



Welcome to Webwire

Welcome to the Summer edition of Webwire, the quarterly newsletter from Webroster.net. Read on for details of new features as well as news, updates and offers from Webroster.net.

New Release: Webroster.net Version 2.2

Webroster.net v2.2 was released on 24 July and includes a host of exciting new features and enhancements. Not only does this include compatibility with Firefox but also the ability to automatically end a staff contract when a Staff Extra expires (such as CRB date) and a new 'Apply to Roster Summary'!

If you haven't already done so, make sure you visit eLearning to get the full release notes.

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Webroster on the Road!

The Webroster User Group Road Shows kicked off in style with the first two - Reading and Edinburgh - held in June. The days were designed for small groups of customers to get together and give their feedback on Webroster.net's current functionality as well as get a preview of planned developments.

Traditionally, the Webroster Group holds one large annual User Group meeting for all customers. But following previous years' feedback, this year we opted for a series of regional road shows instead where we can really focus on specific topics with smaller groups of customers.

At each road show we covered a range of topics, from mobile communications to rostering enhancements - and everything in between! Our development team showed upcoming new functionality which will be included in both version 2.2 and version 3 of Webroster.net.

The Reading road show was held at the Museum of English Rural Life with approximately 30 Webroster.net customers from the south of the country.



Our MD, Nigel, Web Designer, Glen and Business Consultant, Peter, took the group through three workshops throughout the day. These focussed on mobile communications, rostering developments, client group functionality and user interface improvements.

The second road show took place in Edinburgh where our Lead Developer, Richard and Web Designer, Glen braved a four hour train journey and driving rain to spend the day with our Scottish customers.

By far the most popular of our planned developments is the visual booking and mapping functionality - so watch this space! Both days ended with a question and answer session where customers raised issues or ideas from the topics previously discussed or about their general Webroster.net usage.

Everyone who attended got stuck into the debate and discussion and it was great for the team to put faces to names! Our developers have gained some invaluable feedback from both days so thank you to all who contributed. This information allows us to develop Webroster.net in the way that you need it to work, we take on board all comments and suggestions, so your opinion really does count!

Watch out for information about the next two road shows which will take place later in the year; we are keeping it local in Peterborough on 13th October and up to Manchester on 27th October (revised date). To reserve your place please contact Naomi Gwynne on 01733 311599 or naomi.gwynne@webroster.net.

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Bribery Act 2010

The Bribery Act 2010 came into force on 1st July 2011. We would like to take this opportunity to confirm that the Webroster Group is not associated with bribery of any kind and under no circumstances will the company or its staff become involved in bribery.

For more information about The Bribery Act 2010 go to <http://www.justice.gov.uk/guidance/making-and-reviewing-the-law/bribery.htm>.

Support Line

Webroster.net's brand new support line is now fully up and running! So, for all technical support enquiries, please call **01733 516030**.

For all other enquiries you can reach us on **01733 311599**.

Which browser is best?



Webroster.net is designed to be used with Internet Explorer (IE) version 7 and above. So, with IE10 soon to make an appearance for Windows and announcements from major companies including Google and YouTube about phasing out support for IE6, we thought we'd give you an overview of why it really is worth upgrading your browser.

It is always recommended that you use the latest version of any software in order to fully benefit from bug fixes and patches. However, IE6 also has proven compatibility

problems with modern web standards.

New features are constantly being added to websites and web based software (including Webroster.net) as a result, IE6 is becoming increasingly unable to work with these website features. The drive to make Webroster.net browser independent and to add new exciting functionality means that Webroster.net will increasingly have to use these modern up to date web standards.

IE6 is also well known to have many security issues; it contains security vulnerabilities that can enable malicious attackers to gain access privileges to information maintained by the browser for the user. This could mean that personal data held on the PC could be vulnerable to attack.

Webroster.net version 2.2 is now compatible with Firefox version 3.6 and above!

If you haven't already done so, you can download the latest versions of IE simply and easily (and for free) from: <http://windows.microsoft.com/en-gb/internet-explorer/products/ie/home>

Do you use... the Interactive Staff Planner?

Webroster.net's Interactive Staff Planner is located on the left hand side of the staff screen and also within the 'Global' screen. It is designed to give you a day by day view of the whereabouts of all staff, showing you who is booked, who is not booked, who is available and who is travelling at any time throughout the day, all on one screen.

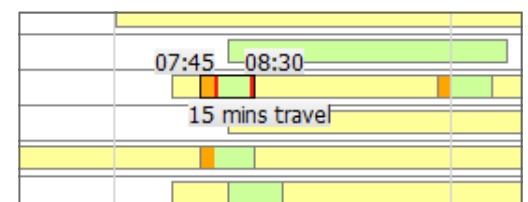
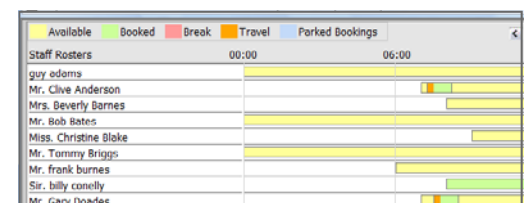
The idea is that you can quickly and easily move bookings between staff members and also change the time of bookings from one screen without the need to go into each separate staff or client roster.

You can also view any uncovered requirements for that day and drag and drop them into an available staff member's roster. Some find it easier to roster, or at least cover uncovered requirements, this way as it gives a clear visual understanding of where all your staff are.

Say, for example, that you can't find an available staff member to cover a requirement and you need to shift some

existing bookings to create availability. With the Interactive Staff Planner, you can drag and drop bookings between staff or even amend times and lengths of bookings too.

So why not give it a go and check out the Interactive Staff Planner. More help can be found on our eLearning site <http://elearning.webroster.co.uk/login>.



Client	Adams Test, Jof	Client	Barnet, Grace M	Client	George Farmer H	Client	Mar...
Street	My Client Street	Street	Vicarage Farm R	Street	Any Street	Street	Can...
Time	19:00 To 07:00	Time	09:00 To 17:00	Time	11:00 To 11:30	Time	18:0...
Ref	Guy's Ref	Ref	BB1507051	Ref	DV1234	Ref	MA...
Product	Static Guard	Product	Domestic	Product	Live-In	Product	Pat...

Coming Soon... Webroster Mobile

Webroster Mobile is the latest addition to our range of mobile offerings. Due to be released this summer, Webroster Mobile is an Android application which users can download onto a compatible Smartphone and enjoy the wonders of Webroster while out and about!

This all singing all dancing new app is a safe and consolidated tool for field staff that offers real time information at their finger-tips. It takes the core electronic monitoring functionality from PhotoTrac™ and blends it with a rich, intuitive interface to offer information about staff bookings, as well as a valuable panic button.

One main feature is that it can work 'offline'. Webroster Mobile downloads and securely stores details about bookings and clients that are needed by a staff member for a day. Therefore, even if a signal is not available, the staff user can still access their daily roster and see certain client details (name,

Key Benefits

- Access rosters and client details from the field, even when there is no signal
- Use one single application for ECM and roster
- Improve staff security with the new panic button functionality
- Track unplanned visits
- Monitor which tasks are being performed and which aren't
- Make use of other Android applications and features such as Sat Nav

address and some Extras) once they have been downloaded.

Webroster Mobile also lets the staff user add 'unplanned' bookings and upload them to Webroster.net as part of the check in process.

Field staff can also indicate which tasks have been performed (and which have not!) These are uploaded to Webroster at the point of visit checkout. Staff users can also add extra tasks that were not part of the originally downloaded booking.

The idea is that through one, easy to use app, users can access Webroster.net, view their roster's and check in and out of bookings. They can also accept or decline booking requests via email and make use of Sat Nav and other Smartphone features.

Managing Director, Nigel Gittins said: "Webroster Mobile is about taking advantage of Smartphone technology to help field staff become more independent. It aims to streamline the communication flows between the field and the office which is of course hugely cost effective."

Pilot

We are currently looking for customers to pilot Webroster Mobile to help us ensure that the functionality is as effective as possible.

If you would like to try Webroster Mobile on a pilot basis, please contact Natasha Lunt on 01733 311599 or Natasha.lunt@webroster.net.

Get up to date!

Webroster.net is always changing and evolving, with developments and features being added all the time. So do you and your staff know how to use the latest Webroster.net features and functionality effectively?

All Webroster.net users have access to our eLearning site which holds help guides, videos and manuals about all Webroster.net features. This is available at:

<http://elearning.webroster.co.uk/login> – if you don't know your username and password, contact our Support team and they will help you out.

Alternatively, we can arrange for a Webroster.net Business Consultant to visit

you and assess how you currently use the system and what you can do to improve your efficiency. Doug Craig at Essential Nursing and Care Services Ltd recently took us up on our offer. He said:

"We had a training session yesterday with regard to Invoicing and Payroll modules on Webroster. Both my colleague and I found this most worthwhile and informative. We now have a lot of work ahead of us in the accounts department, but the timesaving in the future will be most beneficial. I wish we had arranged this session two years ago."

For more information about how to get up to date with Webroster.net, contact Natasha Lunt on 01733 311599 or email Natasha.lunt@webroster.net

Have you lost a coat?

A coat was left behind at the Edinburgh Road Show in June and we would love to reunite it with it's owner!

If you think it might be yours, please give us a call on 01733 311599.

We think that software developers need their own translators, what do you think...?

“...and requirements therein whereby the Client and Staff are loosely coupled. At present Client and Staff are tightly coupled, in that every permutation of use dictates a direct relationship between the requirement...”

Taken from a Software Development Specification by Richard Ward, May 2011.

Work anywhere with Webroster!

One of the major benefits of any web based system such as Webroster.net is that you are not restricted to the confines of the office; for one Webroster.net customer, this means working from New Zealand!

AJ Social Care is a recruitment and domiciliary care company based in the North of England. They are new to Webroster.net and are in the process of implementing their system ready to go live shortly, with the help from one member of staff who is based on the other side of the world!

Zara King explains how she made the move without compromising the business or the Webroster.net implementation...

Zara says: “I first was hired by AJ in June of 2010 on a temporary contract to assistant in the community care team and administration. This then saw me carry on as a fulltime employee mainly dealing in administration; my main project was to get Webroster up and running so we can go live. My main roll is to manage the system setup, for example, adding Extras and Features and making them relevant to the company. I have also been inputting the company data

which I receive through daily emails and by logging onto AJ's VPN Server which allows me to remotely access my office PC and gain access to all

company data bases, files and trackers.

I left England in early December due to my Visa expiring. So, I have had to return to New Zealand to try and gain entry clearance and hopefully return to England and continue work for AJ Social Care. Due to my Visa expiring I was unable to be hired and paid by AJ Social Care so I then registered myself as self-employed here in New Zealand and have been invoicing AJ monthly with hours I have spent on specific projects.

I have been able to continue my Webroster project due to it being an internet based system. This has definitely helped and made it a lot easier to access; Webroster is certainly a solution that can be used worldwide!

While I have been back in New Zealand I took a seven week trip to Australia visiting Sydney, Brisbane and the Gold Coast. So, I took my laptop and logged onto the internet to get everything I needed to carry on working - I basically have a portable office in my laptop.

Since leaving the UK, I have been able to continue with the projects I was given which meant the work wasn't off loaded onto someone else in the Head Office team. The office staff have been really good we email each day and speak on Skype every week to discuss any issues or updates.”



Zara King, AJ Social Care



Electronic Call Monitoring Sale

Save £'s when you purchase VOIPTrac™ or PhotoTrac™ during July and August 2011!



Call Natasha Lunt on 01733 311599 or email natasha.lunt@webroster.net

Offer available to existing Webroster.net customers who do not currently use VOIPTrac™ or PhotoTrac™

A Day in the Life Of...

Each issue, we'll bring you an insight into the life of a member of the Webroster.net team, this time it's our Customer Relations Manager, Neil McLenahan.



05.30

Rise and shine - unfortunately I'm not the slimmest biscuit in the barrel so I get up early and exercise for an hour and 10 minutes every day. Having two young children, this is the only part of the day when I get time to fit any exercise in. I really enjoy it and it allows me to eat what I want!

08.45

Being a keen cyclist, my working day starts with a remarkable transformation from 'scruffy cyclist' into 'Customer Relations Manager'. I arrive at work and grab a coffee before reviewing our open support cases and dealing with any e-mail queries which may have come in overnight.

10.00

Each morning I have an update meeting with our Support team to ensure that all our customers are happy. I closely monitor all open support cases and ensure good communication is maintained and case resolution is as swift as possible. When support cases are closed, the customer receives an e-mail requesting they complete an on-line feedback form to help the department improve their service. I really enjoy customer interaction and helping out where I can.

11.00

I am currently in the process of reviewing our internal business processes to continually improve our customer experience. This involves taking a look at what we currently do and identifying areas of improvement. Currently I am working on a First and Second Level Support Process, Internal and External Call Logging and Internal System Change Requests. The introduction of these changes are very customer focused and are targeted at making the Support department more accessible with a faster problem resolution.

As the company evolves it is so important to constantly review how things are done - resulting in happy customers and staff!

12.30

A well deserved lunch break which sometimes gives me the opportunity to run an errand or catch up with any other commitments.

I am a school Governor and a newly qualified rowing coach, so there is always a document to read or an e-mail to respond to! Outside of work I am a volunteer Rowing Coach at Peterborough City Rowing Club. Recently I passed my Level 2 Coaching Qualification. Rowing has always formed a big part of my life. Prior to coaching I use to compete both nationally and internationally.

13.30

I spend some time in the afternoon organising Project Kickoff meetings for new customers. These are organised to discuss initial requirements, organisation introductions, project goals and planned implementation dates.

I like to be organised and manage projects, this also promotes great customer service. Another part of my role involves reviewing and completing new Implementation Briefs. This is when we convert customer orders into the physical services that they have purchased. I also liaise between the customer and our Business Consultants to organise consultancy and training days. Planning and organisation are key to the smooth running of this process.

16.00

As the end of the day approaches, I have a another chat with the troops to review any cases that are still open and why.

17.00

Back home for some quality time with the my wife Linda and kids Daniel and Rebecca.

"My working day starts with a remarkable transformation from 'scruffy cyclist' into 'Customer Relations Manager'."

"I like to be organised and manage projects, this also promotes great customer service."

Support Corner

Don't forget you can now raise a new technical support case by contacting the Webroster.net Support team directly on 01733 516030 or by emailing support@webroster.net.

The Support Team can also help you with...

- System End Dates - if you find that you can not roster beyond a certain date, you probably need your 'system end date' to be extended. The Support team can easily extend this for you so please request this by phone or email.
- 'User1' Password Resets - to reset your 'User1' password, please continue to fax us your company details, with a manager's signature on headed paper to **01733 313256**.

- eLearning Log in Details - if you don't know your username and password for our eLearning site (<http://elearning.webroster.co.uk/login>) please phone the Support team as they are unable to send passwords via email.
- Development and enhancement requests - for any requests or suggestions for developments to Webroster.net, please email the Support team. They will then be able to pass all the details of your request to the Development team.

Rate our Support service

Once your support case has been closed, you will receive an email asking you to complete a questionnaire about how you have found the service. We greatly appreciate any feedback you can give us and this goes towards our continued effort to make the Support service as helpful and beneficial as possible, so please continue to complete and return the questionnaires.

For all technical questions please contact our Support Team, Mon to Fri, 9am - 5pm
T: 01733 516030 F: 01733 313256 E: support@webroster.net

What do you want to read about?

Is there anything you would like us to cover in the next issue of Webwire? Have you got any news or do you think people might want to know more about a certain topic? If so, please send any comments or suggestions to Naomi.gwynne@webroster.net



Follow us! @Webroster



Check out the Webroster.net blog at <http://webroster.wordpress.com/>



Office Gossip

Hello Gemma

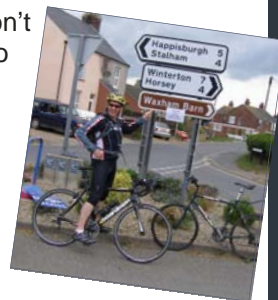
A big hello and welcome to Gemma Martin who has recently joined the Webroster Group as a Software Developer. Gemma will be working on features currently planned for Webroster.net v3, her initial focus will be to assist the implementation of mapping functionality, database structure and reworking.



Boys on bikes...

The boys on bikes have been out and about yet again! This time Nigel and Roy combined forces and spent the May bank holiday weekend cycling 150 miles around the East coast of Norfolk from Hunstanton to Winterton-on-Sea and back via the Broads.

A word of warning Roy; don't boast about having 'time to kill' while you waited for Nigel to catch up – he will find revenge!



... and in boats!

A massive well done to Neil who recently passed his Level 2 Rowing Coach Qualification! Aren't we a sporty lot here?

... and a final word from our Technical Director, Gary:

"Recently Webroster has developed a new technology for using mobile devices with Webroster. Utilising a Big Mac Address format alongside new chips has enabled a new communication protocol for visit recording. The data is transmitted by creating data packets called Checkin Nuggets. We were going to announce this, but didn't want to make a meal of it."



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