



RotaMaster

About RotaMaster

Founded over 25 years ago by a GP in West Yorkshire, **RotaMaster** is a UK-based health and care workforce management platform, built from the ground up to meet the complex rostering needs of clinical providers. Now part of global health tech leader **M3 Inc**, RotaMaster has continued to expand its presence across Urgent Care, Primary Care, Secondary Care, Social Care, and Tertiary sectors.

RotaMaster exists to **simplify workforce management**, enabling health and care organisations to **free up clinical time, drive operational efficiency**, and **enhance patient care**. Our 360° solution, spanning **scheduling, time & attendance, absence management, HR, payroll and onboarding**, is purpose-built for health and care environments.

With proven implementation across NHS Trusts, GP Federations, Care Groups and PCNs, RotaMaster supports health and care organisations across the UK, helping them **save up to 70% in admin time**, reduce agency reliance, and maintain safe staffing levels.

Our approach is rooted in **partnership and compliance**. From a structured four-step onboarding process to continuous product improvement based on customer feedback, we are committed to **listening, evolving and supporting** our customers' real-world operational needs.

Whether managing complex shift rules, adapting to sector-specific regulatory changes, or integrated into third party systems, RotaMaster delivers **precision, innovation, and support** our clients can depend on.

Our services currently include:

RotaMaster Core – All rota functionality with Staff Hub, compliance tracking, finance tracking and basic HR functions (please see RM Core Functionality for full details)

People+ - In depth HR package managing; sickness, annual leave, staff contracts, appraisals, TOIL and Document Management (Please see RM People+ functionality document for full details)

Finance+ - the ability to export all information on a 'payroll ready' file to speed up your payroll management

Staff Hub App – The ability for staff to use a Smart Phone App, rather than a browser to view/book shifts, request leave, upload documents etc.

Attendance+ - Time and Attendance tracking allowing you to manage lateness and handle shift exceptions.

Data API – the ability to pull information from RotaMaster to link it with systems such as Power BI for reporting and HR/Payroll systems



RotaMaster

Implementation Plan:

We have a robust 4 stage implementation process (Planning, Discover, Training and Roll Out), an objectives based approach to implementation using Monday.com to track project process:

Step 1: Planning - Here we plan the order in which the system will be rolled out, agree timescales and share a project plan so both parties have aligned expectations.

Step 2: Discovery - Here we complete consultancy sessions to agree on how the system should be set up and used and learn about all the processes that will be followed. We provide process maps and complete the system set up at this stage, which includes:

- Loading of all personnel records
- Set up of all shift templates
- Set up of all hourly rates
- Loading of all pre-booked leave
- Loading of past 12 months sickness to enable accurate reporting
- Set up of all skill/training requirements

Step 3: Training - Before training starts, we will complete a workflow presentation. This will show you how the system will look and work, once this has been signed off, we will proceed to training. Training can be Train the Trainer to enable internal roll out, or we can complete training sessions for all home admins and roles for you. Training is usually done on teams, but we can facilitate face to face if it's required. Face to Face training is often preferred for homes with less technically abled staff.

Step 4: Roll Out - We will support you through roll out. Offering short webinar sessions for end users to learn the staff hub, advising on roll out communications to staff from our experienced implementation team and end user support.

Timescales can vary based on roll out approach (e.g some organisations decide to roll out site by site, others wish to roll out all at once). As an estimate, roll out would take between 6 and 12 months, depending on the approach taken.

Data Security and Compliance:

We are Cyber Essentials certified and ISO 27001 accredited.

Support and Maintenance:

Our support is offered in several different ways, which are all included in the cost of the contract:

1. **Customer Success** – you will have a dedicated Customer Success Manager who will:
 - a. Act as a point of escalation should issues occur
 - b. Have in depth knowledge of your organisation and processes



RotaMaster

- c. Host a monthly call to share usage stats, discuss any issues, give advice on usage and share updates on any new functionality released.
- d. Host a Quarterly strategic call to help support your organisation changes and growth
- e. Host an Annual System Review to ensure the system processes and usage is still relevant and efficient for your organisation

2. Support Team:

- a. Available 9am-5pm Monday to Friday for Phone and Email support at any level
- b. Available 24/7 for Business-critical issues
- c. Can be contacted by phone or email
- d. Available to advise on training issues and support with any system issues that may arise
- e. UK Based

3. Knowledge base:

- a. Guides on how any area of the system are regularly updated and available online: <https://help.rotamaster.co.uk/knowledge>
- b. Release notes detailing functionality that has changed/improved or being fixed is published online every 3 weeks

4. Monthly Lunch and Learn Sessions:

- a. Every month we host a webinar for our customers covering new functionality, hints and tips and area's of the system that are not widely used: <https://help.rotamaster.co.uk/knowledge/lunchtime-learning>

5. Monthly Focus Groups:

- a. We host monthly focus groups to get our customers opinions on development suggestions, new processes and issues that affect a lot of our customers at the same time (e.g the recent change in accruing annual leave for bank staff).