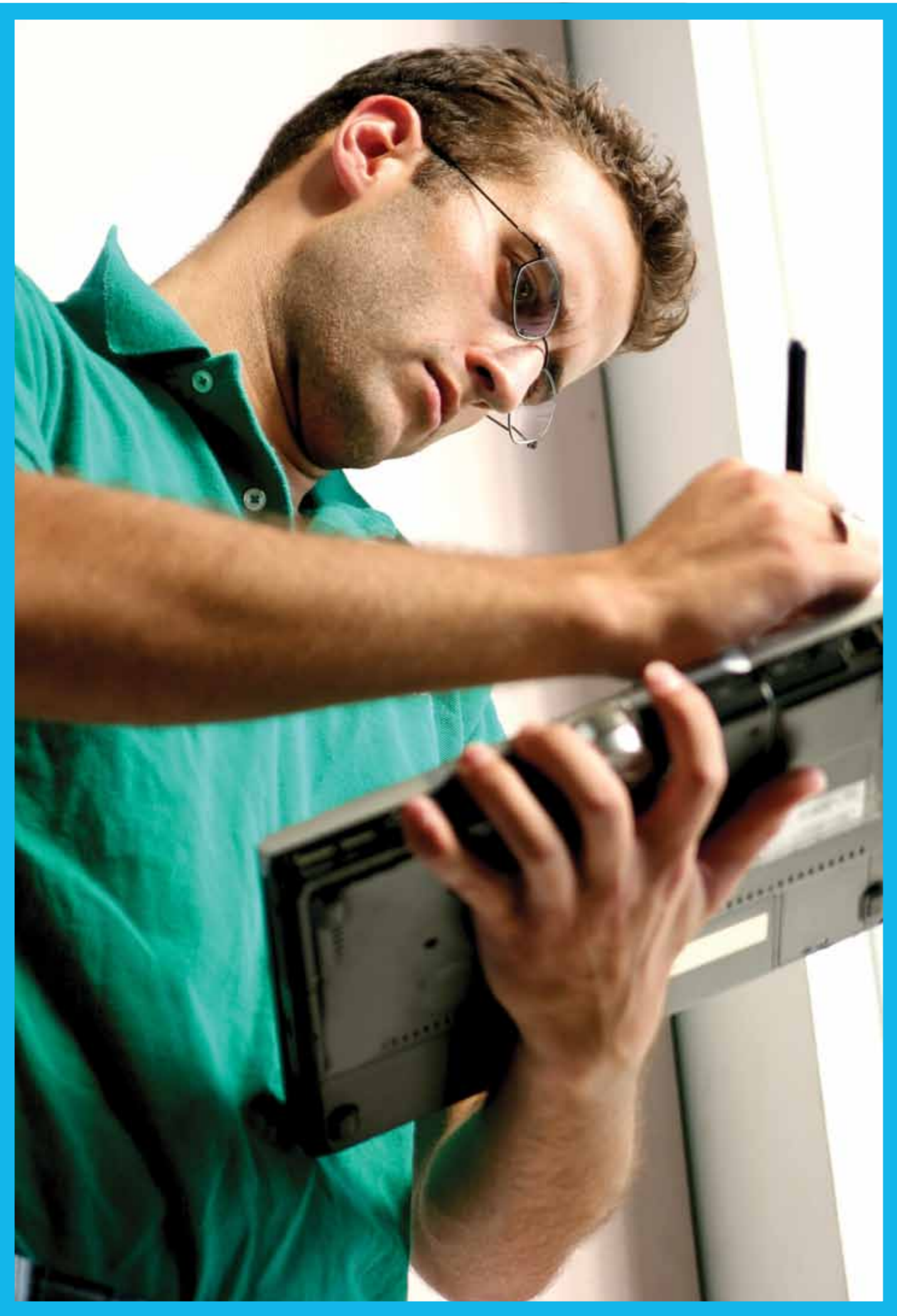
Proven in practice

Mobile technology should never impose extra burdens on users – it must provide them with a practical support system.

If mobile working adds complexity to tasks or creates additional stress for people, then it has failed. Capita TotalMobile is designed around the practical needs of staff who work on location. Our core purpose is to make working life easier because this is the key to improving service delivery, quality and efficiency. Underlining the validity of this approach is the fact that staff retention goes up when Capita TotalMobile is implemented.

Capita's mobile solutions are proven across a wide span of public sector organisations. A brief case study of Conwy County Borough Council, highlighting the positive changes that resulted from their implementation of Capita's mobile solution is included overleaf.

TotalMobile
Totally Practical



Mobile working in practice

Through implementing mobile working practices Conwy County Borough Council has realised the following benefits.

- An increased number of visits from 20-25 per day to 30-35
- Automated updating of Capita Revenues and Benefits from the tablet PC
- The elimination of the printing of paper reports
- No further need for scanning and indexing visit reports
- Time saved on route planning with Microsoft MapPoint

A case study: Conwy County Borough Council

"I can't believe how we coped before! Capita's solution has delivered significant efficiencies for us – it has been an extremely worthwhile project."

Eryl Rowlands
Head of Revenues and Benefits



The revenues inspectors at Conwy County Borough Council are responsible for carrying out Council Tax and Business Rates inspections.

Prior to the introduction of Capita's mobile solution, the team's tasks involved a huge amount of paperwork and resource intensive procedures.

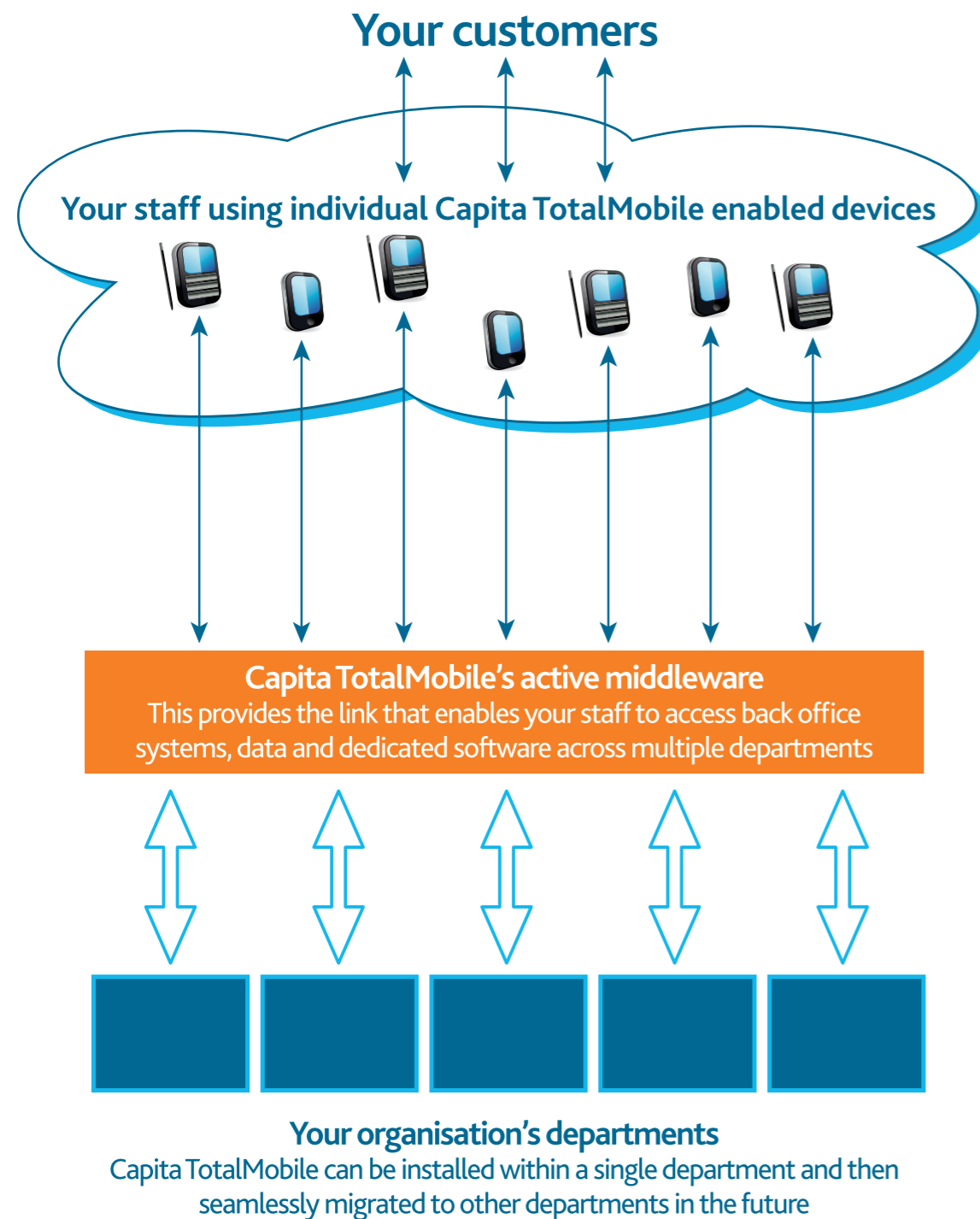
Duplication and hours spent inputting the information collected added to department-wide inefficiencies. The introduction of Capita's mobile technology transformed the efficiency of the visiting process. Eryl Rowlands states: "The team has saved about an hour and a half per person, per day as we no longer have to manually input data.

The information is now completed in the field and downloaded straight into our back office systems.

"We've also saved on route planning because the integrated Microsoft MapPoint software does all that for us! In addition to this, massive savings are being made to the amounts of paperwork being generated and the subsequent hours spent scanning and reviewing these documents. This has enabled the team to take on further work which was previously undertaken by external resources."

To some, mobile working is all about fitting the latest technology

To us, it's about making technology fit your needs



Already a customer?

For existing Capita customers we are offering a session of FREE consultancy to ascertain the most effective deployment of Capita TotalMobile in your organisation.

Please contact your Capita account manager for more details.

Built-in flexibility

The ability of Capita TotalMobile to work with virtually any device and to integrate existing software, makes it adaptable, future-proof, and highly cost effective.

Capita TotalMobile uses the concept of 'active middleware' – an intelligent and robust software layer. This acts as the link between a mobile device and all the back office systems, data and dedicated software that the user needs to access when out of the office. Capita TotalMobile is transparent to the user, operates in

real time, and can effectively integrate information obtained from a range of specialist sources.

This means that organisations can not only enjoy all the advantages of excellent operational flexibility, they can also benefit from great flexibility in implementation. Because Capita TotalMobile is designed to work with legacy systems, there is no need to go for wholesale upgrading and a 'big bang' style approach. Capita TotalMobile can be implemented in phases with new areas and departments coming on stream according to need.

Our confidence in Capita TotalMobile and its ability to deliver rapid pay-back on investment allows us to be equally flexible with funding options. For example, we can offer many organisations risk-reward contracts which enable them to start reaping the benefits of true mobile working while avoiding financial risk.

**TotalMobile
Totally Flexible**

To some, mobile working
is an 'all or nothing' exercise

To us, it's a flexible partnership

Know-how you can depend on

Capita is renowned for its success in helping public sector organisations across the UK deliver high quality, cost-efficient services.

Our knowledge of public sector infrastructure, service obligations, financial pressures, and strategic objectives is extensive and built on practical experience. We work in close partnership with our customers to develop and implement solutions to meet their needs and corporate aspirations. We are judged on measurable results.

Capita TotalMobile is provided with Capita's highly comprehensive support and expertise and often forms part of a wider transformational programme.

To arrange a **FREE** consultation to explore how Capita TotalMobile could help your organisation, please call

08701 631800

or email cssenquiries@capita.co.uk

TotalMobile
Total Sense

Capita TotalMobile is powered by TotalMobile Solutions Ltd

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