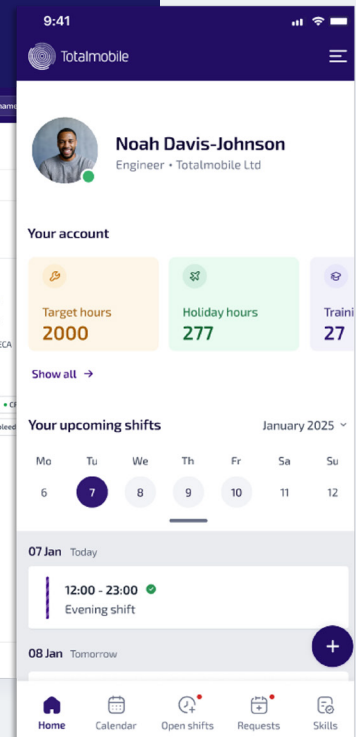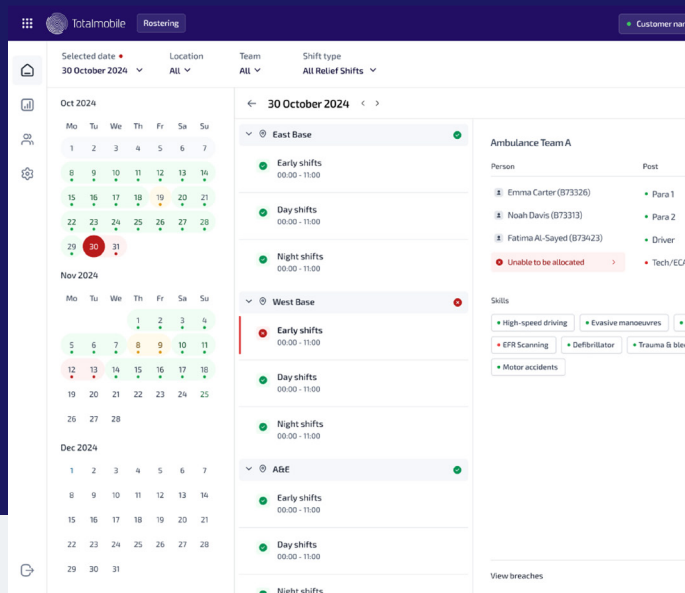Totalmobile

FIELD FIRST

Workforce Rostering

A complete rostering solution that simplifies staff management in complex service environments.

Workforce Rostering

FIELD FIRST CAPABILITY

Better manage workforce rostering on Field First. Our Workforce Rostering capability helps you effortlessly manage complex, demand-led shift pattern design. In minutes, you can create and publish rotas days or weeks in advance - even in nuanced or fast-changing service environments.

Right People, Right Time.

Workforce Rostering on Field First gets a lot of things right; your planning team gain a complete rostering toolkit that aligns every shift with employees who have the right skills and availability.

Dealing with granular data sets, Workforce Rostering improves visibility and information access. Your team can better manage staff at every level, whether full-time employees, banking / adaptive staff or from a 3rd party workforce provider -**all through a single, integrated rostering solution.** With better oversight of skills, availability, and absences, you can create rosters that maximise your workforce's potential. More effective shift planning not only meets service demand but does so compliantly and cost-effectively.

Better Control Costs

By streamlining rostering processes, you can improve the utilisation of people and assets. Dependency on paid overtime and 3rd party agency staff is reduced, saving both time and money.

Enhance Organisational Compliance

Build each shift with employees whose skills and availability align, ensuring compliance with working-time rules while safeguarding their work-life balance.

Improve Service Quality

A standardised and efficient planning process enables your rostering teams to confidently assign staff to appropriate shifts, quickly identify risks or discrepancies, and proactively highlight opportunities to up-skill individuals or teams - fostering continuous improvement.
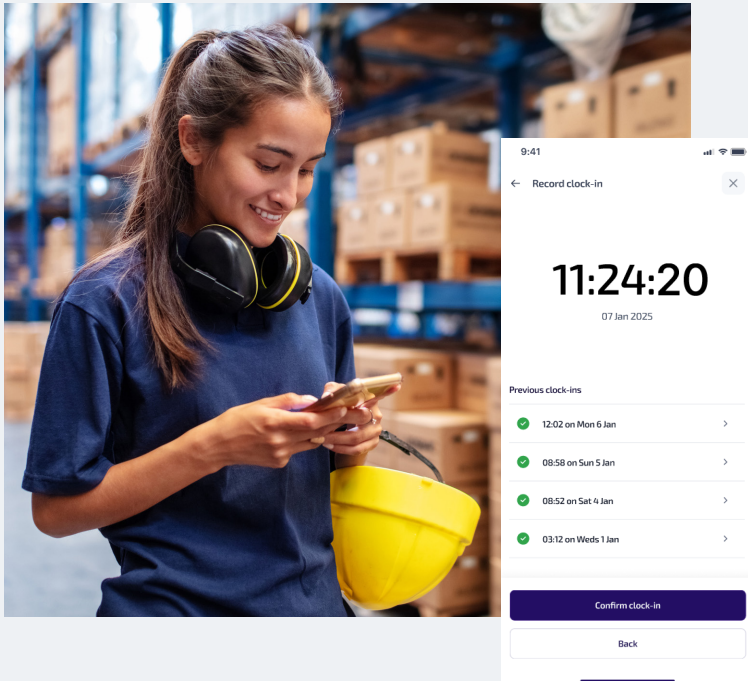
Full Operational Synergy

Natively integrate Workforce Rostering with Dynamic Scheduling, and all other Field First capabilities, to align every aspect of your service operation for optimal performance.

Key Feature Overview

Managing staff availability and shift assignments is vital to maintaining excellent service levels, especially when demand fluctuates. Workforce Rostering is built to handle complex requirements seamlessly, making the most comprehensive rostering solution on the market:

Streamline Roster Allocations

For maximum efficiency, Workforce Rostering streamlines the assignment of vacant shifts based on preconfigured rules or rostering 'worlds'. Approval processes for shift swaps or open-shift applications can be automated, speeding up decision-making and reinforcing compliance with a consistent set of standards.

3rd Party Staff Management

Use one central solution to handle external staff just as effectively as internal teams. Easily advertise open shifts to 3rd-party providers, and approve or reject their proposed candidates. This consolidated approach ensures a streamlined blend of in-house and external resources, matching the highest priority demands with the right personnel every time.

Shift Planning and Shift Pattern Design

Quickly create shift patterns that align staffing levels with service demand. With a real-time understanding of resource availability, skills, location, and capacity, your teams can run "what-if" scenarios to confidently publish rosters that meet demand and comply with regulatory and resource constraints.
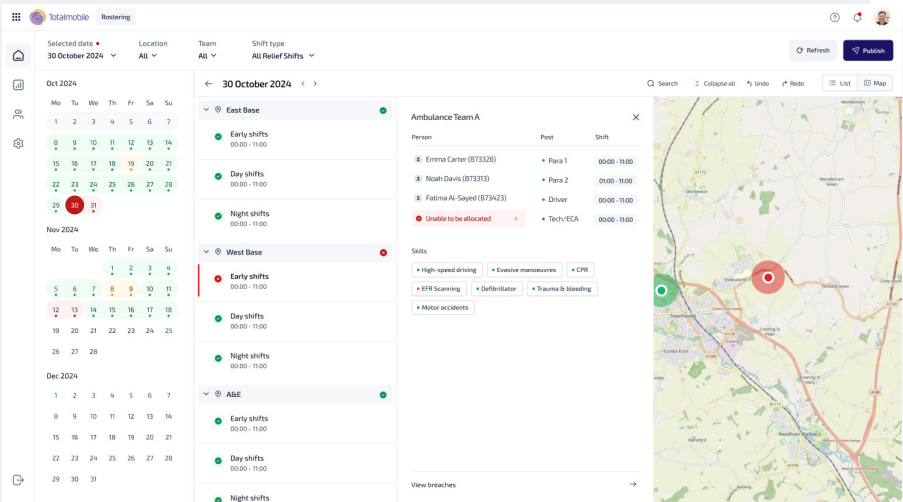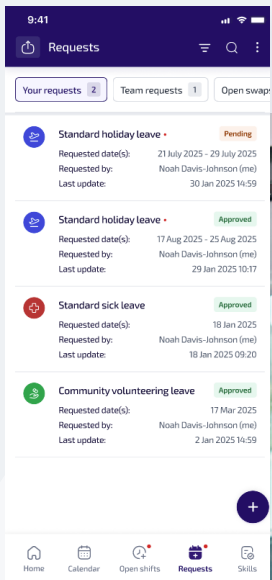
Staff Self-Service

Empower your staff with real-time access to shift patterns and duties. When permitted, staff can also view their full rosters in advance. Staff can manage absences, request leave, complete timesheets, and submit overtime claims directly. Self-rostering capabilities empower your team to select their own shifts within defined guidelines, supporting flexibility and autonomy.

Manual Shift & Roster Allocation

Your resource planning teams can quickly design and allocate shifts, ensuring complete coverage every time. Staff receive real-time notifications whenever rosters are published or updated, keeping them fully informed. The system proactively highlights potential issues—such as skills gaps or working-time conflicts—and makes it easy to implement changes, ensuring rosters consistently meet compliance standards.

DEMO WORKFORCE ROSTERING TODAY

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Workforce Rostering, Platform Power

As part of the Field First platform, Workforce Rostering natively integrates with Dynamic Scheduling, Mobile Working, and other Totalmobile capabilities. By unifying your rostering, scheduling, and task management in a single data model, you reduce administrative overhead, minimise data silos, and achieve unmatched visibility over field operations.

Right People, Right Shifts, Right Work

Link shift assignments directly to specific tasks or work orders, ensuring staff have the exact skills needed for each job. Automatically update schedules in response to absences, surges in demand, or last-minute cancellations - without juggling multiple systems.

Unified Data & Analytics

Every rostering action feeds into the Field First data fabric, creating a single source of truth for attendance, performance, and compliance metrics. Access platform-wide reporting and dashboards, powered by Field Service Intelligence, to drill down into workforce utilisation trends and operational hotspots.

Mobile App Synchronicity

Extend rosters into a mobile environment so field staff can view or swap shifts, check assigned tasks, and capture time and attendance data in real time. Changes made on the self-service mobile app instantly sync with the back-office.

Compliance & Risk Mitigation

Workforce Rostering continuously monitors working hours against compliance requirements - such as Working Time Regulations - and proactively alerts you to potential risks before they occur. Real-time data exchange and comprehensive historical record-keeping ensure you can rapidly respond to evolving legislation or internal policy changes.

Enhanced Collaboration & Staff Experience

Offering a self-service portal within the same environment used for scheduling and task management simplifies day-to-day interactions for both coordinators and field staff. Workers gain transparency and control over their shifts, boosting satisfaction and reducing turnover.

By leveraging this end-to-end approach, organisations benefit from a unified ecosystem that eliminates inefficiencies and empowers more proactive, data-driven workforce rostering.

WALES & WEST UTILITIES

The initiative reduced overtime by **34%**

On average, employees saw their working week become **1.5 hours** shorter

Wales & West Utilities is a regulated gas distribution business serving 7.5 million people in Wales and South West England. Totalmobile's shift work experts facilitated a comprehensive workforce and trade union engagement programme. This resulted in Workforce Rostering being deployed to co-design shift patterns that efficiently meet peaks and troughs in customer demand while meeting employee preferences.

Engineers also now have **better visibility** of their shift patterns and rest days, making it easier to plan their spare time and achieve an excellent **work-life balance**

SIEMENS Healthineers

The software has supported adherence to the new shift patterns and practices, which has increased **productivity** and **efficiency** whilst maintaining **employee work-life balance**

Fairness, transparency and **accuracy** have been **enhanced** through the automatic management of employee holidays and reserve hours accounts

SIEMENS HEALTHINEERS

Siemens Healthineers is a global medical technology company with over 320 field and home-based Customer Service employees across the UK. The business was adopting a new 7-day working window and required enhanced visibility and tracking of all worked and unworked hours. Workforce Rostering provided a single system to manage multiple shift patterns and real-time capacity views over the business' entire mobile workforce.

Automation has **reduced administration** and **duplication** with a streamlined holiday request process

The
Field First
Platform

Field First is Totalmobile's fully integrated and capability-rich FSM platform, enabling our customers to set new benchmarks for service excellence while making work, and the lives of field service workers, better.

Built on a unified field service intelligence platform, Field First brings Totalmobile solutions, capabilities, and analytics together in one intelligent location. Working hard in the background, Field First joins the dots that separate each stage of service delivery, creating one fully integrated and shared experience with our solutions.

Technology Principles

Capabilities

Vertical Solutions

Core Solutions
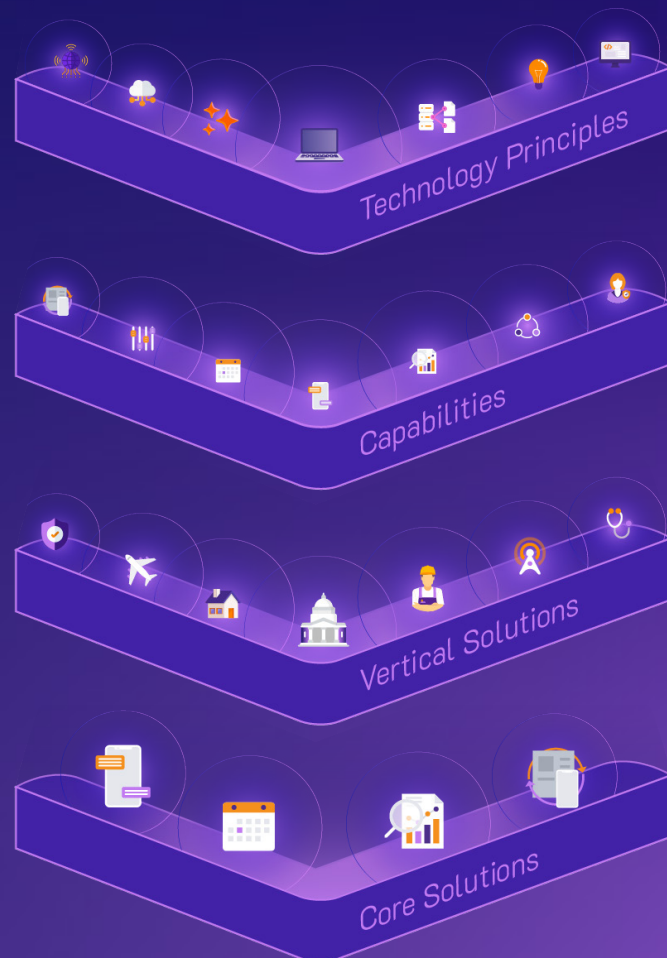
Workforce Rostering that's Field First

Whether it's one capability or everything Totalmobile offers, Field First ensures that field workforce rostering isn't just a standalone function—it's a vital part of a connected and strategic approach to field service management.

By combining Workforce Rostering with tools like Dynamic Scheduling, Job Management, or Field Service Intelligence, you can plan, allocate, and optimise staffing with greater clarity and control than ever before.

Field First
from Totalmobile

Contact Us

Totalmobile is a Field Service Management (FSM) solution provider passionate about making work and the lives of mobile workers better.

See How Field First Helps Your Organisation Increase Productivity, Reduce Cost & Deliver Exceptional Service.

FOLLOW THE QR CODE TO

TO DISCOVER FIELD FIRST