



## Welcome to the sixth issue of WebWire

Welcome to the Winter edition of WebWire, a new look edition of the quarterly newsletter from webroster.net. We would like to wish all our readers a very Happy New Year and all the best for 2011. As usual, this month's WebWire is packed full of news and information from webroster.net, including new logo, new staff members and new contracts!

## New Release: webroster.net Version 2.1.0

webroster.net v2.1.0 was released this month and includes two major new features; Booking Enquiries and the Messaging Inbox, check out page 3 for more details!

For release notes and manuals for the new features, please see the release notes at [elearning.webroster.co.uk/login](http://elearning.webroster.co.uk/login).

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## webroster.net ploughs through the Snow!

The recent snow, ice and frost may well have caused dramatic disruption to trains and planes, roads have been closed and Christmas deliveries didn't get to their rightful recipient as planned. But webroster.net customers have experienced a less stressful time.

As webroster.net is a web based application customers have been able to access the system from their own homes to run their businesses as normal and ensure that the right staff are in the right place at the right time.

One Scottish customer, Fife Council, described how staff literally couldn't get into the office. But they were however able to make alternative arrangements and

ensure that all their customers were looked after, simply by logging on to the internet.

Another customer, Crossroads Care Medway, was also snowed in and unable to access the office for two days.

CEO, Mike Kiernan said: "When the first heavy snow arrived earlier this year we had our first opportunity to use Webroster.net in an emergency situation, our office location is based on the edge of the North Downs so if snow is going to fall it is guaranteed to fall here.

"We had our office phones redirected to the emergency mobile and between our office team and myself and with the invaluable assistance of webroster.net, we contacted all our staff and clients to make sure that the more vulnerable had help by redirecting staff that lived more locally and keeping in touch with others.

"The beauty of webroster.net is it's web based ability to be able to access the full client and staff data wherever you have an internet connection."

## User Group Meeting 2010

The Webroster Group's Annual User Group meeting was held on 8<sup>th</sup> December last year to communicate and interact with our customers and to scope out the future direction of the software.

Despite having a slightly lower turnout than expected due to the snow, the day was a huge success and has given our development team food for thought!

Like previous years, the day began with an update of the latest features and an insight into the future developments of

webroster.net. Then a look into the design and usability of the system from Glen, our in house web designer, who revealed...

*Continued on page 2*



## Good to Know!

### VAT increase

As you will be aware the VAT rate has now risen to 20%. Your monthly payments will automatically adjust, but you will need to configure the new VAT rate within your webroster.net database. For information on how to do this please refer to the 'Configuring VAT' guide on eLearning at [elearning.webroster.co.uk/login](http://elearning.webroster.co.uk/login).

### Calling all Self Hosted Customers...

webroster.net is currently moving from **Microsoft SQL Server 2000** to **Microsoft SQL Server 2008 R2**. Therefore, we will no longer be supporting any databases on Microsoft SQL Server 2000 after the next major release, which is due in June 2011.

If you host your own webroster.net database, you will need to upgrade your server to Microsoft SQL Server 2008 R2 **before June 2011** in order for us to upgrade your webroster.net database.

If you have a hosted webroster.net database, we will automatically migrate your database onto our new servers over the coming months. You will be informed when this happens.

For more information, please contact the webroster.net Support Team on 01733 311599 or email [support@webroster.net](mailto:support@webroster.net)

# User Group Meeting 2010

*Continued from page 1...* an upcoming consultation period that will improve the usability of the system.

Following this was the introduction of a second theme, Personalisation, with a look at you2choose, Webroster Group's online health and social care directory. This was enhanced by a talk from guest speaker, Don Derrett from Self Direct, who spoke about the Personalisation agenda.

Delegates also listened to a talk by Jeanette Grant of Swindon Borough Council who spoke about the new care standards and re-ablement.

The afternoon comprised of workshop sessions where customers had their chance to discuss potential future developments with the webroster.net team.

Our MD, Nigel Gittins said: "The feedback we receive from customers in the

workshop sessions is key to the future road map for the product. We are keen to develop the product in line with what customers want and take all comments on board."

The day was a huge success and the company even managed to raise money for the JDRF (Juvenile Diabetes Research Foundation) with a charity raffle.



## Feedback Forms

For those who made it to the User Group meeting, you will have been given a Development Feedback Form which was used during workshop A. We would like to remind you, if you have not already done so, to please complete and return this document to us - this is your chance to let us know which developments are important to you, so please don't miss out.

We are also very keen to know what you thought of this year's Webroster User Group meeting and so, if you haven't already done

so, please can you return your User Group 2010 feedback sheet. This is vital for us to ensure that future events continue to be highly relevant, informative and interactive.

All feedback will be taken into account so we'd love to know your thoughts.



## Workshops

The two workshops that ran throughout the afternoon focussed on potential future developments and enhancements that will help you to 'Get the most out of webroster.net'.

Workshop A was run by our MD, Nigel and our Web Designer, Glen. The focus was on new developments to the system and attendees were asked for their feedback to a list of potential changes. It was good to see lots of interaction and some of highly valuable feedback was given, which will now be passed on to our development team.

Delegates were also asked for their views on the webroster.net screen design and usability and were asked to list features that they find both cumbersome and repetitive.



If you attended the User Group meeting and you haven't yet returned your Workshop A Feedback sheets to us, please email them to [naomi.gwynne@webroster.net](mailto:naomi.gwynne@webroster.net) so that we can include your opinions in our reviews.

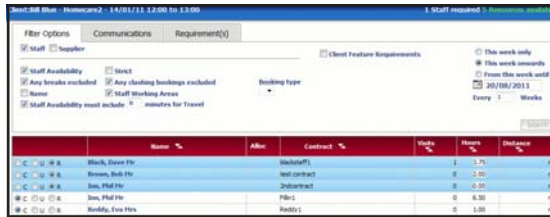
Workshop B focussed on three areas that were voted for by you from a choice of subjects emailed to all attendees. These were: Messaging Inbox, webroster.net Mobile and electronic monitoring. Our Technical Director, Gary and our Lead Developer, Richard, took delegates through the three areas and demonstrated how they will work.

Rescom, which is included in webroster.net v2.1.0 released this month, will revolutionise communications between office staff, field staff and clients. It is a new communications tool that allows staff to accept or decline bookings and communicate with the office or clients, all through webroster.net.

# New webroster.net Features

The latest version of webroster.net (v2.1.0) was released this month so we've delved into some of the new features to see how they're going to help.

## Booking Enquiries



webroster.net's new Booking Enquiries feature gives staff members more control and input into their own rosters.

Whilst booking a requirement to a staff member, users can now choose to send an 'enquiry' message to Staff members, requesting whether they'd like to accept the Booking. This message can be sent to either just one, or multiple staff members; meaning that the first person to 'accept' the enquiry is booked to the requirement.

A time frame can be added to the enquiry, so that if a selected staff member doesn't reply within that time, it is presumed that they don't want the booking and it can be allocated to someone else.

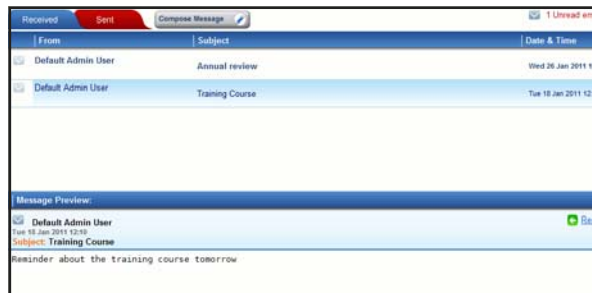
This feature is specifically useful for those wishing to reduce administration time and workload as well as eliminating errors during rostering. Managers can now ensure that bookings are allocated to appropriate staff members quickly and efficiently, whilst also reporting on who accepts bookings and who doesn't.

## Messaging Inbox

The webroster.net messaging inbox has received a makeover from our design and development teams. With a new user friendly look and feel, the Messaging Inbox is a centralised system for your webroster.net users to communicate with the office, and each other.

Users can access the messaging system by logging into webroster.net and any new messages will be indicated by an icon on the homepage. The facility has been enhanced to now have the ability to send messages to external email addresses, therefore, acting as a complete communications solution.

The Messaging Inbox has been designed to give webroster.net users access to an email system regardless of what communications channels they already have access to. Managers can be sure that all messages are kept in one place which rules out any risk of losing messages or messages not being received.



## A new look for webroster.co.uk

You may have already visited our brand new website, which has been redesigned in line with our new branding.

[www.webroster.co.uk](http://www.webroster.co.uk) has been revamped with a clean and simple new look, similar to our corporate website, [www.webrostergroup.com](http://www.webrostergroup.com), which was launched earlier this year.

The new website contains detailed information about the online system and acts as a resource for both new and existing webroster.net customers

Marketing Manager, Stuart Ward said: "We have updated the website in order to reflect the clear and forward thinking brand of webroster.net.



We have also added new areas, such as a download library, to ensure that interested parties have access to all the information they require."

Over the coming months we will be updating all of webroster.net's branding, with a new logo and colour scheme to bring the brand up to date.

## Mental Health Tribunal Scotland

webroster.net will continue to provide services to the Mental Health Tribunal for Scotland following a recent tender process.

The MHTS has used webroster.net since 2006 to schedule hearings and decided to renew their contract with webroster.net.

The Tribunal, which helps to make impartial decisions on compulsory care in Scotland, uses 15 webroster.net licenses as well as the Audit, SMS and Document Management modules.

## Refresher Training

Why not take advantage of webroster.net's refresher training to bring you and your staff up to date?

Your organisation is changing all the time, as is webroster.net. So do you and your staff know how to use the latest webroster.net features effectively?

Our expert trainers will carry out a personalised refresher day at either your premises or ours, to ensure that your staff's knowledge and ability is up to date.



## Staff News

We would like to say a big welcome to Peter Bridgman who joined the Webroster Group at the end of last year as a Business Consultant. Peter will be working in the consultancy team to implement new systems by carrying out consultancy, training and project management. He will also provide ongoing services for existing customers including data migration, bespoke enhancements, testing and implementation.

We are sadly saying goodbye to our Marketing Manager, Stuart Ward, who is leaving The Webroster Group in early February after two years. We would like to thank Stuart for all his hard work and wish him the best of luck for his new position. Our Marketing Assistant, Naomi Gwynne, will take over as Marketing Manager to replace Stuart.



Peter Bridgman



Stuart Ward



Naomi Gwynne

# Reports from webroster.net

## Did you know...

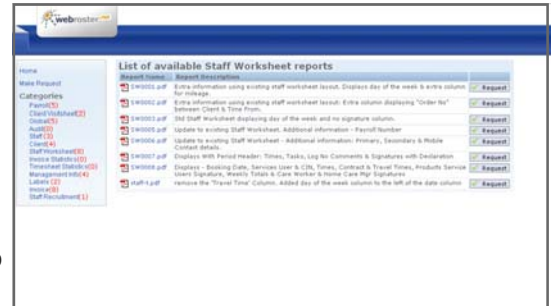
webroster.net has an extensive selection of reports that extract information from your system, allowing you to analyse your database in a multitude of different ways. webroster.net reports give you informative, useful statistics and management information

as well as standard staff and client roster information. However, the webroster.net report selection goes further than the standard report screen.

Many bespoke reports have been built for other customers, which you can access via our new Reports Browser.

## Bespoke reports

webroster.net's in house team of report writers can create a report specifically for you, should you need something different. Alternatively, you can access our Reports Browser at <http://reports.webroster.co.uk> to browse through the reports that we have already created for other customers. If one of these reports suits your needs, you are free to purchase it or even have it adjusted to meet your unique requirements.



## Standard Reports

These are reports that are available to all customers via the 'Reports' tab on either the staff or client areas of webroster.net. These reports allow you to extract information for any date range and for any selection of staff. The webroster.net standard reports are:

### Client General

Reports general Client Details including all orders.

### Client Breaks

Reports breaks made to the scheduled roster by clients.

### Client-t

Reports all scheduled visits for a client between two selected dates.

### Client Visit Sheet

Displays the standard client visit sheet with an additional column for Order details.

### Diary

Reports all booked visits sorted by area and then date.

### Invoice

A standard invoice report

### Payroll

A standard payroll report

### PDFC Main

Signature sheet for clients to sign as part of the staff worksheet.

### StaffAvail

Reports the availability of staff members.

### Staff Average Hours

Reports the average weekly hours for staff members.

### Staff Breaks

Reports breaks taken by staff and displays time and date to and from as well as the reason for the break.

### Staff Extra Expire

Reports on expiry dates set within the Staff Extras.

### Staff General

Reports general Client Details including all orders

### Staff List

Displays a list of all staff members including their name, address and phone number.

### Staff-t

Reports all scheduled visits for a staff member between two selected dates.

### Staff Timesheet Hours

Reports verified and unverified hours worked by each staff member.

### Staff Worksheet

Displays the standard staff worksheet with additional Travel Time and Day of the Week Columns.

### Unverified Timesheets

Reports all unverified timesheets for a selected date range.

### VTS Extract

Reports details of verified timesheets alongside a choice of additional information from staff and client records as well as mileage and travel time if appropriate.

# A Day in the Life Of...

Each issue, we'll bring you an insight into the life of a member of the [webroster.net](http://webroster.net) team, this time it's our **Software Test Engineer, Graham Harbour.**

*Graham Harbour,  
Software Test Engineer*



**08:50**

A coffee kick-start before a day of finding faults in everything. Faults fuel a testers' ego and make us happy. This happiness means that Developers don't like testers; it's often an uneasy union!

**09:15**

Responding to a request from the sales team, I answer some phone compatibility questions and technical issues from one of our customers, who plans to use our PhotoTrac Android mobile electronic monitoring application.

**10:00**

I update the Development department's communal Android mobile phone with software updates, so our Developers can perform some necessary VOIPTrac testing and so can help continue any PhotoTrac testing that is needed.

**10:30**

After jotting down the issues I find in rough shorthand, I double-check my findings while testing the new [webroster.net](http://webroster.net) messaging system; logging the issues into our bug tracking system and assigning them to be reviewed and fixed.

**12:00**

I chase our VOIP provider on outstanding technical issues for our planned new internal phone system.

A Software Test Engineer's life here is quite a varied one—after all, internal communications need testing too!

**12:30**

Lunch means the chance to have a break and a few minutes with my hand held video game—I should take a breather and give my eyes a rest; but very old habits die hard, and trading estates rarely offer exciting routes to venture out for some fresh air.

**13:30**

With all the new features that have passed through my hands recently, I update my personal test plans with all the permutations I use. This is so I will have a record of what I tested, how I tested it; and will act as pointers for when I'm able to program my automated regression test scripts with expected results.

On future software releases; when run, these test scripts will help to automatically highlight any old, known issues that resurface.

**14:15**

I start some investigative tests on [webroster.net](http://webroster.net)'s revised 'Find Staff' window for Service Plans. Issues definitely exist and they will most likely make up most of my testing day tomorrow.

**15:15**

Time for a well deserved cuppa; then I sit down to test and verify the submitted fixes for the issues I logged this morning. Most of my reported issues are fixed, which is nicely reassuring!

**16:00**

Some configuration issues surface on our new company mobile phones. Personal experience helps me to diagnose and fix all these; the details of which I am thankfully able to share quickly.

**16:15**

Armed with extra technical information from our VOIP provider earlier, I perform some preliminary tests on our new internal phone system. It's early days yet, and largely on the back-burner until the next [webroster.net](http://webroster.net) release is complete—you'll be pleased to know the customer is always our priority!

**17:00**

Home, and some quality time with my seven month old son.

**“Faults fuel a testers' ego and make us happy. This happiness means Developers don't like testers; it's often an uneasy union!”**

**“On future software releases; when run, these test scripts will help to automatically highlight any old, known issues that resurface”**

## you2choose Update

### We'll pay your additional VAT!

Although it seems that everything has suddenly become more expensive than January's VAT increase, we are pleased to say the Enhanced Listings on you2choose have not gone up in price.

The online health and social care directory from the Webroster Group, has

two types of listings for service providers. Basic Listings are free, while Enhanced Listings are just £360 incl. VAT for 12 months.

For more information about how an Enhanced Listing can promote your business, contact Naomi Gwynne on 01733 311599 or [naomi.gwynne@you2choose.com](mailto:naomi.gwynne@you2choose.com)

**you2choose.com**  
putting people & services together - Online

## Exhibition News

The NCAS Conference and Exhibition ran from the 3<sup>rd</sup> – 5<sup>th</sup> November at Manchester Central. There was a packed programme of talks and seminars mixed with networking opportunities in the exhibition hall. This was a great opportunity for councillors, senior officers, policymakers and service managers

with responsibilities for children's services and adult social care in the statutory, voluntary and private sector to come together and discuss topical industry issues.

The webroster.net and you2choose stand was busy throughout the three days and both products saw an interest from a number of different parties.



## Support Corner

For any technical questions please contact our Support Team, Mon to Fri, 9am - 5pm  
Tel: 01733 311599 Fax: 01733 313256 **NETSUITE** Email: [support@webroster.net](mailto:support@webroster.net)

### Support Case Questionnaire

We are currently evaluating the webroster.net support process to ensure that it works as efficiently and effectively as possible and we are therefore asking customers to fill in a short questionnaire which is emailed to you as soon as your case is closed. If you could spare a couple of minutes to complete the questionnaire and tell us about your support experience, it will help us to improve the service.

### Licence Limit

If you are finding that you and your staff can log in to webroster.net, but can not edit or save any information, you may have exceeded your licence limit. This means that another user will have to log out of webroster.net in order for you to have full access. You can purchase additional licences at any time, please contact Natasha Lunt on 01733 311599 or email [natasha.lunt@webroster.net](mailto:natasha.lunt@webroster.net).

## Your Say....

### We would like to hear from you!

We would like to hear your feedback about this issue of WebWire.

What in particular did you like / dislike about it, what would you like to see more of and less of?

Plus if you have any interesting news you would like us to include, please get in touch by emailing us at [naomi.gwynne@webroster.net](mailto:naomi.gwynne@webroster.net)

**Next Issue:**  
**Spring 2011**

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