


CAPITA

Conwy County Borough Council Mobile working in practice

A close-up photograph of a person's hands holding a silver mobile phone. The person is using a silver stylus to interact with the phone's screen. The background is a blurred green field. The person's face is partially visible on the right side of the frame.

"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
Conwy County Borough Council

Mobile working allows Conwy County Borough Council to:

- Save 120 hours of staff time per year
- Increase daily visits from 20-25 to 30-35
- Reduce paper use by 400 sheets per week
- Save 1.5 hours per day entering data
- Eliminate scanning and indexing visit reports
- Eliminate printing of paper reports
- Redeploy visiting officers' time to tracing absconded debtors
- Eliminate mobile workers' manual updating the back office system

The benefits of mobile working

Prior to the introduction of Capita's mobile solution, the Revenues and Benefits 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 continues: "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. In addition to this, massive savings are being made to the amounts of paperwork being generated and the subsequent hours scanning and reviewing documents. This has enabled the team to take on further work which was previously undertaken by external resources."

Introducing Capita TotalMobile

It's powerful...

Capita TotalMobile can work with virtually any device and integrate with existing software, making it adaptable, future-proof, and highly cost effective for your organisation to implement. The system is transparent to the user, operates in real time, and effectively and seamlessly integrates information obtained from a range of specialist sources. The entire solution is based upon real-world understanding of how people interact with customers, colleagues, applications and information in order to do their work effectively and make best use of their time.

It's practical...

The mobile working solution enables staff members working in the field react more swiftly to changing circumstances, and make the best use of their resources. This is achieved by Capita TotalMobile allowing departmental managers to allocate workload more equitably through enhanced management information tools that to monitor field worker locations and schedules.

To arrange a **FREE** consultation to explore how Capita TotalMobile could help your organisation, please call **08701 631800** or email totalmobile@capita.co.uk



TotalMobile Totally proven

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