

Totalmobile launches Field First platform for next generation of field service excellence

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BELFAST, UK – June 25 2025 - Totalmobile, a leader in field service management (FSM) technology, today announced the launch of **Field First**, a first-of-its-kind platform dedicated entirely to the needs of field service organisations. Designed to address the complexity of modern field operations, Field First enables organisations to plan smarter, optimise service, operate more efficiently, and deliver better customer outcomes, while making work and the lives of field workers better.

Bringing together a suite of vertically tailored solutions, the platform offers proactive asset management, dynamic scheduling, mobile workforce enablement, smarter rostering, lone worker protection, streamlined job management and real-time field intelligence capabilities. Its modular design is underpinned by a series of core innovation principles: Artificial Intelligence, UX, SaaS, Integration, Low-Code/No-Code, Security, and Data, guiding every aspect of the platform's design, ensuring flexibility, scale, and ease of use.

"Field First isn't just another product launch, it's a strategic shift in how we approach the delivery of field services," said Phil Race, CEO at Totalmobile. "We have four decades of FSM experience, and we've prioritised listening to the needs of our customers and their workforce to build a platform that focuses on what matters most: visibility, flexibility, impact and ROI.

In today's climate, where regulators are placing increasing scrutiny on field service standards and where organisations face real challenges in rising costs of service and a shortage in skilled staff, our technology is already helping to solve these issues. We're enabling organisations globally to streamline their operations, improve outcomes and clearly demonstrate the value of their investment."

The new platform is tailored to meet the needs of diverse sectors, including housing, emergency services, health and social care, utilities, infrastructure, logistics, government services, and facilities management. It offers best-practice solutions that accelerate deployment, reduce complexity, and drive fast, visible return on investment.

Chrissi Jackson, Totalmobile's Chief Product Officer, stated, "Our mission here at Totalmobile is to deliver the most comprehensive suite of innovations in the FSM market. Field First represents our commitment to providing multi-capability solutions that allow our customers to adopt a more holistic approach to service operations." Jackson continued, "Regardless of whether organisations adopt a single capability or the entire platform, they will gain a seamless, connected experience that adapts as their needs continue to evolve."

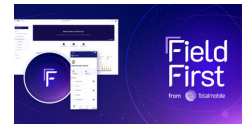
With advanced AI and automation at its core, Field First delivers data-driven decision making and operational foresight. From integrating siloed systems to improving response times and service delivery, the platform helps organisations achieve long-term performance gains.

"The real innovation is what's behind the scenes," added Jon Woodforth, Chief Technology Officer at Totalmobile. "Field First joins the dots between systems, processes, and people. This design enables real-time insights, improves service reliability, and gives organisations a platform they can build on for the long term, not just the here and now."

This launch follows 18 months of strong business growth and international expansion for Totalmobile across the UK, Ireland, Nordics and Australasia. As field organisations increasingly look for integrated, multi-capability solutions that support meaningful digital transformation, Field First is the first and only platform designed exclusively for FSM, offering a scalable, future-ready platform that delivers impact from day one.

For more information on Field First and to learn more about how Totalmobile is transforming global field service delivery, visit www.totalmobile.com.

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