



Miworld App
iPad

Objective

Mitie is a facilities management company, providing facilities, property and energy management for a wide range of public and private sector businesses. It has revenues in excess of £2bn and approximately 70,000 employees.

To ensure excellent service delivery to their clients, Mitie uses their unique web-based business intelligence and account management tool, Miworld, which leverages the concepts of 'Big Data' and aggregates information from their core FM services and systems in one consistent, easy-to-use portal. This was developed by Mitie's in-house team and enables their Facilities Managers (FMs) and their clients to monitor, manage and act strategically on information presented across their entire property estate.

To take Miworld to the next level and to continue to improve the customer experience, Mitie approached Mubaloo about creating an app specifically for its FMs. Mitie wanted the app to provide easy access to property information for their FMs at anytime and anywhere. It will also help them plan activities and manage issues more efficiently than before.

Realising that FMs may go into areas with poor mobile connectivity or no Wi-Fi connection, the app needed to be available offline.

Solution

Mubaloo worked with Mitie to understand the workflow of the FMs and to determine what information they needed to see when on the move.

An initial dashboard provides FMs with either an entire overview of their client portfolio or cluster or property specific information, including alerts, watched tasks, messages, news and Twitter feeds. On selection of a specific cluster or property, the FM can access a secondary dashboard of colour-coded widgets. These widgets offer a range of high-level information and, where applicable, a RAG indicator to highlight compliance and draw attention to areas that need immediate attention. Widgets include reactive tasks, health and safety, utility consumption, lease management, planned tasks and property utilisation. The app also includes customisation options, enabling FMs to rearrange and turn on or off widgets, helping to make it easier for them to use according to their personal requirements. FMs can then drill down to view or share more detailed information.

As part of the development, Mubaloo created a bespoke Content Management System (CMS) so that the widgets were dynamic and Mitie could easily manage the widgets and tailor the app to their individual customers or their FMs. The CMS also allows Mitie to customise news and Twitter feeds.

The Miworld iPad app integrates with Yammer, the business collaboration platform, to facilitate effective communication between those responsible for rectifying issues on site. The FM is able to share the details of the job and message the contractor directly, through the Yammer app that contractors will be using, to enquire about job statuses or other information. To tackle problems as quickly as possible, local notifications are presented in the app when a new message has been received. In addition, the app has push notifications to highlight when an alert is raised. The CMS also helps manage Yammer networks and default recipients so that the information shared always go to the relevant people.

To allow FMs to view information offline, previously accessed property information is cached locally so it is available should connectivity be lost.

Result

Mitie's Miworld iPad app will help transform the way users manage their portfolio of properties. The app provides a wide variety of information in a user friendly way, helping facilities managers to be more effective in identifying problem areas and resolving the issue quickly and efficiently. The app is now live.

