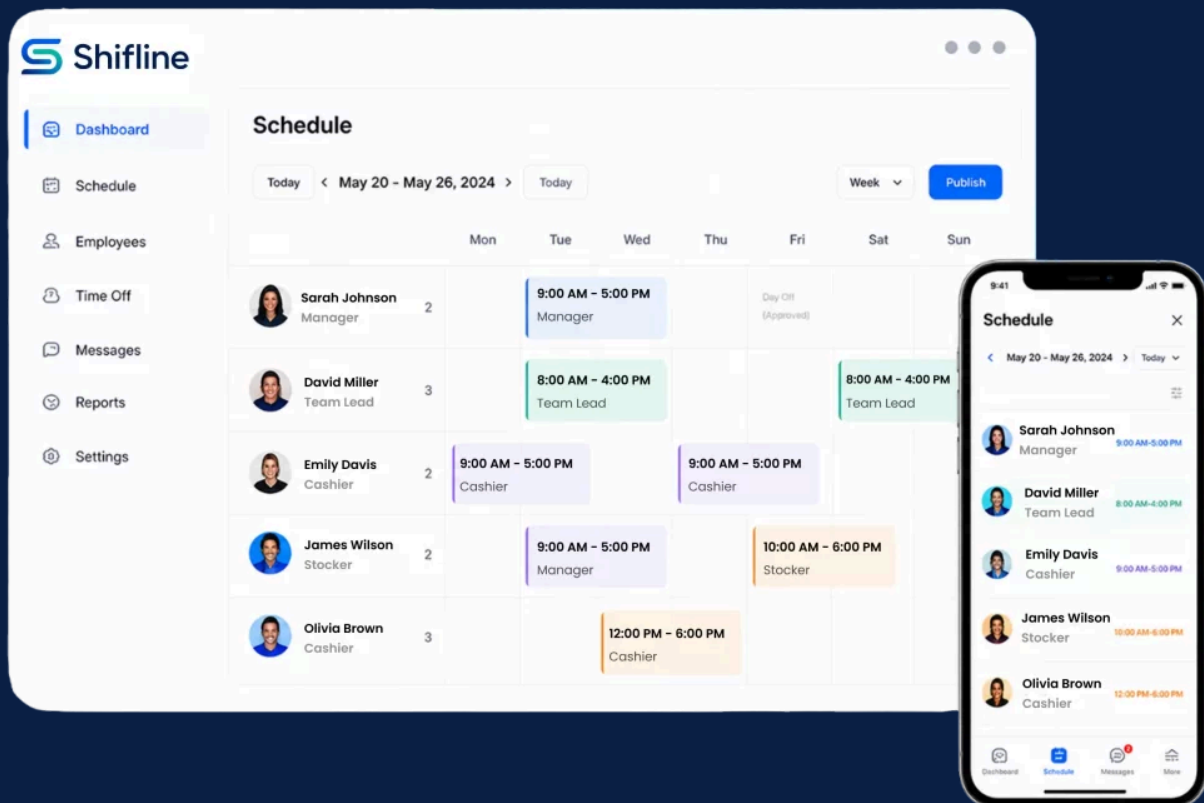


AI-POWERED SECURITY WORKFORCE & GUARD MANAGEMENT

Roster smarter. Guard better. Keep every post covered.

The right licensed guards at the right client site, at the right time, with proof they were there.



Static guarding

Mobile patrols

Event & crowd control

Retail & loss prevention

Corporate & concierge

Control rooms

THE PROBLEM

Every post, every night, every client site. The tools behind it don't keep up.

Security companies must put a licensed, qualified guard on every post, often at short notice, across dozens of client sites, and prove to clients that the post was covered. Spreadsheets and phone trees can't do that reliably.

Spreadsheet rosters

Out of date the moment a guard calls in sick.

Phone calls at 2 AM

Supervisors ringing around to fill a night shift.

WhatsApp groups

Site instructions buried in chat; no record of who agreed.

Paper sign-in sheets

No reliable proof a guard was on site, on time.

Licences in a drawer

Expiry dates tracked by hand, if at all.

Manual timesheets

Award rates, overtime and public holidays worked out by hand.

Shifline brings rostering, guard availability, licence compliance, site check-in, incident reporting and payroll into one connected platform.

BUILT FOR

Security guarding companies

Event & crowd control providers

Corporate & concierge security

Mobile patrol operators

Retail & loss prevention teams

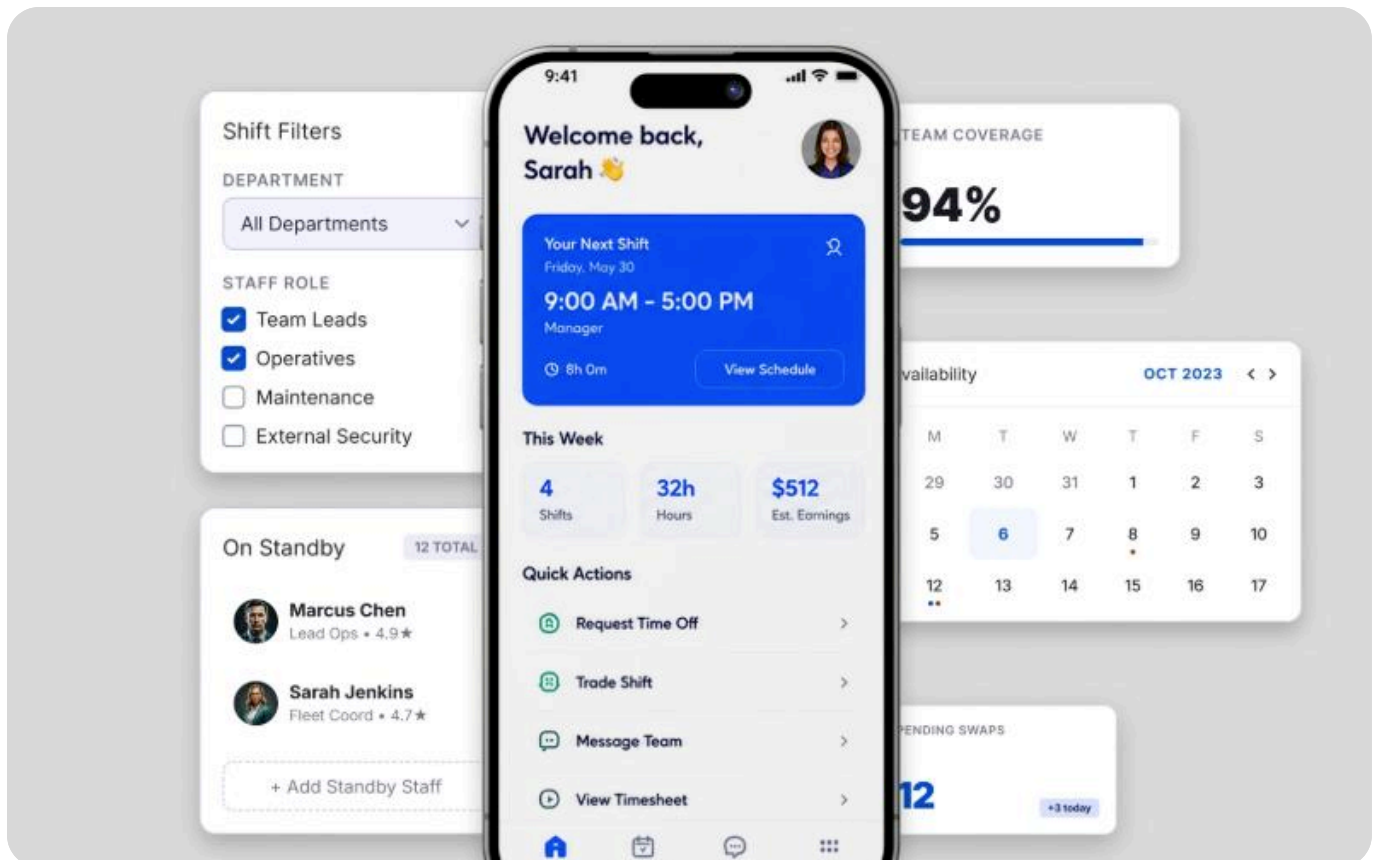
Multi-branch security groups

...and the operations managers, rostering teams, supervisors and control rooms who run them.

THE BIG DIFFERENCE

Your guards tell you when they're available. Shifline rosters around it.

Availability comes from the guards themselves, not from supervisors chasing them. Guards share it once in the app; rostering managers see it every time they build a roster.



KH Officer Khan's week, as operations sees it

Licence verified

Monday
10 PM–6 AM

Tuesday
Not available

Wednesday
2–10 PM

Thursday
10 PM–6 AM

Saturday
All day

No phone call needed. The roster manager assigns posts using availability, licence status, skills, site inductions, previous assignments at the site, location and the client's requirements.

Client posts flow down. Guard availability flows up. AI connects them.

01

Client sites define the posts

Hours, guard numbers, licence types and site requirements per contract.

02

Guards share availability

Available and unavailable times submitted from the app.

03

Shifline AI recommends the best guard

Weighs availability, licence status, skills, past assignments and location.

04

Operations reviews and publishes

Managers adjust and approve. Final control stays with them.

05

Guards accept and confirm

Notifications reach each phone; responses update the roster.

STOP RINGING AROUND. START ROSTERING.

WITHOUT SHIFLINE

- 1 A supervisor calls 30 guards: "Can you cover Saturday night at the warehouse?"
- 2 Answers get typed into a spreadsheet.
- 3 Someone's licence turns out to have expired.
- 4 The calls start again.

WITH SHIFLINE

- 1 Guards keep their availability current in the app.
- 2 Operations sees it, with licence status alongside.
- 3 Changes show up the moment they're made.
- 4 Shifline recommends the best guard per post.

Fewer late-night calls. More posts covered.

Let AI do the heavy lifting.

Hundreds of guards, dozens of client sites, round-the-clock posts and strict licence rules. Shifline creates weekly and monthly rosters in minutes and recommends the best available guard for every post.

~~"Who's free to cover this post?"~~

"Who is the best available, licensed and qualified guard for this post?"

WHAT THE AI WEIGHS

Guard availability

Security licence status

Skills

Certifications

Site inductions

Previous assignments

Location

Client requirements

Post requirements

Leave & unavailability

Working-hour rules

Existing rosters

Rosters in minutes

Weekly and monthly rosters proposed automatically, with conflicts and gaps flagged.

Licence-aware

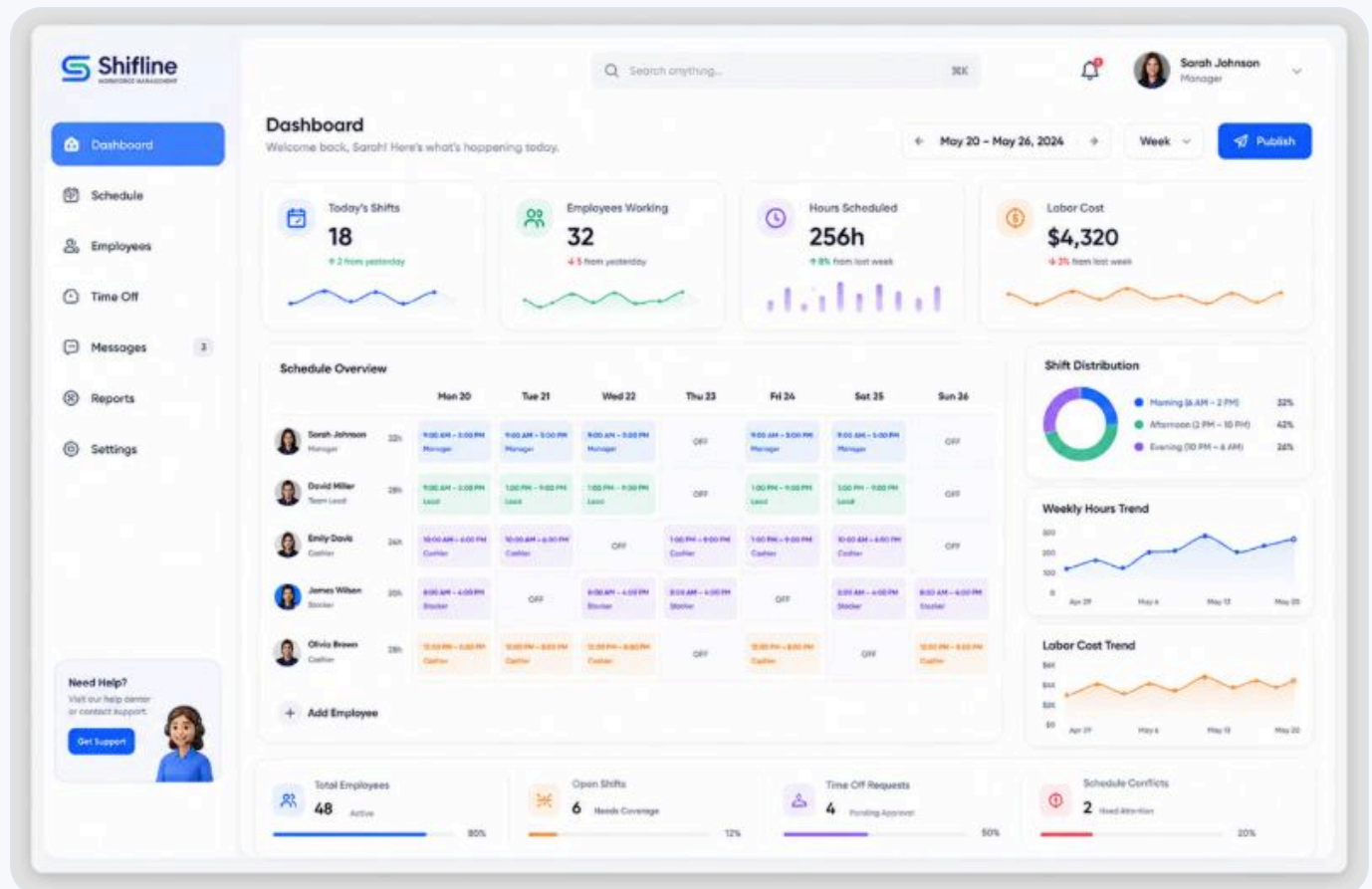
Licence status and certifications are weighed for every recommendation.

Managers decide

AI assists your rostering team. Every roster is reviewed and approved by authorized managers.

Every post, every site, one live view.

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



Live roster

Week view by guard, site and post, published in one click.

Open shifts & conflicts

Uncovered posts and clashes flagged before they become problems.

Hours & cost

Scheduled hours, labour cost and trends for every client site.

Operating instructions

Site instructions pushed to guards with each shift.

Leave management

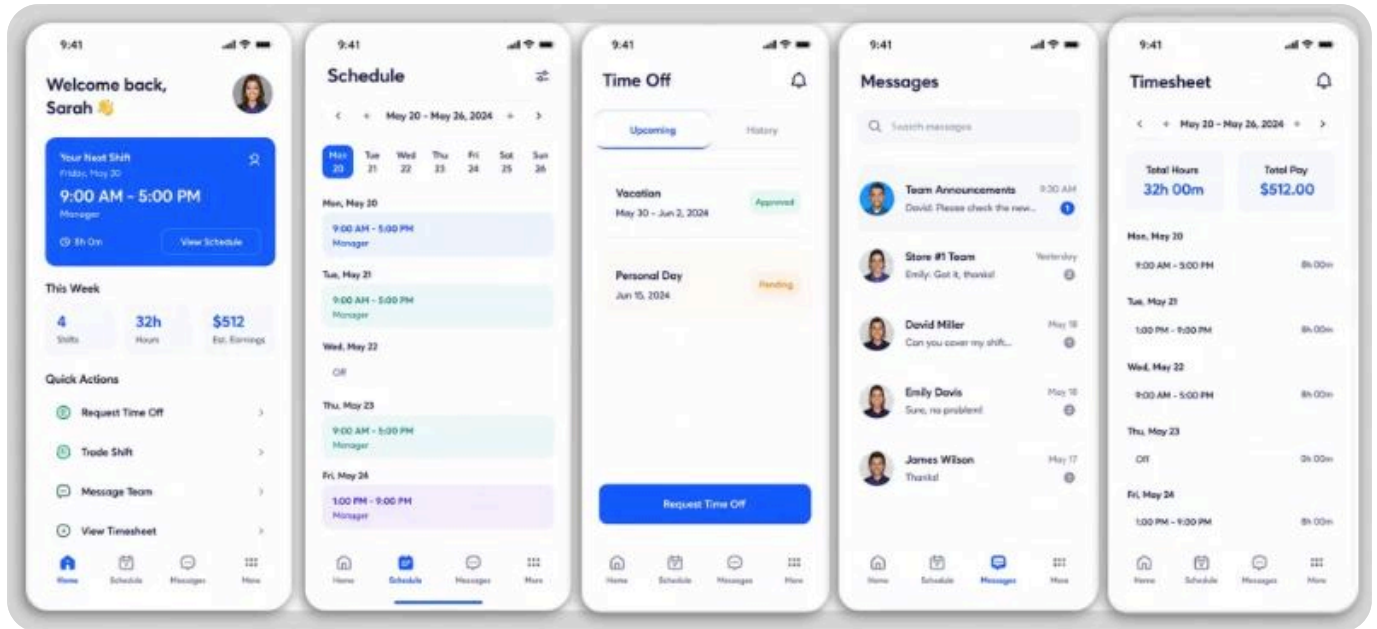
Leave requests and approvals feed straight into availability.

Workforce reports

Attendance, overtime and coverage across sites and branches.

Your guards don't chase the office for their roster. Their roster comes to them.

Guards, patrol officers and supervisors see their posts, accept shifts, check in on site, file incident reports and view pay slips from their phones.



Roster & posts

Rosters, site details and operating instructions; changes as they happen.

Accept shifts

Accept or decline shifts and pick up nearby open shifts.

GPS & QR check-in

Check in and out at the site by geofence or QR code scan.

Incidents, leave & pay

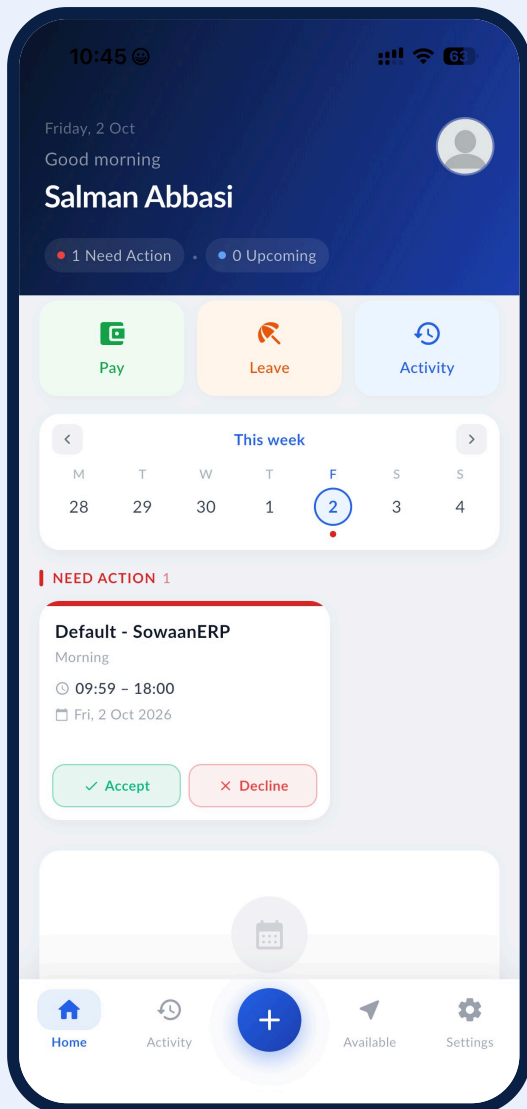
Report incidents with photos, apply for leave, view pay slips.

Get the Shifline app

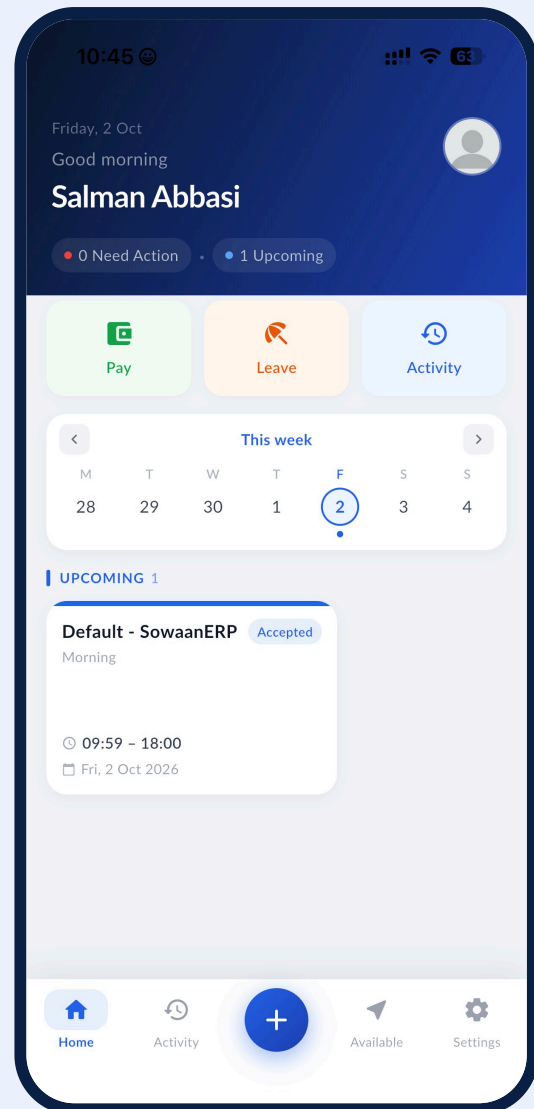


From shift request to confirmed, in one tap.

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



1 · Shift request



2 · Accepted

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

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

Fill a sick call in minutes, not hours.

OPEN SHIFT

Distribution Centre - Gate post

Saturday

10 PM – 6 AM

2 licensed guards

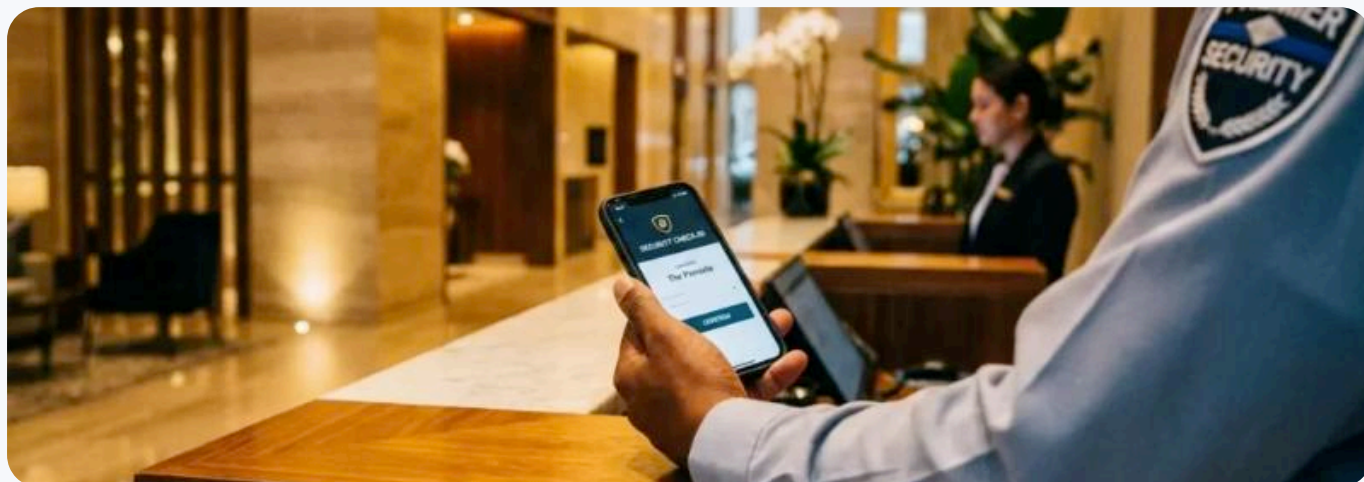
Accept shift

Decline

- 1 Operations creates the open shift: site, post, time, licence type, headcount.
- 2 Suitable, available, licensed guards nearby get a push notification.
- 3 They respond from their phones; the supervisor confirms.
- 4 The roster updates. Management stays in control.

PROOF ON SITE

Know every guard is on post, and show your clients.



QR checkpoint check-in

Scan at the gate, post or patrol point.

GPS & geofence alerts

Flags check-ins made away from the site.

Live GPS

See guards and patrols in real time.

Timestamp & location history

A verified record of every shift for clients.

Incident reports filed from the post, not the next morning.

Guards submit reports from the app as it happens. Every report carries the evidence clients and insurers ask for, and reaches the office instantly.

Photo evidence

Pictures attached straight from the phone.

Notes

What happened, in the guard's own words.

GPS location & timestamp

Where and when, recorded automatically.

Witnesses & contacts

Witness details and emergency contacts attached.

LICENCES & COMPLIANCE

No guard on post with an expired licence.

Shifline tracks every licence and certification, verifies security licences automatically through direct integration with the issuing authority (such as the NSW licence verification service), and alerts you before anything expires.

Security licences

RSA

First Aid

CPR

White Card

Working With Children Check

Custom documents

Automatic verification

System-to-system with government and regulatory departments.

Expiry alerts

Warnings before a licence or certificate runs out.

Visible when rostering

Licence status next to every guard as posts are assigned.

Integrations are set up for each organization and authority.

Set the rates once. Shifline calculates payroll for you.

Set hourly rates by guard type and shift type, including award rates, overtime and public holiday rates. Shifline takes the verified hours from check-ins, applies the right rate and creates the payroll automatically. Guards see their pay slips in the app.

1

Set up pay rules

Rates per guard type, shift type, award, overtime and public holiday.

2

Check-ins capture real hours

GPS and QR timestamps become the timesheet.

3

Shifline calculates automatically

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

4

Payroll is created

Approved by the office; salary slips go to each guard's app.

GUARD TYPE	SHIFT / RATE TYPE	HOURLY RATE
Security guard	Day · Night · Weekend	Set by you
Patrol officer	Day · Night · Overtime	Set by you
Crowd controller	Event · Public holiday	Set by you
Supervisor / control room	Award · Overtime	Set by you

Timesheets

Award rates

Overtime

Public holiday rates

Salary slips in the app

Payroll & HR integration

One platform, configured for every type of security work.

Static guarding

Fixed posts at offices, warehouses, gated sites and residential buildings, covered 24/7 with verified check-ins and site instructions in the app.

Mobile patrols

Patrol officers covering multiple sites per shift, with live GPS, location history and QR checkpoints as proof of each visit.

Event & crowd control

Large one-off rosters filled fast with broadcast shifts, with RSA and licence requirements checked before anyone is assigned.

Retail & loss prevention

Shopping centres and stores staffed around trading hours, with incident reports and photos filed on the spot.

Corporate & concierge

Front-desk and lobby officers with site inductions, client-specific instructions and consistent faces on each site.

Construction & industrial

Night and weekend site security, with White Card and site-specific compliance tracked for every guard.

FOR THE PEOPLE WHO RUN THE ROSTER

Operations managers

Rostering teams

Site supervisors

Control rooms

HR & payroll

Compliance officers

Business owners

Every client site, every branch, one system.

Head office sees coverage, open shifts, attendance and overtime across every client site and branch. Branch managers run their own rosters, and guards who work multiple sites see every shift in one app.

Head office & control room

Shopping centre

Office tower

Distribution
centre

Construction site

Event venue

Every role, on one roster

Security guards

Patrol officers

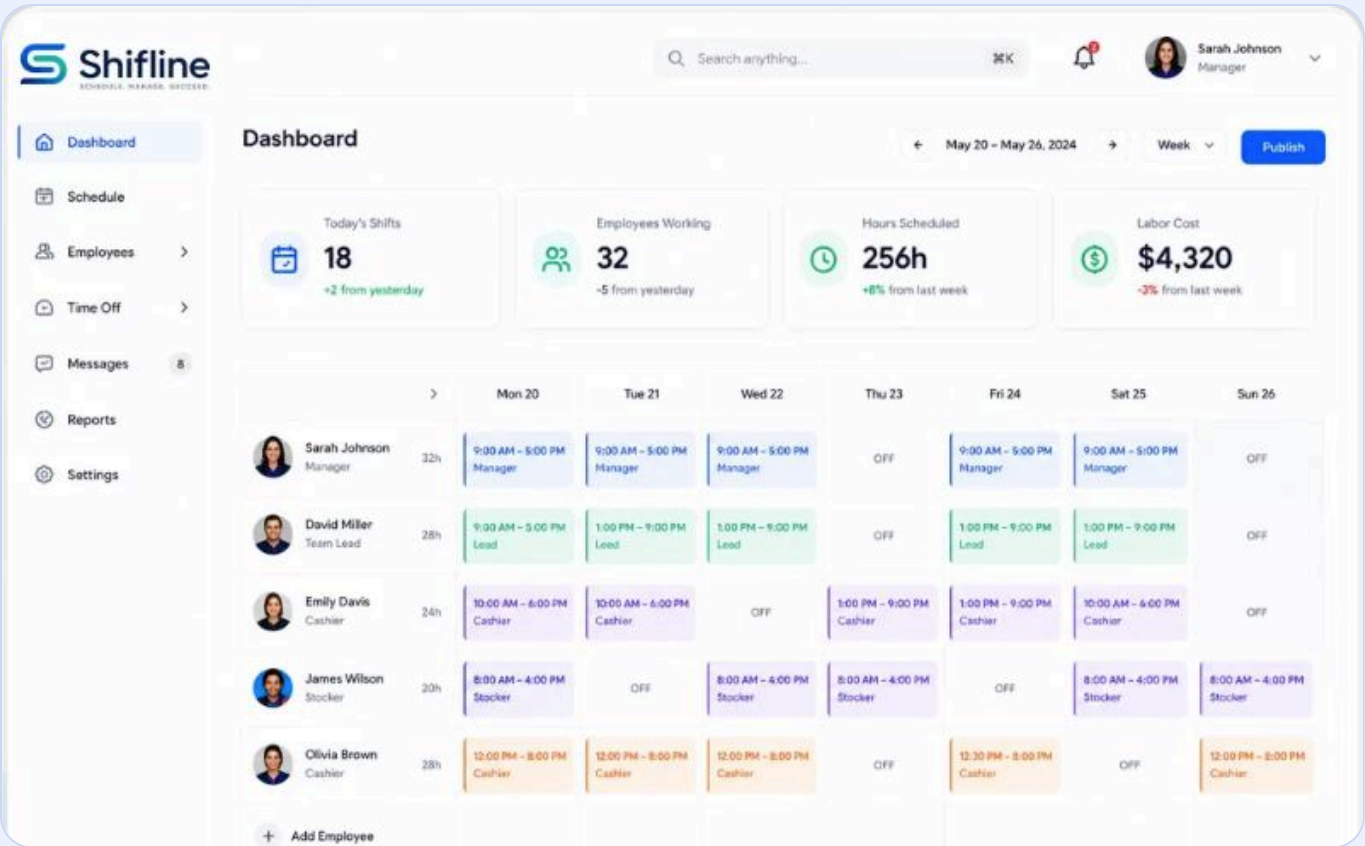
Supervisors

Control room staff

Crowd controllers

Concierge officers

Field personnel



WHO BENEFITS

Shifline works for the office, your clients and your guards.

For operations

- Rosters in minutes, not days
- Availability collected, not chased
- Sick calls filled with broadcasts
- Licence expiry alerts
- Verified timesheets & payroll
- One view across every site

For your clients

- Proof every post was covered
- GPS & timestamp records
- Incident reports with photos
- Licensed guards on site
- Faster response to changes
- Confidence at renewal

For your guards

- Their roster on their phone
- Shifts known in advance
- Availability submitted once
- Pick up extra shifts nearby
- Simple check-in & reports
- Pay slips & leave in the app

BEFORE VS AFTER

From seven scattered tools to one connected workflow.

TRADITIONAL GUARD ROSTERING

Spreadsheets

Phone calls & SMS

WhatsApp groups

Paper sign-in sheets

Licences tracked by hand

Paper incident forms

Manual timesheets

SHIFLINE

AI guard rostering

Guard availability in the app

Shift broadcasting

GPS & QR check-in

Automatic licence verification

Digital incident reports

Automated payroll

300 guards, 45 client sites, one connected workflow.

300

Guards & officers

45

Client sites

3

Branches

24/7

Day & night posts

Without Shifline, supervisors phone guards to fill posts, check licences by hand and collect paper sign-in sheets to prove coverage. Each sick call means more calls at 2 AM. **With Shifline**:

1

Operations sets up sites and posts

6

Guards accept on their phones

2

Guards keep availability current

7

Guards check in by GPS or QR

3

Shifline verifies licences, recommends guards

8

Incidents reported from the post

4

Operations reviews the roster

9

Verified hours flow into payroll

5

Shifts are published

10

Clients get proof of service

■ Operations / rostering ■ Guards (mobile app) ■ Shifline platform

QUESTIONS SECURITY OPERATORS ASK

Does the AI decide who works?

No. It recommends; authorized managers approve every roster.

How are licences kept current?

Tracked, verified automatically where integrated, with expiry alerts.

Can we prove attendance to clients?

Yes. GPS/QR check-ins with timestamps and location history.

Does payroll handle award rates?

Yes. Award, overtime and public holiday rates, from verified hours.



THANK YOU

Thank you for reading.

We hope this gave you a clear picture of how Shifline helps security companies roster smarter, guard better and keep every post covered. The best way to see it is on your own sites.

60-DAY FREE TRIAL

Try Shifline free for 60 days.

Set up your client sites, invite your guards 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 security company, using your own client sites, posts and licence rules.

Book a demo

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