TBS, Mitie and Samsung:

delivering outsourced mail and print services in a digital world

The Business Challenge

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Their addition of two state-of-the-art digital data and print management centres offering a range of data extraction and transformation services - from digital mailroom and hybrid mail, to variable print and invoice processing - means that now, more than ever, a demanding blue chip customer base not only trusts Mitie with their complex data handling requirements but demands continued innovation and service evolution.

Development of its key mail and task training applications, which secures incoming accountable items, logs operational data and provides service level data, was beginning to plateau.

It is fair to say that Mitie (like many businesses at that time) were not Cloud native, were using older PDA technology and had little developmental agility. Mitie had identified that to achieve their vision, they needed to work with a development partner.

The solution

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In 2014 Mitie decided to partner with Technological Business Solutions (TBS) to reimagine its mail tracking operation. Mitie has developed its own technology some-time ago but had not kept pace with the unprecedented speed of technological change the world was seeing. That service had reached a state of plateau. With ideas of how Mitie wanted to shift the ways in which teams worked, 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 ruggedized hardware offering created and exciting innovation for Mitie.

From a relatively narrow remit, Mitie quickly realised that many more client challenges could now be overcome through this partnership.

Samsung hardware technology provided a solid base of ever-improving mobile devices to utilise such as the Note 8, Tab Active and X-Cover – all with the essential NFC capability, camera and inherent military-grade security and remote management – plus more niche products such as wearable designs that appealed to our high-end clients.

TBS, as a partner, allowed Mitie's ideas to flourish with a developmental agility that meant their solutions weren't out of date before they were delivered and could continually evolve.

Mitie now has enhanced the original Pinpoint functionality and developed variants to meet specific customer challenges in their business and sector. These include:

- **Accountable mail tracking** – business "ring-fencing" and full audit trail of incoming and personal items
- **NFC based location tracking** – used for confirming regular staff attendance at specific points, such as printers or recycling bins
- **Evidence tracking** – providing bespoke logging, audit trail and accountability at each stage of a customer case
- **Scheduled bed cleansing for hospitals** – bespoke logging against NFC enabled assets, mobile visibility of historical cleans and flagging of non-compliance
- **Task management and staff allocation** – service level driven management and allocation of workplace requests to mobile devices and wearables
- **Automated "demand based" requests** – for consumables or services - using IoT sensors into either Pinpoint task management or customer systems
- **Event handling** – simple, cost effective management of event attendees

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.

Improved efficiency:
Centralisation of information across the enterprise is key, allowing rapid access to information both for instant response and analysis of management information to reveal service hot spots and issues in real time.

Other examples include:
- Self-service solutions like IoT customer request buttons and sensors that detect when mail is placed in out- trays and automatically generate a collection task
- Customer portals and automated responses which reduce customer traffic and the load on services
- Tracking items or assets efficiently to allow strategic decisions to be made such as the handling of personal items in the workplace, or setting system thresholds so work isn't carried out needlessly.

Cost savings:
These start immediately with the use of Cloud-based technology largely bypassing the cost of internal IT resource, and the use of cost-effective Samsung Android devices instead of the traditional PDAs. Great cost savings can then be achieved following analysis of the detailed management information the system provides.

Enhanced security:
With enhanced data protection laws under GDPR, any paper-based activity carries an inherent risk both in terms of physical security and lack of visibility should an end customer request their information. Pinpoint has passed the stringent security requirements of our blue chip customer base and ensures:

- Full audit trail and asset tracking
- Virtual "ring-fencing" of the customers' business
- Security of data using proven Samsung device management – with the ability to remotely erase data
- Storage of data in secure databases via encrypted web channels.

Reduced risk:
Risk can take many forms, but typically Mitie recovers critical items or tasks daily for its clients that have been misplaced or not carried out.

Missing a critical task can often lead to service penalties or even risk to health, so visibility of information and automated alerting are key to reducing many types of risk and improving compliance. Full data logging and audit trail inherently reduces the risk of incorrectly handling customer data.

Continuous improvement

When Mitie first embarked on a mission to reshape its technology offering, the relationship with TBS was very prescriptive in the traditional client-supplier fashion.

Over the years the dynamic has changed significantly. Mitie now consider TBS as a partner in the pursuit of continuous development. The strategy is very much driven from a lean perspective with build, measure, learn at the heart of the approach.

Continuous feedback from Mitie's Operational Management team and end users fuels the development cycle which has strengthened Pinpoint's value proposition. Iteration after iteration the product is refined with the objective to strive for operational efficiency. 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. NFC and IoT are included in the next phase. This further enhances the product offering to clients. By disrupting more conventional service delivery model both Mitie and TBS are using technology to drive efficiencies and continuously improve operations from the ground up.

About TBS

TBS Enterprise Mobility provides integrated mobile workforce management solutions which enable organisations to wirelessly communicate information with their fieldworkers.

Its TaskMaster range of solutions are relied upon by thousands of fieldworkers in EMEA and North America.

Flexible and affordable TaskMaster enterprise mobility solutions improve the effectiveness of field operations.

By eliminating unnecessary paperwork administration and enhancing the performance of field operations, customers experience major efficiency gains and a substantial return on investment.

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The Totalmobile Group are a leading innovator in field service management and mobile workforce software solutions. We enable our customers to maximise the potential of their mobile workforce by optimising field service management.

We provide our customers with a complete solution that empowers the mobile workforce, provides organisations with a real competitive advantage and customers with a great experience.

With offices in Belfast, London, Derby and Bury-St-Edmunds, the Totalmobile Group continue to grow and establish itself as the leading field service management software organisation in the UK.

Totalmobile
Pilot Point
21 Clarendon Road
Belfast BT1 3BG

T: +44 (0)28 9033 0111
E: info@totalmobile.co.uk
W: www.totalmobile.co.uk

CloudDialogs
Unit 22 Park Farm Business Centre
Fornham St Genevieve
Bury St Edmunds IP28 6TS

T: +44 (0) 1284 330 164
E: sales@clouddialogs.com
W: www.clouddialogs.com

TBS Mobility
Ironstone House
Kedleston Close, Belper
Derbyshire DE56 1TZ

T: +44 (0) 1773 596 900
E: info@tbsmobility.com
W: www.tbsmobility.com