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## Mobile Assessment Plan

### Mobile Health Worker – Mental Health and Community



## Background

In the context of community health services, mobile devices provide community clinicians with real-time access to valuable information at the point of care and key tasks can be completed more efficiently and effectively.

Mobile working also provides clinicians with the means to better manage their time and workload, as well as being able to communicate more readily with colleagues. However, implementing mobile systems is potentially complex and many factors need to be considered to achieve a cost-effective, rapid, reliable and secure mobile service.

A mobile working solution from Tracline is designed to:

1. Provide a consistent and reliable mobile service
2. Simplify the end user experience
3. Minimise the support overhead
4. Help achieve the organisation-wide productivity gains and cost benefits afforded by mobile working

Experience tells us that the key to a successful mobile project is to work closely with our clients to prove that what is being recommended will deliver the results before any decisions are made. To achieve this a Tracline technical consultant works on-site with our clients to build and configure devices as well as providing the appropriate training for the key staff.

## Overview and scope

The objective of this Mobile Assessment Plan (MAP) is to establish the most appropriate combination of devices, mobile airtime, support and training that supports your mobile working requirements:

The MAP also looks into each component part of the mobile solution to ensure that they work together effectively.

For example, when selecting the hardware (usually a laptop or tablet) it is essential to confirm that the best modem and aerial is selected. Over and above the normal performance promised by any hardware manufacturer, the modem and aerial are vital components that can boost 3G/4G performance by as much as 30%. Tracline is happy to recommend devices that are proven in a specific geographic area.

To help us to evaluate the mobile performance during the MAP we use our Status software product. Status aids the mobile user experience by offering simplicity of use, online help and by automatically selecting the best service available (wired, wi-fi and wireless 3G/4G). Status also records airtime performance activity at an individual mobile device level and the information is fed into a central database which in turn can be analysed.

Supporting mobile workers can be challenging on two levels. Firstly, the end user cannot normally fault-find effectively to resolve problems and, secondly, the support desk is often working blind and unable to offer any real assistance. Status offers a genuine improvement to both of these situations.

## The Assessment Plan

The MAP will encompass the following:

### Mobile devices

Tracline provides specialised mobile devices in conjunction with leading hardware manufacturers. These devices differ from traditional mobile hardware in the following areas: Aerial, SSD, SCR, Modem, weight and size.

### Technical services

Tracline will appoint a technical consultant to work with you to help build and configure the mobile devices. Our consultant can advise if the image and build can be optimised to maximise performance.

### Airtime provision

All airtime providers, regardless of type of communication, suffer from contention issues. This means that if you are in an area where other users are accessing the service, your performance will suffer. With Tracline's mobile working solution, our clients avoid this problem as they do not compete for airtime and enjoy a consistent and reliable service.

### Status software

Tracline's Status connection software will record all activity at a device level; session length and time of day, which option was used - 3G/Wired/Wireless - and how many dropped or failed connections occurred.

### Backup airtime

We will determine any requirement for backup airtime - phone, Mifi or dongle.

### Test planning

We will agree a test plan with you. This will consist of:

- The number and location of test sites
- How many members of staff to be involved and their roles
- Staff training
- The timescale and review date

## Review of Results

After the conclusion of the test plan, we will make a formal presentation of the results. We will work with you to determine whether or not the results and findings are in line with your expectations, and to assess the potential of the mobile working solution to enable the Trust to meet its projected outcomes.

## Next steps

After a successful test, we will be delighted to work with you on a roll-out plan for your mobile working initiative.

This MAP from Tracline is a free service and carries with it absolutely no obligation for you to purchase or proceed with us, and therefore you are entitled to end discussions at this point. However, we are extremely confident that our capability and expertise in mobile working will have a positive outcome for both parties.

To contact us, please call 01895 822742 or email: [patrick.obrien@tracline.co.uk](mailto:patrick.obrien@tracline.co.uk)