

CASE STUDY: TOTALMOBILE

Headquartered in Belfast and backed by Horizon Capital, Totalmobile produces revenues of over £10 million. Totalmobile services over 50,000 individual users and over 250 customers, including Walsall Healthcare NHS Trust, Barnet, Enfield & Haringey Mental Health NHS Trust, Buckinghamshire Fire & Rescue and Sulzer.

Totalmobile specialises in mobile workforce management, field service management and dynamic scheduling software for companies within the Health & Social Care; Utilities; Facilities Management and Construction sectors.

Totalmobile's suite of applications has revolutionised the way employees interact with their mobile workforce enablement platform. The intuitive nature of the platform has helped improve the productivity levels of engineers, nurses, inspectors and construction workers nationwide. This ensures efficiency in everyday task management and excellent levels of customer service.

► The Challenge

Totalmobile required support with commercial and employment contracts throughout the UK and Northern Ireland. They also required litigation work to be undertaken on an intermittent basis.

With an expanding business, there was pressure to co-ordinate legal services and ensure a fast and effective turnaround on all legal workloads.

Their main goals were to:

- Improve turnaround time of work;
- Reduce legal expenditure;
- Seek a provider that could offer consistent support;
- Seek a service that offered flexibility and scalability.



► The Solution

Jim Darragh, CEO of Totalmobile, had previously engaged with 360 Law Group through their unregulated service – 360 Business Law, during his time at CMO Software (CMO). Jim was impressed with the subscription service model and saw an opportunity to reengage with 360 Law Group at Totalmobile. He knew the level of service, which had been provided to CMO on a global basis, was of a high standard and would prove equally beneficial for

Totalmobile, so had no hesitation in recommending 360 Law Group to his board.

Robert was introduced to the senior management team which enabled him to carry out a thorough assessment of the company's processes and legal position, allowing him to make recommendations as to the most appropriate package for Totalmobile.



After analysis of the company's goals and objectives, the following was agreed:

- **A fixed price subscription-based model;** with service level agreements, for all commercial and employment contracts, giving Totalmobile clear visibility and control over their costs, and transparency around the turnaround time on critical work. This ensures deadlines are adhered to.
- **A reduced "member" hourly rate.** Corporate and litigation* work is carried out under the reduced member hourly rate model - a rate offered exclusively to subscription clients. This provides the flexibility they need for intermittent additional service requirements.

*Litigation work is carried out through 360 Law Group's regulated division 360 Law Services (SRA Number 638684)



► The Result



Jim Darragh, CEO, Totalmobile comments:

Having worked with Robert and his team previously, I knew the service would meet our criteria and provide the service we required, to an exceptionally high standard, at a realistic cost.

The benefits of one point of contact and a dispersed network of truly exceptional experts, that are on-hand at a moment's notice, is invaluable to us. We can contact them at any time; challenges are resolved within hours, and the quality of work is always exceptionally high.

We were happy to enter into an annual subscription agreement for a very reasonable fixed monthly fee that covers all our commercial and employment matters. This means we can budget effectively and there are no escalating costs. We have complete control over budgets. This is great news for a growing business.

Our savings are substantial, achieving over 60% cost reduction in our legal services expenditure.

And, because of their continued reliability and consistency within the quality of their work, we are looking to develop our relationship further to include corporate acquisition contracts.

Due to their innovative, technology-led business model, they have cut out the 'middle-men' and only work with 5 years plus qualified lawyers. They have eliminated the need for paralegals, trainees and junior staff. This is a huge benefit in terms of the fees they charge, which are substantially lower than any traditional law practice with high overheads.

The "known cost" in growing a business when the demand for services can be "spiky" is fundamental; along with access to very responsive services that have an intimate, ongoing knowledge of our business and working practises – that's key!

I cannot recommend Robert and his team enough.

To find out more, contact us...

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► Overview

360 Law Group is the first and only firm in the UK to offer legal services on both a Regulated and an Unregulated basis – providing a real choice.

The Legal Services Act 2007 (the “Act”) came into force in 2011, deregulating the industry and providing an opportunity to change the way law services are delivered. Gone are the days where businesses, private clients and consumers are forced to accept excessive fees and in many cases, poor service. The law has changed and the legal revolution has begun.

Clients can now take full advantage of the benefits that come with this choice, safe in the knowledge that the quality of advice provided will be of the same exceptional standard no matter how you choose to instruct us.

Whether you are a business, a private client or a consumer, you can relax in the knowledge that only highly qualified solicitors or barristers, each with over 5 years post qualifying experience in their chosen field of expertise, will work on your case.

However you choose to instruct us, you will have full access to our elite team of lawyers, many of which have trained with and worked for the top city law firms. We never use trainees, paralegals or non-qualified personnel.