



Welcome to Webwire

Welcome to the Winter issue of Webwire. The Webroster team would like to take this opportunity to wish everyone a very happy New Year and all the best for 2012. We can hardly believe that Webroster.net will be 10 years old this year; watch out for the celebrations later in the year!

New Release: Webroster.net Version 2.3.0

Webroster.net version 2.3.0 was released on 11th December 2011. It includes two major new developments for help with Agency Worker Regulations and rate banding as well as improvements to the Barred Staff functionality, Notes, Roster and much more!

If you haven't already done so, check out the v2.3.0 release notes on eLearning - elearning.webroster.co.uk/login

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We're back on the road!

The Webroster.net User Group Road Shows are back! Following the success of last years' events, a series of small user group meetings will run during the Summer and Autumn at a massive six locations across the UK.

The road shows are a chance for Webroster.net customers to come together to hear about planned developments and give their feedback about our products and services as well as to influence the direction of Webroster.net developments. Each day is made up of a series of discussions amongst small groups of Webroster.net customers, with a chance to ask questions and network with other users throughout the day.

The content of this year's road shows will be centred around Webroster.net v3.0 which is due to be released later in the year. This is a major release which includes some large developments, so customers will have the chance to discuss the new features and offer feedback before the final tweaks are made.

Having introduced the regional road shows last year to replace the large annual user group meeting, we found that they were more productive for customers and we are able to gain more valuable feedback which helped us make changes and enhancements to the product in line with customer requirements.

At previous road shows, customers valued being able to speak directly to the Webroster.net Developers. So this year, where possible, at least one member of the Development team will be at each road show

to answer any technical questions and explain any issues from a development point of view.

Customer feedback gained from the discussions at last years' four road shows was a highly valuable resource for the Webroster.net Development team and many of the improvements and enhancements in recent Webroster.net releases came as a result of these events.

Customers also found that they discovered new ways of working, features they didn't know about and had problems solved very quickly by talking to other Webroster.net staff and other users. We therefore encourage all customers to attend a road show this year.

Where and when?

This year's road shows will take place in London, Birmingham and York during the Summer and Bristol, Manchester and Edinburgh in the Autumn. Further details for each event will be emailed out separately, but if you would like to book your place now, please contact naomi.dainty@webroster.net.

London—30th May 2012
Women's Library, London Met University

Birmingham—13th June 2012
Holiday Inn, Birmingham City Centre

York—27th June 2012
Kings Manor, York University

Edinburgh – October 2012 TBC
Manchester – October 2012 TBC
Bristol – November 2012 TBC

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Improved reliability and resilience

We have recently expanded our facility at our Market Deeping data centre (which hosts www2 databases). This allows us to add more hosting capacity including improved database reliability and web based resilience.

Cookie Law

New EU Legislation states that websites must now gain consent for the use of cookies and similar technologies. Webroster.net stores temporary information in the form of cookies that are vital to the security and normal operation of the Webroster.net system. These cookies are NOT permanently stored on the users PC in any form and will be removed when the user closes the browser. Please note that at no point is any personal information stored in any cookie used by Webroster.net.

For more information on the EU Cookie Legislation, go to:

<http://www.cookie-law.org/>

Rate Banding

As a result of the new database MOT days, we have noticed that many customers have their databases set up with a large number of rate sheets and a large number of products set up on those rate sheets – sometimes up to 1000! This can become confusing and time consuming to manage, especially as often there are several versions of the same product for different timescales. What's more, each rate sheet will need updating if your prices go up or down.

Did you know that the new rate banding development can eliminate all the hassle of managing multiple versions of the same product on your rate sheets?

Rate banding enables you to charge and pay different rates based on different time thresholds, not minute by minute. So, you can use just one rate sheet and assign multiple rate bands.

Webroster Mobile Pilot

We're giving three customers the chance to pilot the new Webroster Mobile app for free!

Webroster Mobile gives field based staff an 'all in one' mobile rostering and electronic monitoring tool. The app uses technology from Webroster.net's current mobile electronic monitoring system, PhotoTrac™, combined with an intuitive interface to provide an all encompassing mobile solution.

Through the app, users can check in and out of visits, add additional tasks to bookings, create 'unplanned' booking as well as



For example, visits up to 15 minutes are £8 per hour, visits up to 30 minutes are £7 per hour, visits up to 45 minutes are £6 per hour and so on.

Therefore you can pay different rates based on set duration thresholds.

Rate banding also means that you can set 'fixed' costs for set bands of duration of the booking. For example up to 15 minutes you can charge £5.00 set rate for any duration up to 15 minutes. So whether it's 8 minutes or 15 minutes you can charge £5.00. Then you could set a threshold at 30 minutes and charge £8.00 for durations between 15 minutes and 30 minutes.

For many customers, this will make the timesheet, invoice and payroll processes much easier and more streamlined.

For an illustrative example go to our eLearning site and read the following document:

http://elearning.webroster.co.uk/download_manual/261

view their roster information and client details from their mobile phone. The app also features a panic button which, when pressed, raises an alert with any pre-defined parties.

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

Users can also accept or decline booking requests via email and make use of sat nav and other Smartphone features to streamline working processes.

It has been designed to reduce the need for managers to print staff worksheets each week as staff can now view their own rosters and client details on their mobile phone. The electronic monitoring functionality means that there is no need to process timesheets, as real time check in and check out data is automatically sent directly to the database.

If you're interested in piloting Webroster Mobile, please contact Natasha.lunt@webroster.net.



AWR

AWR (Agency Worker Regulations) came into force at the end of last year. The legislation requires temporary workers to be given equal rights and conditions to directly employed staff upon completion of a 12 week qualifying period in the same role at the same company.

Webroster.net v2.3.0, released in December includes new functionality to help system users manage the 12 week qualifying period and any uplift to staff pay and charges that may be required in order for temporary staff to be given the same pay, terms and conditions as an employed worker.

We have added a series of complex formulas to Webroster.net in order for it to be used as a tool to manage the qualification and administration of AWR. The aim is to negate lengthy manual processes for our customers and help them to ensure they operate in line with the legislation.

AWR qualification is based on the staff member carrying out a Role for a Hirer over a 12 week period. So, Webroster.net can check for unique Hirer-Role pairings for AWR purposes based on timesheet information, and automatically apply relevant uplifts at the appropriate time.

A standard report showing the AWR enabled Staff members, their Hirer-Role pairing, the start and end dates of AWR qualification and the uplift percentages is also provided as part of the AWR developments.

As the legislation is new to everyone, we will be working with customers over a period of time to see how they are affected by AWR and to ensure that the new functionality is developed in line with customer needs.

For more information about how Webroster.net manages AWR, go to: <http://elearning.webroster.co.uk>

Wow!

Over 112,000 SMS messages were sent via Webroster.net in December!

Webroster .net serves up an average of 1.2 million pages of information to users each day!

Webroster.net users generate/print over 4,000 reports every day!

James said 'Hey ho' 6,427 times last year!

Are you up to date?

Webroster.net is designed to bring efficiencies to your business processes. It is an extremely powerful tool if used in the right way, but how much of the system are you really making use of? Our Database MOT's and Refresher Training days help you get the maximum return on your investment...

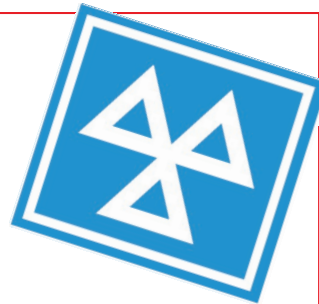
Database MOT

A Database MOT is the ideal way to ensure that your Webroster.net system is kept in tip top condition. During the MOT, our consultant will review and assess a range of Webroster.net features and functionality to ensure that you are using them correctly and they will recommend any ways of making your database more efficient.

Refresher Training

Your organisation is changing all the time; staff join and leave, clients come and go, and your products and services may change. In a similar way, 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? 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 and efficiencies are maximised.

Half Price



Database MOT's and Refresher Training days!

Save 50% on Database MOT days and Refresher Training days booked during January and February 2012!

Was: £500*
Now: £250*

**VAT and expenses are charged in addition.*

Offer available to existing Webroster.net Customers. This offer may not be used in conjunction with any other discount or offer.

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

What do you read?

A strange request, but we'd like to know which industry publications you regularly read or which websites and blogs you always check out. Do you subscribe to any trade magazines or do you get your updates from social media sites?

This information is really valuable to us and helps us to plan our advertising and promotional strategies for the future.

Please get in touch and let us know what you read by emailing

naomi.dainty@webroster.net

Do you use... The SMS Module?

The Webroster SMS module is a cost effective and efficient form of communicating to one or multiple clients or staff members. It allows you to send ad-hoc and automated messages from your Webroster.net database, reducing the amount of phone calls and emails required.

Prestige Nursing in Leicester regularly use the SMS module and find it is an invaluable business tool. Branch Manager, Ian Brignell said: "We provide fast response services to care for people at home who have or who are being discharged from hospital. Our carers work in runs of calls, but as we are dealing with very ill people, the rotas very often change quickly.

Therefore, making large volumes of phone calls is not always practical (for example, one new client may need 50 visits per week). We keep staff informed of rota changes by using the 'Confirm by SMS' facility. Staff are now accustomed to following standard Webroster rotas but to look out for SMS updates for changes.

SMS is also used to communicate additional urgent requirements available to those who may not be working and to communicate general information updates about clients etc. We also uses SMS to remind staff of any individual issues, for example, training dates and travel information for new clients.

On the whole, the ability to take a new client and confirm calls electronically is the most efficient way of developing our business in the fast response area. So, we find the integration of the booking system with SMS

does give us an edge over our competitors who may not have equal response times when taking new patients."

Ad-Hoc Messages

SMS messages can be sent to any single record held within Webroster.net, or any group of records created by a saved search. Messages can be manually typed into Webroster.net and sent to either the individual or the list of records with the option of including your company header and footer.

Automated Messages

When using the SMS module, you can set up Webroster.net to automatically send a text message to staff members or clients telling them about roster changes. For example, it can automatically text a staff member when a new booking is added to their roster or to text a client to confirm their visit has been moved from 3pm to 4pm.

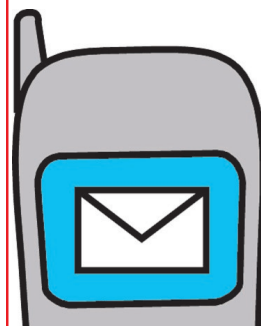
The SMS module is used by Webroster.net customers to relay general information to multiple staff and clients at one time, improving the speed of communications within the business. An SMS report is also available alongside the module, detailing what SMS messages were sent to whom, when; an ideal accountability tool should any disputes arise.

Alert Manager

The SMS Module can be used in conjunction with the Alert Manager and electronic monitoring systems; VOIPTrac™, PhotoTrac™ and Webroster Mobile. An automatic SMS is sent to managers informing them of any alert which has resulted from unmatched check in and check out data.

Save £'s on SMS module during March and April 2012!

**Standard SMS package includes 6,000 SMS messages per year,
larger packages are available.**



Was: £420*
Now: £360*

**Annual cost, VAT is charged in addition.
Offer available to existing Webroster.net Customers.
This offer may not be used in conjunction with any other discount or offer.*

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

Five minutes with...

We spent five minutes with Duncan Harbour, our Technical Author who works with the Support team and leads a double life as an Athletics Coach!



What's your favourite colour?

Blue.

Tea or coffee?

Coffee in the morning, tea in the afternoon/evening.

What was the last item you purchased?

A new watch.

What's your favourite takeaway?

Curry.

If you had the day off tomorrow what would you do?

Probably play computer games if I had no errands to run.

If you won £1m what would you do with it?

A house and new car.

What's your favourite item in your wardrobe?

My Peterborough United shirt

If you weren't a Technical Author, what would you have done for a career?

No idea, but something to do with gadgets or technology probably.

Which celebs would you invite to a dinner party?

Tim Vine, Stephen Fry, Eric Cantona.

If you could spend 24 hours as a fly on the wall of anyone's life, who's would it be?

A fly, to see whose wall they're on.

What would you take to a desert Island?

A boat. Or failing that loads of cryptic crossword books.

What is your Motto?

When you jump in the deep end you will find the water is not as deep as you think.

What phrase do you over use?

"If it was easy everyone would be doing it" (when coaching something like high jump).

What did you get for Xmas?

Red Dwarf and Roadrunner DVD's, books, normal toiletry type stuff.

What did you do last night?

Athletics training and coaching.

What would a perfect Sunday be for you?

Relaxing, catching up on TV, trying to keep up with my nephew (which you could argue isn't really relaxing)

If you could have three wishes, what would they be?

To always be financially stable, for me and my family to be in continual good health, to be a bit taller!

If you could have a super power what would it be?

Russia!

If your house was on fire, what would you save?

Time that would have been wasted decorating. (Assuming there's nobody in there. If I was already outside I don't think I'd go in for anything though I'd probably try and get my motorbike out the garage if I was near it)

If you were made Prime Minister tomorrow, what's the first thing you would do?

Appoint a good deputy.

"If it was easy everyone would be doing it"

"When you jump in the deep end you will find the water is not as deep as you think"

01733 516030

Support Corner

Support Line

Remember, the Webroster.net support desk now has it's very own phone number! Get through to support quicker by dialling **01733 516030**.

Don't hang up!

At busy times, your call may be held in a queue until a support representative becomes available. Please bear with us as we will answer your call as soon as possible. Alternatively, please feel free to leave a voicemail message with your name, company and a description of the problem, and we *will* get back to you as soon as possible.

Get subscribed

OK, so we won't nag you to visit eLearning in this issue, but did you know that you can *subscribe* to eLearning updates so you get emailed when any new or updated information is published?

Simply log in to <https://elearning.webroster.co.uk> and click 'Update Subscriptions' at the top of the page.

Win an HTC Desire Android Smartphone worth over £200!

Tell us what you think of the Webroster.net support service and you could win an HTC Desire!

After your support case is closed, you will receive an email from us inviting you to review the service you received. Every completed feedback form will go into a prize draw to win an HTC Desire worth over £200!

All feedback forms are read by Webroster Management and your opinion is vital in ensuring that our support service is as beneficial as possible.



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.dainty@webroster.net



Follow us! @Webroster



Check out the Webroster.net blog at webroster.wordpress.com



Hello Jamie!

Hello and welcome to our latest recruit, Jamie Hume who joined our sales team in January. We've kindly dropped him in at the deep end and he is currently wading through the complexities of Webroster.net!



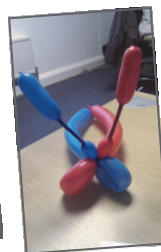
Christmas Party

We all had a great time at the Oscar themed Webroster Christmas Party in December. Dodgy dancing and sore heads the next morning all round!



The office clown

We know he's a bit of a clown, but we realised over Christmas that our Consultant, James, is a man of many talents. When his new balloon modelling kit was delivered to the office, we couldn't resist a bit of fun...



Coach of the Year

A massive well done to our Customer Relations Manager, Neil, who was nominated as 'Coach of the Year' at his rowing club in December! Neil is threatening/offering to teach anyone who is interested to row, email neil.mclenahan@webroster.net for details.

Next Issue: Spring 2012

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