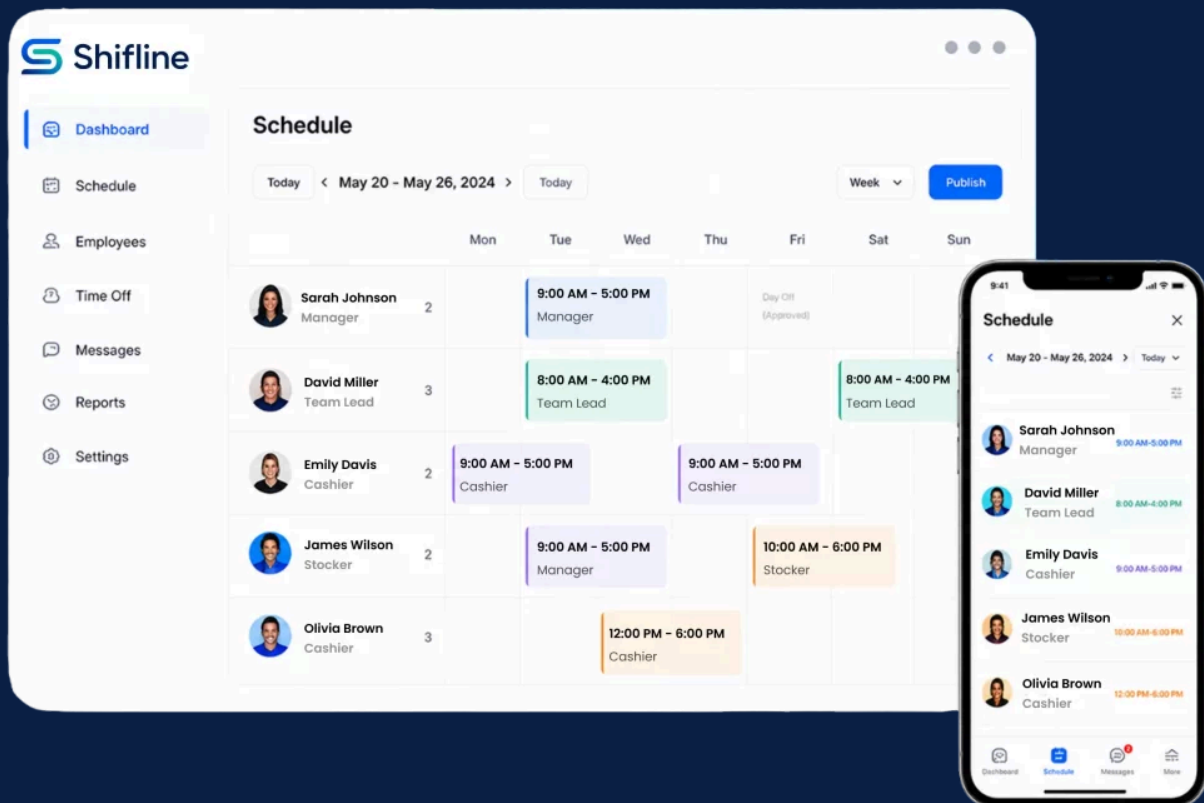


AI-POWERED FACILITY MANAGEMENT WORKFORCE & SHIFT MANAGEMENT

Roster smarter. Prove every visit. Keep every site covered.

The right cleaners, technicians, security and front-of-house teams at the right client site at the right time, with proof of service built in.



Soft services

Hard services

Security

Reception

Grounds

Multi-client contracts

THE PROBLEM

Many client sites, many trades, a workforce that's always on the move.

Facility management runs on contracts: service levels, site schedules, call-outs and audits. Teams spread across offices, campuses, retail centres and industrial sites, with trades, licences and availability that change constantly. Spreadsheets and phone calls can't prove who was where when the client asks.

Spreadsheet rosters

Out of date the moment a technician is moved to another site.

Last-minute call-outs

Supervisors phoning around to cover a missed site.

No proof of service

Clients ask who attended, and nobody can show it.

Incidents lost

Faults and damage reported by text, without photos.

Licences in folders

Trade licences and inductions checked by hand.

Manual timesheets

Night, weekend and call-out rates worked out by hand.

Shifline brings rostering, availability, GPS and QR check-in, incident reporting, compliance and payroll into one connected platform, for every client and site.

BUILT FOR

Integrated FM providers

Maintenance & technical services

Grounds & landscaping crews

Soft services contractors

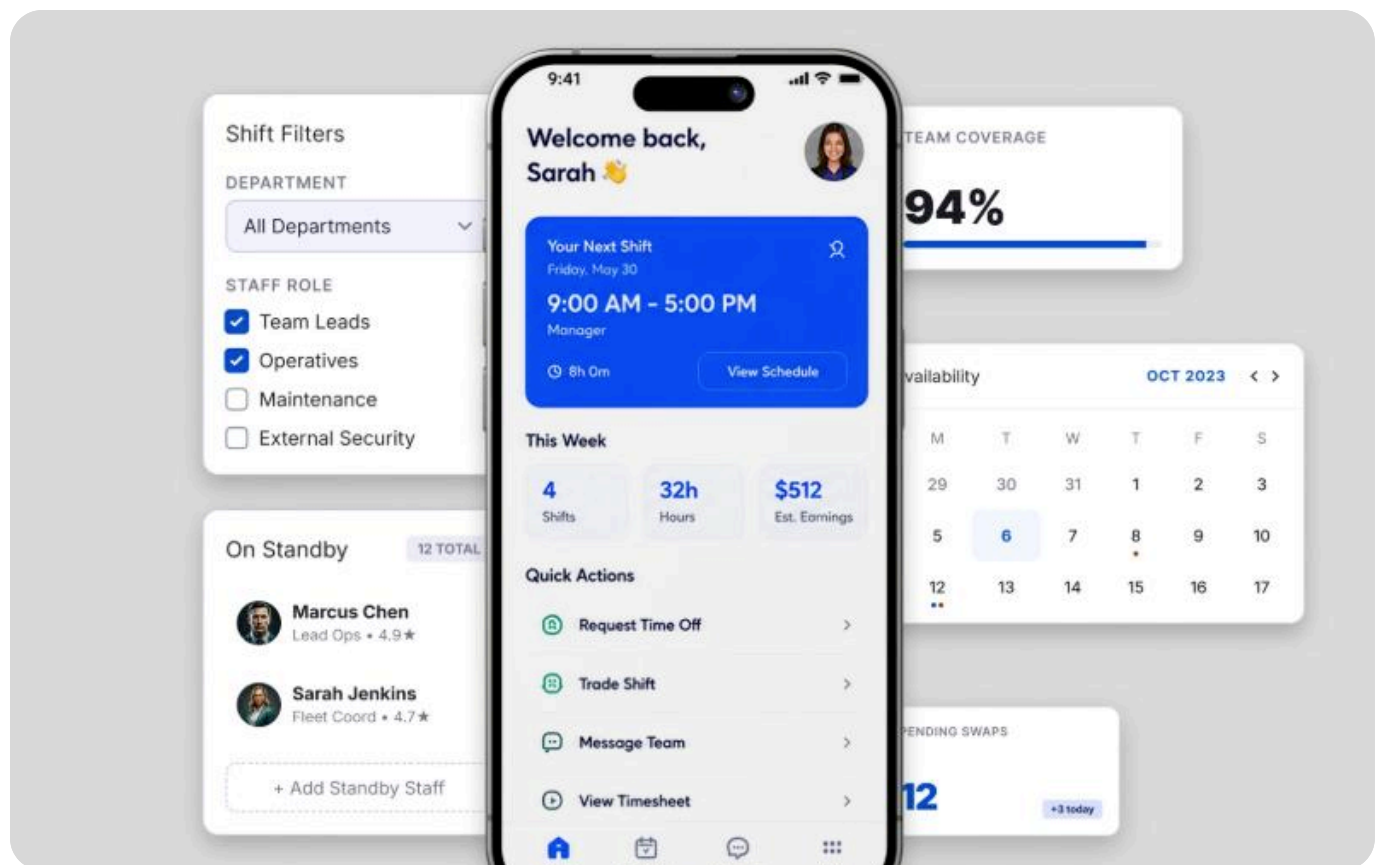
Security & front-of-house teams

Multi-client, multi-site contracts

...and the contract managers, site supervisors, HR and rostering teams who run them.

Your team tells you when they're available. Shifline rosters around it.

Availability comes from your staff, not from supervisors chasing them. Full-timers, part-timers and relief staff update it in the app whenever their week changes; managers see it every time they build a roster.



DK

Daniel's week, as the contract manager sees it

HVAC licensed

Monday
7 AM-3 PM

Tuesday
Not available

Thursday
2-10 PM

Friday
7 AM-3 PM

Saturday
On call all day

No phone chasing needed. The manager assigns shifts using availability, trade, licences, client site, location, contract hours and existing rosters.

Contract needs flow down. Staff availability flows up. AI connects them.

01

Contracts set staffing needs

By client site, service and shift, including after-hours work.

02

Staff share availability

Available and unavailable times submitted from the app.

03

Shifline AI builds the roster

Fewer clashes, the right trade on every site.

04

Managers review and publish

Adjust and approve. Final control stays with them.

05

Staff accept and confirm

Notifications reach each phone; responses update the roster.

STOP CHASING REPLIES. START ROSTERING.

WITHOUT SHIFLINE

- 1 The supervisor calls 25 staff: "Who can cover the north campus?"
- 2 Replies trickle in and get copied into the roster.
- 3 Two technicians swap sites over text.
- 4 The client asks for proof and nobody has it.

WITH SHIFLINE

- 1 Staff keep availability current in the app.
- 2 The manager sees it while building the roster.
- 3 Swaps are requested and approved in the app.
- 4 GPS and QR check-ins prove every visit.

Less back-and-forth. Every site covered and proven.

Let AI do the heavy lifting.

Cleaning, maintenance, security, reception and grounds, across every client site, around the clock. Shifline's AI builds rosters around contract requirements, trades and your team's availability, with fewer clashes and less manual juggling.

~~"Who's free for the hospital site?"~~

"Who is the best available, licensed HVAC technician for Monday's early shift at the hospital site?"

WHAT THE AI WEIGHS

Staff availability

Role

Trade & skills

Licence status

Client site

Location

Department

Previous assignments

Site inductions

Leave & unavailability

Working-hour rules

Existing rosters

Rosters in minutes

Weekly rosters proposed automatically, with clashes and double bookings flagged.

Built around your contracts

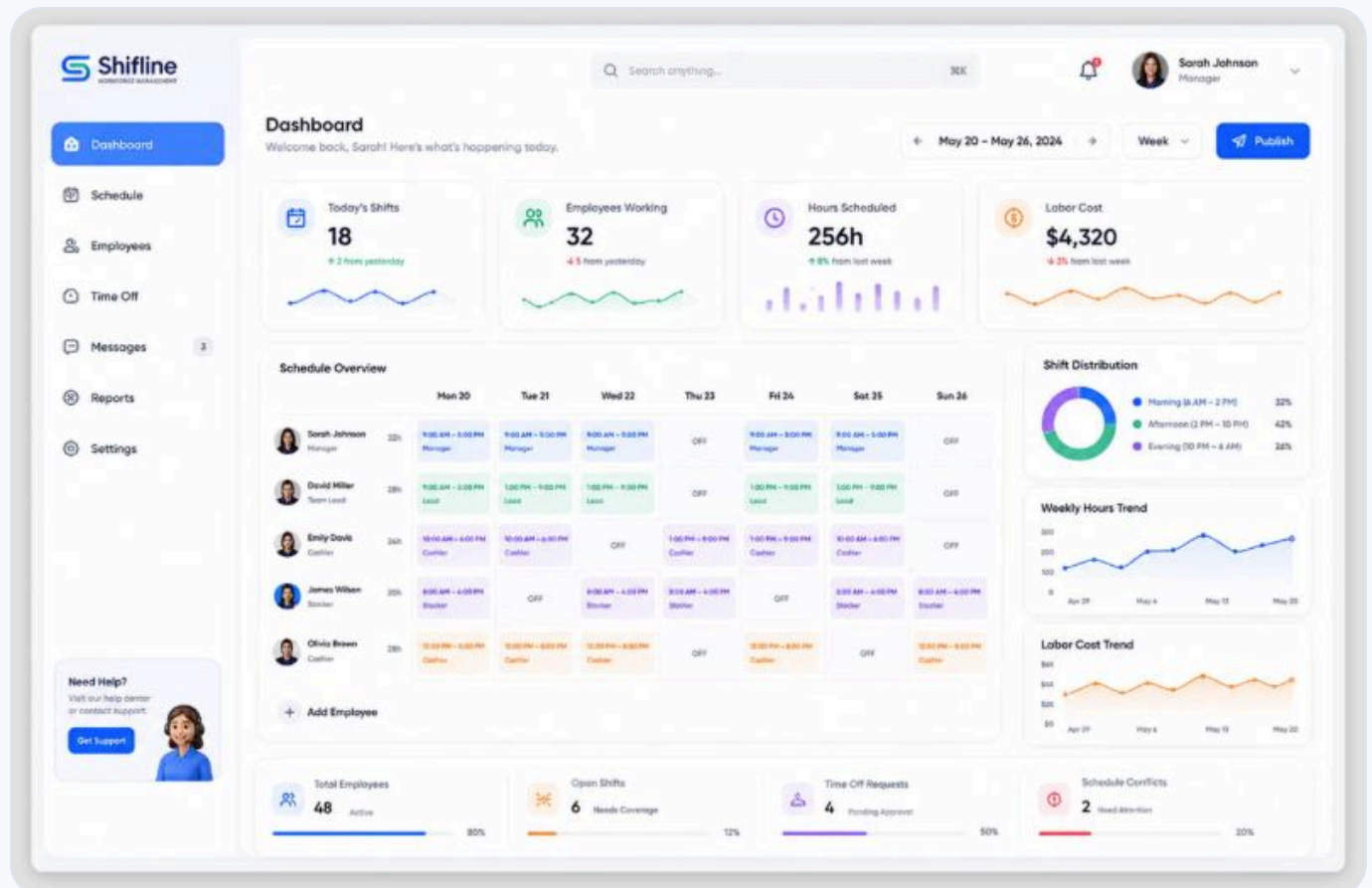
You set site hours and service rules; Shifline staffs to them.

Managers decide

AI assists your managers. Every roster is reviewed and approved before it goes out.

Every shift, every client site, one live view.

Managers see today's shifts, who's on site, hours scheduled, labour cost, open shifts and conflicts in one dashboard, with the full weekly roster beneath.



Live roster

Week view by person, service and site, published in one click.

Open shifts & clashes

Gaps and double bookings flagged before the shift starts.

Labour cost

Scheduled hours and labour cost by client and site.

Team communication

Site updates and instructions pushed to the team instantly.

Incident reports

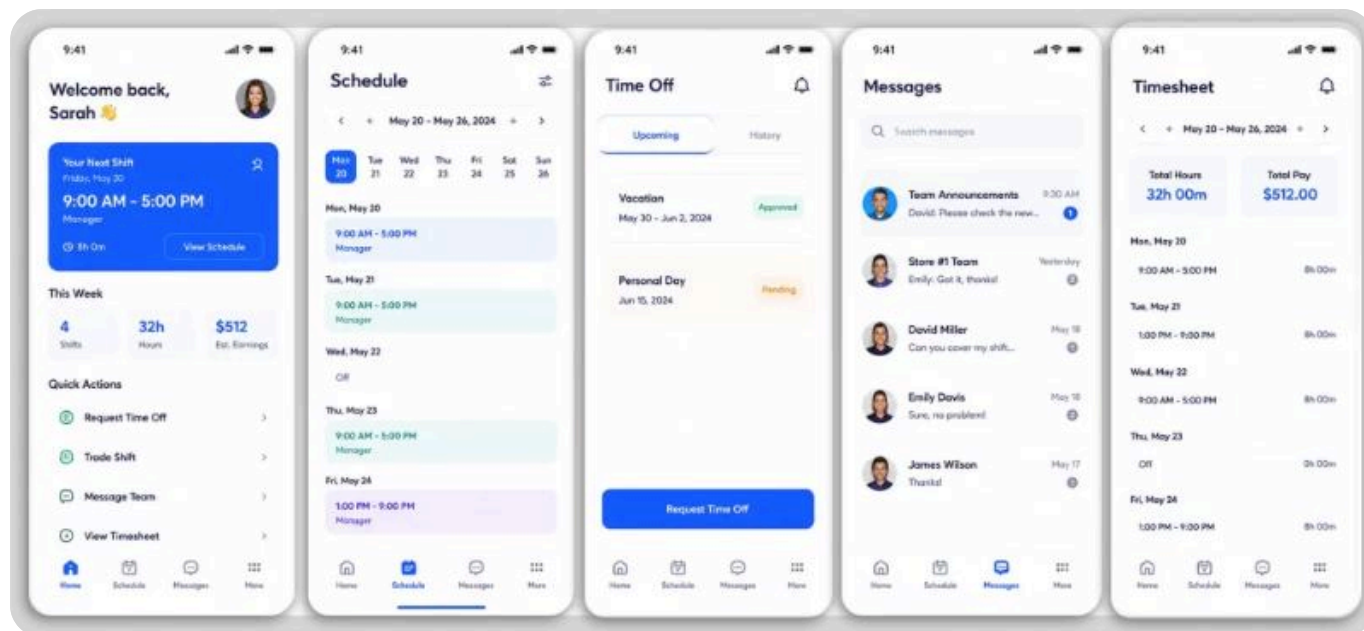
Photos, notes, GPS location and timestamp from every site.

Workforce reports

Attendance, overtime and service delivery across clients.

Your team doesn't chase the office for the roster. The roster comes to them.

Cleaners, technicians, security officers, receptionists and grounds staff see their shifts, check in at site, report incidents, request time off and view pay slips from their phones.



Roster & shifts

Upcoming shifts, client site and role; changes as they happen.

Swaps & open shifts

Request swaps, accept shifts and pick up open shifts.

Site check-in

Check in and out by QR code or GPS geofence, with breaks.

Incidents, leave & pay

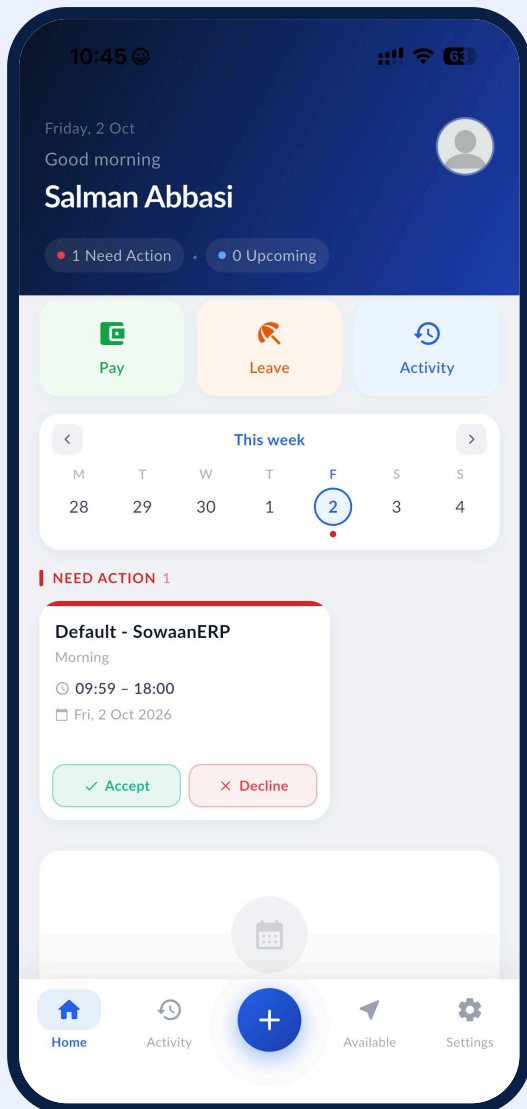
Report incidents with photos, request leave, view pay slips.

Get the Shifline app

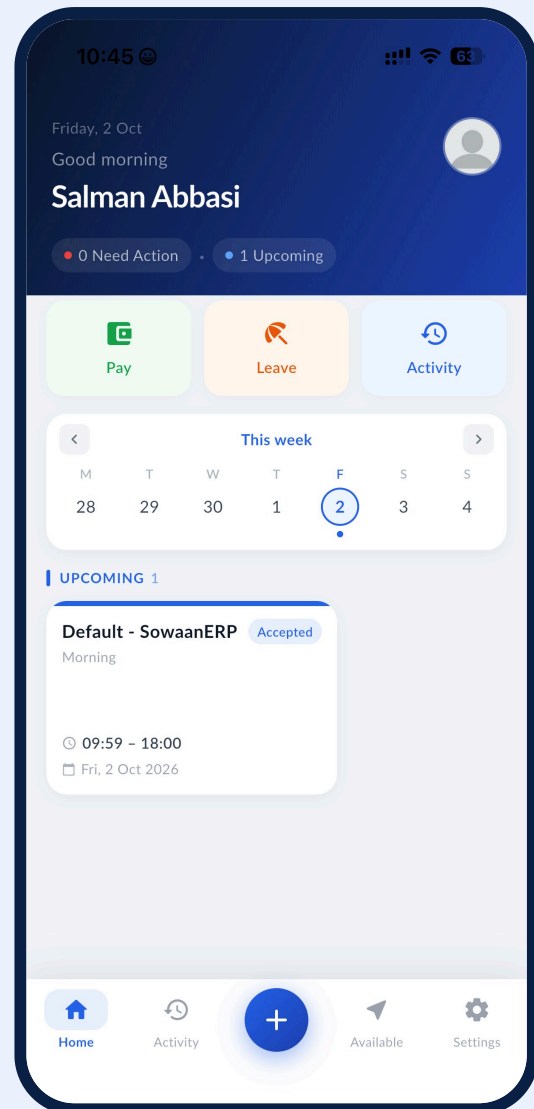


From shift request to confirmed, in one tap.

When a manager assigns or broadcasts a shift, it lands on the employee's home screen under Need Action. One tap on Accept moves it to Upcoming, and the manager sees the confirmation straight away.



1 · Shift request



2 · Accepted

Shift request arrives with time, date and Accept or Decline buttons.

Employee accepts. The shift moves to Upcoming, marked Accepted, and the roster updates.

Cover the site before the client notices.

OPEN SHIFT

Business park · Night cover

Friday

10 PM – 6 AM

1 security officer · 2 cleaners

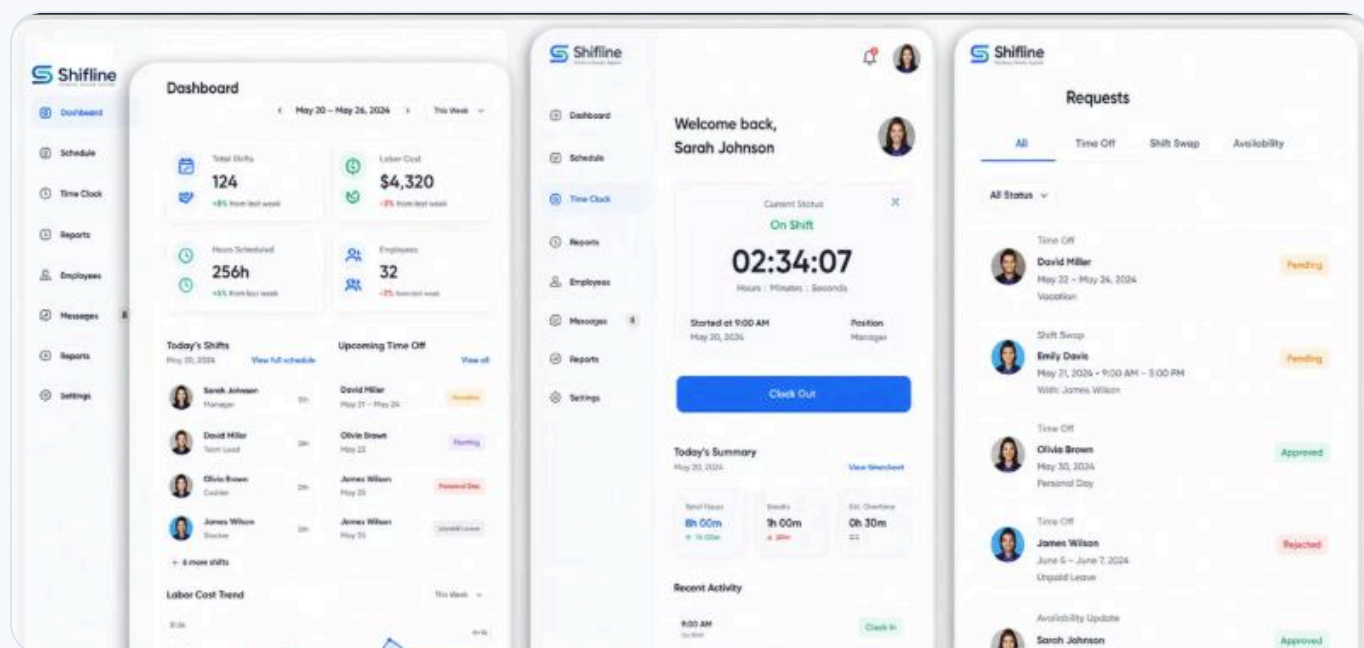
Accept shift

Decline

- 1 The manager creates the open shift: site, role, time, headcount.
- 2 Suitable, available staff get a push notification.
- 3 They respond from their phones; the manager confirms.
- 4 The roster updates. Management stays in control.

PROOF OF SERVICE

Who was on site, when, and what they found.



QR & GPS check-in

A QR code at the site or the client site geofence.

Live location history

GPS, timestamp and location for every check-in.

Incident reporting

Photos, notes, GPS, timestamp and witness details.

Swaps & time off

Requested in the app, approved by the manager.

The right licences on every site.

Shifline tracks trade licences, inductions and documents, alerts you before they expire, and makes sure only qualified staff are rostered where it matters.

ROLE	CERTIFICATION / DOCUMENT	IN SHIFLINE
Electricians & HVAC technicians	Trade licence · Refrigerant handling	Tracked · alerts
Security officers	Security licence	Tracked · alerts
Cleaners & grounds staff	Chemical handling · Site induction	Tracked · alerts
All staff	Custom documents you define	Tracked · alerts

Expiry alerts

Warnings before a licence runs out, so nobody is rostered without one.

Licence-aware rostering

Trade and security work goes only to staff with valid licences.

COMPLIANCE INTEGRATION

Automatic confirmation from the departments that issue it.

Where staff need confirmation from a government body or related department, such as a licensing authority, Shifline can integrate directly with that department's systems and confirm compliance automatically, based on the factors the authority checks.

Direct integration

System-to-system with the relevant department.

Multi-factor checks

Status, qualifications and validity dates.

Visible when rostering

Managers see who is cleared before assigning.

Integrations are set up for each organization and authority.

Set the rates once. Shifline calculates payroll for you.

Set hourly rates by role and shift type, including night, weekend, public holiday and overtime rates. Shifline takes the checked-in hours, applies the right rate and creates the payroll automatically, with labour cost visible by client and site.

1

Set up pay rules

Rates per role, shift type, penalty, overtime and public holiday.

2

Attendance captures real hours

Site check-ins capture real hours, including breaks.

3

Shifline calculates automatically

Hours x the right rate for every shift, including penalties and overtime.

4

Payroll is created

Approved by the office; pay slips go to each employee's app.

ROLE	SHIFT / RATE TYPE	HOURLY RATE
Maintenance technician	Day · Night · Overtime	Set by you
Security officer	Night · Weekend · Public holiday	Set by you
Cleaner	Early morning · After hours	Set by you
Site supervisor	Weekend · Overtime	Set by you

Timesheets

Penalty rates

Overtime

Public holiday rates

Labour cost by client

Pay slips in the app

Payroll & HR integration

One platform for every service you deliver.

Cleaning & soft services

Cleaners rostered by client site, with QR or GPS check-in as proof of attendance.

Maintenance & hard services

Electricians, HVAC and general technicians matched by trade and licence.

Security

Licensed officers covering nights, weekends and patrols across sites.

Reception & front of house

Receptionists and concierge staff covering every client's opening hours.

Grounds & landscaping

Crews rostered across sites, with incident photos for damage and hazards.

Multi-client contracts

Many clients and sites, one central view, labour cost by contract.

FOR THE PEOPLE WHO RUN THE ROSTER

Contract managers

Operations managers

Site supervisors

Rostering teams

HR & payroll

Health & safety leads

Owners & directors

Every client, every site, one system.

Head office sees rosters, open shifts, check-ins, incidents, overtime and labour cost across every client and site. Supervisors run their own rosters, and staff who work across sites see every shift in one app.

Head office

Corporate tower

Hospital campus

Shopping centre

Logistics park

University

Services delivered at each site, on one roster

Cleaning

Maintenance

HVAC

Electrical

Security

Reception

Grounds

Waste & recycling

Management

Shifline

SCHEDULE, MANAGE, SUCCESS

Search anything...

UK



 Sarah Johnson
Manager

Dashboard

Schedule

Employees

Time Off

Messages

Reports

Settings

Dashboard

May 20 - May 26, 2024

Week

Publish

Today's Shifts

18

+2 from yesterday

Employees Working

32

-5 from yesterday

Hours Scheduled

256h

+8% from last week

Labor Cost

\$4,320

-3% from last week

	Mon 20	Tue 21	Wed 22	Thu 23	Fri 24	Sat 25	Sun 26
 Sarah Johnson Manager	32h 9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	OFF	9:00 AM - 5:00 PM Manager	9:00 AM - 5:00 PM Manager	OFF
 David Miller Team Lead	28h 9:00 AM - 5:00 PM Lead	1:00 PM - 9:00 PM Lead	1:00 PM - 9:00 PM Lead	OFF	1:00 PM - 9:00 PM Lead	1:00 PM - 9:00 PM Lead	OFF
 Emily Davis Cashier	24h 10:00 AM - 6:00 PM Cashier	10:00 AM - 6:00 PM Cashier	OFF	1:00 PM - 9:00 PM Cashier	1:00 PM - 9:00 PM Cashier	10:00 AM - 6:00 PM Cashier	OFF
 James Wilson Stockier	20h 8:00 AM - 4:00 PM Stockier	OFF	8:00 AM - 4:00 PM Stockier	8:00 AM - 4:00 PM Stockier	OFF	8:00 AM - 4:00 PM Stockier	8:00 AM - 4:00 PM Stockier
 Olivia Brown Cashier	28h 12:00 PM - 8:00 PM Cashier	12:00 PM - 8:00 PM Cashier	12:00 PM - 8:00 PM Cashier	OFF	12:30 PM - 8:00 PM Cashier	OFF	12:00 PM - 8:00 PM Cashier

+ Add Employee

Shifline works for managers, clients **and** your team.

For contract managers

- Rosters in minutes, not hours
- Availability collected, not chased
- Swaps approved in the app
- Gaps filled with broadcasts
- Licence expiry alerts
- Every service on one roster

For owners & clients

- Proof of service per site
- Labour cost by client
- Automatic payroll
- Incident reports with photos
- One view of every site
- Fewer double bookings

For your team

- The roster on their phone
- Site details in advance
- Availability updated anytime
- Easy shift swaps
- Report incidents in seconds
- Pay slips & leave in the app

BEFORE VS AFTER

From seven scattered tools to one connected workflow.

TRADITIONAL ROSTERING

Spreadsheet rosters

Phone calls & texts

Paper sign-in sheets

No proof of attendance

Incidents by text

Licences in a folder

Manual timesheets

SHIFLINE

AI roster planning

Availability in the app

Shift swaps & broadcasting

QR & GPS site check-in

Incident reports with photos

Licence tracking

Automated payroll

500 staff, 40 client sites, one connected workflow.

500

Staff

40

Client sites

6

Services

24/7

Coverage

Without Shifline, supervisors rebuild rosters in spreadsheets every week, phone around to cover missed sites and collect paper sign-in sheets. Clients ask for proof of service that takes days to compile. **With Shifline**:

1

Managers set site and contract needs

6

Staff check in at site by QR or GPS

2

Staff keep availability current

7

Incidents reported with photos

3

Shifline proposes the roster

8

Gaps filled with broadcasts

4

Managers review and publish

9

Hours flow into payroll

5

Staff accept on their phones

10

Clients see proof of service

■ Managers / head office ■ Staff (mobile app) ■ Shifline platform

QUESTIONS FM PROVIDERS ASK

Does the AI decide who works?

No. It proposes; managers approve every roster.

Can we prove attendance to clients?

Yes. QR and GPS check-ins with timestamp and location.

Can staff report incidents on site?

Yes, with photos, notes, GPS and witness details.

Does it track trade licences?

Yes, with expiry alerts and licence-aware rostering.



THANK YOU

Thank you for reading.

We hope this gave you a clear picture of how Shifline helps facility management providers roster smarter, prove every visit and keep every site covered. The best way to see it is on your own contracts.

60-DAY FREE TRIAL

Try Shifline free for 60 days.

Set up your clients and sites, invite your team to the app and run real rosters for two full months. No credit card required.

Start your free trial

app.shifline.com

PERSONAL DEMO

Prefer a guided walkthrough?

Contact us for a demo tailored to your contracts, using your own sites, services and pay rules.

Book a demo

info@shifline.com

EMAIL

info@shifline.com

WEBSITE

www.shifline.com

MOBILE APP



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