

Mobile working and the Public Sector

Capita highlights some key benefits of mobile working extracted from Kable's latest mobile working report* published May 2010

Kable believes the potential for mobile working growth is substantial. Current adoption largely involves the provision of mobile phones, but the real financial and time saving benefits come from tailored solutions supporting the worker on the move.

Local authorities have the highest potential for continued investment in mobility. Under current plans, the number of workers in local government equipped with handheld devices will increase by 20% by 2010/11.

Kable's survey results show that technology-enabled mobile workers account for 17% of all public sector staff, and the number is likely to grow from an estimated 1m in 2009/10 to 1.5m 20014/15. This growth is driven by the potential of the technology to improve efficiency and raise customer satisfaction.

Some 11% of public sector workers have field roles with a requirement to share information. These include care workers, some legal professionals, some medical staff (e.g. community nurses), planning, regulatory and inspection staff concerned with education, health, safety, traffic, and the environment. However, the percentage of those benefiting from mobility solutions is higher as it also includes managers with mobile phones and others, such as clinicians, with portable digital devices.

Financial savings from implementing mobile technology will vary from 15% to 60%, depending on the nature of the solutions. While 15% is the most frequently quoted figure, the overall average is 30%. The increase in staff productivity is noticeable. Organisations have their own way of calculating the gains, and the most often quoted figures are 15% to 20%.

Efficiency savings through the deployment of mobile solutions can take the form of reduced transport costs – which are often as a criteria to measure the organisation's progress – through a reduction in work space required, and better access to information in the field. The latter can speed up processing times, eliminate redundant steps and help to complete a transaction more quickly. For example, a housing department might expect to reduce the time taken to complete repairs from 45 days to 12.

Reductions of 70% to 80% have been reported in the amount of necessary paperwork, especially correspondence, following the introduction of mobile working.

* The rise of mobile and flexible working in the public sector to 2015' – follow this link to find out more about purchasing the full report:

<http://www.kable.co.uk/reports>