



## Welcome to Smartalk; the newsletter from TBS that keeps you connected.

With a mix of advice, case studies and news, Smartalk keeps you informed and up to date on the latest from across the world of mobile workforce management.

If you require any information about anything contained in Smartalk, please get in touch on 01773 596900 or email [info@tbsmobility.com](mailto:info@tbsmobility.com)

### In This Edition:

- Facilities Management – we focus on how companies must react to Brexit and the changes that are coming to the industry
- Case study – TBS teams up with Mitie and Samsung to deliver FM solutions
- Our new 3-step Advice Line
- TBS rolls out in the Middle East

## FM focus: Technology is the saviour of post-Brexit Britain



**TBS Managing Director Steve Reynolds says companies must embrace the new digital landscape . . .**

IT'S been a decade since the global recession and those that survived came out of it leaner and sharper. Yet we are again plunged into a time of uncertainty, a time where businesses are reporting a large increase in people costs.

Facility Management companies are being challenged by shorter contracts, tighter margins and an increasing cost base driven by Brexit, living wage increases, pension reform, the apprentice levy and future foreign labour restrictions.

At the same time they must improve process compliance, productivity and efficiency of the workforce, whilst reducing operational costs and providing transparency to customers who want the confidence that that services are being delivered to the highest standard; helping to differentiate on the quality of the service rather than lowest cost.

### Challenges

When looking at how to meet those challenges, simply changing their processes is no more effective than re-arranging the deckchairs on the Titanic. For Carillion it was too late, but it need not be for everyone.

FM companies must though embrace technology and take advantage of the huge advances that can help them save money and improve efficiencies.

At a business I visited recently, they were still operating the same people-centred system as they were 20 years ago. With their sector in financial crisis, they are facing huge challenges, but this is where technology can be an enabler.

The Carillion collapse has served as a wake-up call to businesses which understand that simply tweaking their processes won't work, and that something more radical and innovative is needed.

### 'Business as usual' to 'Innovation as usual'

We at TBS are constantly assessing enabling technologies, exploring the positive impact they can have on our customers, and assembling these component parts in a unique way, while focussing on the workforce needs and delivering transformational change that adds real value and cost savings to businesses; thus turning 'business as usual' into 'innovation as usual'.



How can TaskMaster benefit your business?

[Click here](#)

## TBS, Mitie and Samsung: a case study – delivering outsourced mail and print services in a digital world

### The Business Challenge

As an established provider of outsourced mail and print services, Mitie Document Management has evolved from traditional onsite service provision into a multi-faceted business fully embracing the power of data transformation and the digital medium.

The addition of two state-of-the-art digital data and print management centres means that a demanding blue chip customer base not only trusts Mitie with their complex data handling requirements but demands continued innovation and service evolution around the development of its key mail and task management applications.

Mitie identified that to achieve that vision, it needed to work with a development partner.

### The Solution

In 2014 Mitie partnered with Technological Business Solutions (TBS) to reimagine its mail tracking operation. A partnership that enabled Mitie's document management offering to keep pace with the unprecedented speed of technological change the world was seeing.

Supported by Mitie's vision, TBS provided a platform to bring this to life. Pinpoint was developed with 'mobile' as its main proposition. Moving to cloud-hosted provision and taking advantage of Samsung's hardware offering created exciting innovation for Mitie.

From a relatively narrow remit, Mitie quickly realised that many more client challenges could

now be overcome through this partnership, including accountable mail tracking, NFC-based location tracking, evidence tracking, task management and many more.

### The Client Benefit

Improved efficiency, cost saving, enhanced security and reduced risk are just some of the benefits. TBS' TaskMaster platform allows Mitie's clients to maximise their investment by ensuring they are using the latest technology in the most efficient way for their businesses.

### Continuous improvement

From an initial prescriptive relationship between Mitie and TBS, the dynamic has changed significantly and Mitie now considers TBS as a partner in the pursuit of continuous development.

Continuous feedback from Mitie's Operational Management team and end users fuels the development cycle, which has strengthened Pinpoint's value proposition, and as Pinpoint moves into the next phase of its life cycle, the application is being developed to facilitate more service lines and with that the integration of other technologies.



*TBS services for Mitie are run through Samsung devices*

Read the case study in full [HERE](#).

Advice  
Line

Each edition our specialists bring you three pieces of expert advice:

1. **BYOD** - ensure you have a Bring Your Own Device policy with GDPR beginning to bite. Research from managed services provider Annodata found that 42% of district councils in England don't have a BYOD policy in place. Without one, businesses risk exposing themselves to data leakage, resulting in a breach of the new GDPR regulations. Don't be caught out – put a policy in place.
2. **IoT is a game changer so get in the game.** Forrester predicts that this year IoT will move from experimentation to business scale, so make sure IoT is part of your digital transformation strategy. In the last 18 months TBS has deployed a large number of IoT projects resulting in disruptive change within the businesses that have adopted it.
3. **This month's reading – The Stoddart review.** Despite being out for a year, this is essential reading. Commissioned by the British Institute of Facilities Management, it highlights that only 53% of respondents agreed that their workplace enables them to work productively. It suggests how improvements could be made and the positive impact these would have on productivity – download the report here <http://stoddartreview.com/>

## TBS rolls out in UAE and Qatar

We have successfully delivered our first solution for Interserve International into the Middle East. The rollout of the TaskMaster solution has so far been in the UAE and Qatar, both new markets for TBS.

It allows over 125 Interserve technicians to perform planned and reactive maintenance for their Alshaya contract. Alshaya franchise nearly 90 of the world's best known retail brands, including Debenhams, Boots and Starbucks, and have 700 stores in UAE and 300 stores in Qatar.



*Interserve staff training on TaskMaster*

*TaskMaster provides a complete solution package*



TBS has integrated with the FSI Concept Evolution CAFM solution to deliver the full mobile solution for Interserve International. The solution allows for the following:

- Jobs generated in Concept Evolution and assigned to technicians which are then received onto the technicians TaskMaster application, with status updates and data collected being fed into Concept Evolution as the job is progressed.
- The technician can go through their tasks, add parts used on the job, add assets and record further work required.
- The customer can view a summary of the work completed and add their comments and service rating before signing off the work.
- Planners can view their technicians real time locations using the Management Console web applications.