

## Efficient Mobile Working

Powering the mobile workforce and everyday public services through iOS and Android enabled mobile apps.



The modern workforce has never been further away from our office and traditional workplaces. However, many organisations with a mobile workforce to deliver field services, know how much time can be wasted collecting assignments, transcribe hand-written notes, or even submitting timesheets.

Replacing manual and paper-based processes with an app on their phones or tablet helps field workers make better use of their time. By reducing admin and wasted journeys, you'll raise staff morale, improve their quality of work and lower staff turnover. Your organisation will benefit too: with a more efficient, productive workforce you can offset budgetary challenges, grow your business and deliver better services to customers.

**We specialise in developing intuitive mobile apps for phones and tablets that integrate with your back-end systems to reduce paperwork, improve information access, and help everyone get more done.**

### Rapid mobile app development

We can help you convert paper-based processes to mobile apps, either on an individual basis or as part of a broader digital transformation. We take a user-centric approach to design to make sure the apps are simple to use. Our accelerated and agile development will reduce risk with a reusable framework of functional components.

This means we develop once, and deploy a consistent mobile experience across iOS, Android and Windows devices.

### Mobile to support back-office systems

Mobile apps aren't just about the front end. For maximum productivity gains, you'll want to connect your back-office systems to the person delivering the service.

Our skilled mobile specialists build mobile apps that integrate with back-office systems to transform working practices. We can also integrate apps with third-party systems to enrich the information you're collecting, improve data quality, and further reduce manual work. We'll work with you to design a joined-up solution that provides the right information at the point of service delivery, and allow mobile workers to update systems, in real time.

### Modernising existing mobile services

If you're already a mobile pioneer, it may now be time to refresh your mobile solution and take advantage of newer technology. This could mean refreshing an existing app so that it works on multiple platforms or migrating a mobile accessible website to an app that holds data on the mobile device, so that people can still work offline.

Whatever your modernisation needs, our consultants can help.

### Benefits

- Increased workforce productivity
- Save on time and cost
- Improve data access and service

They'll work with you to make sure your new solution meets user requirements and delivers the best possible outcomes for your organisation.

### Mobile app in action for road traffic police

We developed the award winning Collision Reporting and Sharing Solution (CRaSH) mobile app to improve the traffic collision reporting process and reduce the time, effort and cost involved. Police officers use CRaSH to record collision details at the roadside, including witness statements and photographic evidence.

Adoption of CRaSH by police forces in England and Wales is saving the police and government bodies more than **£7.5m a year**, with average annual savings per force of **£200,000**.

### Our customers

Among the customers using our Efficient Mobile Working solutions are government departments, social housing providers, schools and commercial enterprises.



## Why Civica

- We're experienced developers of award-winning mobile apps for both public and private sector customers.
- We work in partnership with Microsoft to provide a development platform for robust technical architecture, incorporating good design and development practice.
- Our specialist teams provide the right scale and combination of expertise to suit any project or budget requirements.
- We apply user research and user experience skills to optimise the user experience of the apps we develop.
- Our development process is rapid and low risk, and provides 'code once, deploy anywhere' solutions.
- We design security into our apps from the start and encrypt data to government standards.
- Our end-to-end suite of capabilities reduces risk, as you can rely on us as your single supplier throughout the app lifecycle.

## Our approach

Process consultancy - We start by examining the process you want to transform and looking at it in the context of your wider business. This allows us to understand whether the process can be digitised as-is, or should be optimised first to allow for new, more efficient ways of working.

**User-centric design** - We apply user research (UR) and user experience (UX) skills to capture user stories and design user journeys. The design process then moves through a series of storyboards, mock-ups and prototypes before entering the development phase.

**Agile development** - We develop mobile apps following Agile principles. Fortnightly sprints – with work planned and delivered every two weeks for review means you see regular progress.

**Security** - We work closely with you to make sure we meet not only your needs, but UK government standards for information security. Data in transit and on device is 256-bit encrypted, so any captured photos or videos remain stored within the app, and will never appear in the device's camera roll. We can also restrict access based on finger print or facial recognition.

**Change management** - Our change management consultants can provide training, go-live support, communications guidance, and any other change management assistance you need to allow for successful deployment of your mobile app.

## Our mobile platform

Working in partnership with Microsoft, we've developed our mobile platform with strong technical architecture, good design and development in mind. Built on Microsoft Xamarin, the platform allows us to code an app once, then deploy it on multiple mobile operating systems.

This approach helps to make development a faster, lower-cost process - simplifying maintenance and updates of apps.

Confidently roll out a BYOD initiative, or change your mobile policy down the line, without needing us to redevelop your app for different devices.

## Benefits

- Rapid deployment of well designed user apps
- Increased productivity for mobile workers and field operations
- Improved access to operational support information at the point of service delivery
- Greater accuracy of information collected in the field, with no need to re-key data
- Richer information collection through integration with third-party systems and the ability to capture photos, videos and electronic signatures as appropriate
- Immediate access to new information as updates are made from the field in real time
- Enhanced impression of your organisation as processes migrate from forms and clipboards to modern mobile apps
- Improved experience for mobile workers, raising morale and reducing staff turnover
- Increased information security through 256-bit encryption
- Supports modern working from mobile device deployments and BYOD initiatives.

## Find out more

To find out more about how our Efficient Mobile Working proposition can help you mobilise your workforce, visit us online or contact us today.