



Continuum247 is a leading online workforce management solution that has been catering to some of the prominent security providers like Bridgegate, Level One, Secur-it and many more across UK. It has helped its customers to manage its workforce and deploying them across client sites, through a system that fully automates their processes related to Staff Vetting, Deployment, Managing Roster, Staff Attendance, Timesheets, Invoice / Billing as well other supporting functions like import and export of data and extensive reporting.

Continuum247's vision is to develop a flexible system that caters to security as well as other sectors also. Continuum247 is very responsive to its clients and always tries to add value for them by incorporating new features alongside running of a stable live version for its existing users.

The Challenge – Why did we do it?

The challenge started with one of Continuum's client Bridgegate, who wished to do away with their legacy systems and automate their workforce management system to an online system with the ability to be able to add staff, input their timesheets and have a billing system that could raise invoices for its respective clients. Continuum was very keen to build this system and also offer it to other security providers in UK. There were further requirements to have an attendance system onsite where staff is deployed and also the staff, area managers, company's admin staff and contractors being able to access the system on their smart phones and tablets. The system also had to follow the UK security guidelines and be complaint to a security providing company's procedures.



After the proposed beta version for Bridgegate, there were other prospective leads like that wished to use the system and wanted to incorporate the roster and vetting management processes into the system. Therefore this project was to be developed in phases with each module going live within its timeframe and the existing users being able to use it without disruption and alongside new features could be added to it. The system needed to have a simple and user friendly interface that was easily adaptable by the users of the system as they were more accustomed to legacy systems. Also it would have high performance and scalability and be accessible on major devices including smart phones and tablets.

The system had some very complex requirements like calling a 3rd party API's at Endatio for address verification, facial recognition for attendance system, intricate functionality of roster system and its performance. All these challenges were well taken care of by our technical architects who always came up with the best solution to implement all crucial functionalities of this project.

Our Solution – What did we do?

Based on Bridgegate's legacy system and Continuum's expertise in the security / workforce management area, the initial requirements were drafted by the mastermind from Continuum. These requirements were passed onto Technousa who analyzed the same and came up with their own suggestions and feedback and finally proposed a SAAS based web solution to be developed in .Net and SQL Server 2012 with the interface being mobile responsive. Continuum was well versed with the requirements of this system and often consulted Technousa on how to achieve the functionality in terms of implementation so that the flow of the system could be alerted accordingly. Technousa's business analysis team was always very happy to collaborate with the client and add value to the system through their technical and business expertise.

Each module of this project was developed such that it went through detailed business analysis by our team and all requirements were covered under a software specification document which was detailed enough for the developers to code and the tester to test. Once tested, a well defined deployment process on staging, UAT and production server was followed so as to not disturb any existing functionality, as and when the new modules went live. The current live system has plethora of functionality and has been able to win many clients of Continuum. Along with the growing customers the system continues to evolve and as per the projections and development plan for this project, it would continue to keep Technousa busy with this system for many more months.

The complete UI designing for this project has been done by Technousa and the client has been highly pleased with the designs which work very well in all devices and browsers.

- ✚ To achieve the SAAS model, the Continuum would be provided with a separate area which would allow them to create new companies and separate storage (database and files) for each of them.
- ✚ Based on the users of the system, the system needed to have a separate login area for:
 - Companies - This would include company's own admin staff who would be managing the processes around workforce management. This covers 80% of the functionality of the entire system.
 - Staff – This would be actual workforce staff that would be deployed onsite and would have access to their own area for vetting and other details related to upcoming shifts, etc.
 - Contractors - These would be external contractors from whom staff would be hired.
- ✚ The system needs to have the ability to add staff as well site records where the staff would be deployed. The staff and the site functionality would also have the ability to add the respective pay and billing rates based on various roles.
- ✚ The system should be able to add sub contractors, roles, users, access groups to restrict access for each user, billable items (other than staff), email / sms settings and other settings related to various modules like roster, invoicing, vetting, sage payroll integration and other general areas.
- ✚ Staff search function which lookups staff based on various criteria would be used throughout the system.
- ✚ A Roster system which would allow area managers to define rotas for each week by adding the required shifts for each site and assigning staff to the respective shifts. Apart from assigning shifts, this would have many more functions as mentioned below:
 - Ability to SMS notifications to notify all or selective staff of their shifts as well as send the shifts details to each site's manager.
 - Area manager is able to search and select the best suited staff based on:
 - a. Their distance from the site (calculated using Google APIs).
 - b. Availability in terms of having a booked / authorized absence or having an overlapping shift at some other site.
 - c. Compliance details with respect to security sector and Vetting Status.

- The roster management also has provisions to import complete or partial rota shifts from previous weeks.
 - A very recent feature for creating rolling shift pattern has been implemented so that the rotas can be created simultaneously for many weeks / months based on a few input parameters.
 - SMS functionality to notify sub-contractors as well as being able to broadcast message using email / sms to selected staff.
 - Ability to print the entire Rota for quick reference.
- ✚ Absence booking system for booking an absence as well as being able to authorize / reject it.



- ✚ Timesheet entry facility on per week basis (as per the timesheets received from client sites) with following features:
- Ability to add / edit / delete shifts for a staff / role combination.
 - Being able to edit staff, site or associated pay rate records from this functionality.
 - Timesheet entry also includes adding of any billable items apart from the staff.
 - The admin staff can also preview the invoice from this screen and check for any discrepancies.
 - The performance and the screen usability was one of the main factors in designing and developing this screen.
- ✚ Invoicing module with the following abilities:
- Creating invoice pdf for the yet to be invoiced timesheets.
 - The invoice pdf would have shifts details along with role, hours worked and corresponding billing amount. The invoice would also include the billable items cost. This would also calculate for VAT and based on the billable amount and VAT, the net total would be calculated.
 - Invoice would be generated on per timesheet basis but the user would have the ability to combine invoices, such that consolidated invoices for more than one week can be generated. Therefore the invoices can be generated weekly as well as monthly or even on per shift basis
 - Ability to view as well as email the invoices to the clients.
 - There are various other adjustments that can be incorporated into the invoice based on the parameters set under general settings or a specific parameter for a particular site.

✚ Reports section having the following capabilities:

- Admin user can define their own custom reports and can even save them to run at a specific interval of time. The custom reports are generated using the available entity definitions and combining more than one entity in a report and being able to produce report result based on the relations / joins that exist being various entities.
- There are many Standard reports defined to cater to each company's needs which mainly covers the following:
 - a) Payroll details Reports
 - b) Invoice Nett Totals Reports
 - c) Labor Cost / Sales Reports as well as Profit/ Loss Reports
 - d) QuickBooks integration Reports.
 - e) Sage integration Reports
 - f) Other trivial reports like timesheet status and holiday calculation reports.

✚ Import / Export Facility using Microsoft excel – This would enable a new company using any legacy system to import their current data into this system. Apart from this it can also be used to add/ edit bulk records in the future. Admin user can also export complete data for troubleshooting or any other purpose. This also has the ability to reset the company's database but this function is only available to the superadmin.

✚ Vetting Module – This is one of the modules that would be accessible by staff as well as company admins. The main highlights of this module are as follows:

- A detailed application would allow a new staff to be enrolled under the system. The vetting application form would be a detailed form that would cover the following sections:
 - a) Personal details including staff photo. The application also provides the staff with the ability to crop / zoom in / zoom out their own photo before uploading it. Staff can either upload from their file system or use a camera device to take their picture.
 - b) Address Details – this would allow the staff to add their address history along with the duration at each address.
 - c) Personal and employment references.
 - d) Education history of the staff.
 - e) Answer some custom questions, which can be configured by each company from the admin area.
- After submitting the application form, the staff can get the login details for the staff area. The login screen has various combinations by which a staff can login. Once the staff can login they can carry out the following tasks from their user space:
 - a) Upload single / multiple files for the required vetting documents as defined by admin. If multiple files are uploaded then while viewing they are consolidated into a single pdf.
 - b) Read required policy documents and mark them as read.
 - c) Edit the application form as submitted on first time enrollment. The specific areas are available for editing as per system requirements.
 - d) If the staff has been deployed, then the ability to book an absence is also available under this area.
 - e) If the staff has been deployed, then any upcoming shifts for the respective staff as defined by the roster system are also visible here.
- Once an application form is submitted and the staff is added to the system, the record is available under vetting management in the admin area, so that the vetting process for the respective staff can be completed. The vetting management has many functions as mentioned below:
 - a) The admin can view the application form for a staff as well as edit specific areas as per defined requirements.

- b) Generate as well as send the pin number to the staff which can be used for login to the staff area.
- c) Send a custom message through sms / email to the respective staff.
- d) View / upload / delete required vetting documents as well as send notification for outstanding vetting documents to be uploaded or outstanding policy documents to be read.
- e) View address history of the staff and being able to carry out a credit check for each address using Endatio's API which updates credit check history on our system and also marks the verified status for each address of the staff.
- f) View credit check history of the staff which would include any undisclosed addresses, court judgments and notices of corrections.
- g) Ability to view employment and personal references and send email to the referrals so that they can verify the details provided by the staff for each employment as well staff's personal conduct respectively. The referrals can verify either through referral form or if send by post, then the admin can also upload an image of the verified referral form to the system. In case of gap in employment, admin can also request the staff to provide a stat declaration, which can then be uploaded by admin.
- h) Apart from the above, admin can also view the education history and custom information provided by the staff.
- i) Once the minimum requirements for all the above are completed / verified, the admin can approve the staff for deployment so that they can be used in the timesheet and roster modules.
- j) Admin can generate complete vetting / screening report based on above details for each staff, which serves as employee file for the HR department.

 Sub Contractor Panel – This allows subcontractors to manage their own details as well as add / edit their staff as well as see billing details for their staff as pulled from the timesheet system.

 Attendance System – The attendance system is an android app which can be used on any touch screen device on client's sites so that the staff can sign in/out with the option of using facial recognition. Site managers can approve their site's timesheets online, meaning that the data can be pulled in automatically from site attendance and the payroll and billing data is available immediately. This eliminates the need for paper timesheets to be filled by each site manager.

 User help - The superadmin area also has a detailed section for managing the page help as well tool tips for each field in the system which can be used by the new users of the system to understand and get familiar with the system.

Cloud hosted online workforce management solutions

Continuum 24/7 is a set of integrated, online facilities for the management of workforces, both for staffing agencies, and any companies deploying their own staff to their own sites.

[Find out more](#)

www.continuum247.com



FEATURES

- Workforce Attendance
- Staff Deployment/Rosters
- Billing and Payroll
- Staff Screening

from twitter

Tweets [Follow](#)

 **Continuum247.com** @continuum247 26 Aug

... These will not affect access to our facilities, but will reduce access times, and enhance our clients' user experience.

 **Continuum247.com** @continuum247 26 Aug

Our new high performance server is now

[Tweet to @continuum247](#)

contacts

Continuum247.com

Vicarage Chambers
9 Park Square East
Leeds
LS1 2LH

T. +44 (0) 333 444 247 1
E. info@continuum247.com
Skype. continuum247

Our Process – How did we do it?



The Results and the Benefits

We have always delivered each module / enhancement within time and also resolved any production issue faced by any of Continuum's client in a turnaround of one working day or less because of which Continuum has gained trust of its existing clients and has been recommended to many more firms in the UK. As a technology partner of Continuum, we have always tried to deliver more for this project which Continuum appreciates and that proves to be highly motivating for our team. We would like to mention that even though this project has been the brain child of Continuum but the way this project has shaped up in the last 2 years and is still growing, we feel very proud to be associated with it. Starting from a single client, the system now has over 6 companies using the system with many more in the pipeline to try out the 1 month pilot run of the system. Till date all companies that have tried a pilot run have converted to permanent clients of Continuum. There are future plans for many more changes / addition of features as well inclusion of new modules related to incident management. Even though Continuum has its hands full in UK itself, it plans to expand by marketing of this system to other countries in the coming future.

To know how we can do more for your business, contact us at any of the following:



Company Address	317,417 Pearl's Corporate, W Mall, Mangalam Place, Sector-3, Rohini, New Delhi – 110085.
Phone	India: +91 011 47097432 +91 011 47016226 USA : 001 (716-941-7348) UK and Europe: +44-020-3002-7885
Email	sales@technousa.com



IT & Business Consulting & Providing Profitable Solutions

