

Identifying effective mobile workforce management

The civil service is facing unprecedented budget pressures. As austerity continues to take its toll on Whitehall, departments are being asked to make ever-greater efficiency savings, at the same time as boosting their productivity and improving public services.

Why Focus on Fieldwork?

Most respondents to a recent survey of 1,018 civil servants said jobs were booked only through a shared calendar (46%) or by email (46%).

The civil service is not innovative in its approach to managing mobile workers. This means that even a small change could have a big impact on services.

92%
of Appointments

are booked either by shared calendars or email. Compared to other areas where government has made big leaps in its use of cutting-edge software, fieldwork has been left behind.



"Updating changes across paper-based and spreadsheet records leads to inconsistencies, incorrect information and scheduling issues,"

Home Office respondent



What are the Problems?

For fieldworkers the main issues relate to the quality of devices when logging on to update systems, as well as poor connectivity and a lack of secure connections.

Managers listed similar issues but also noted an inability to communicate about delays affecting progress and being unaware of where fieldworkers are.

What Needs to Change?

39% said that knowing where field workers are in real time would be useful, 23% said they would like to ensure staff had less unused time between jobs.

Others called for reductions in the cost of managing staff (25%) and the ability to secure a device if it were lost or stolen (14%).

76%
of Central
Government

teams with fieldwork staff felt their productivity could be improved.



Government departments need to know that there is a better way of managing their field based staff time, which will ultimately lead to cost savings, efficiency gains and better service.



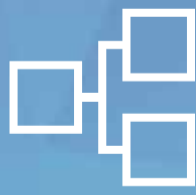
A Lack of Understanding

The survey results indicate a lack of understanding of the options available to government departments when it comes to managing fieldwork.

Although respondents using a shared email calendar are fairly happy with the process, they are struggling with problems that are inherent to that technology.

There is a Better Way

A system that allows you to track individuals' workloads and helps managers deploy staff in the most effective way possible.



A systems that is intuitive, so everyone in the team can use it – whether they are on a mobile in the field or on a desktop in the office.



A cloud based system that not only meets Whitehall's cloud-first rules, but is also secure and reliable.



A system that offers off-line capabilities for situations when reception is poor or non-existent.



How do we help you achieve this?

Kirona are leaders in enabling the public sector to deliver a highly responsive and effective service to customers while ensuring the greatest value for money. We do this through our seamless integrated solutions Dynamic Resource Scheduling (DRS) and Job Manager (JM) that manages the complete work cycle from appointment to work completion.

To find out more visit our website or contact our team directly