access
freedom to do more

G-Cloud15
Access Rotaready
Service Definition

Contents

1 **Service Overview** 3

2 **Onboarding** 7

3 **Additional Service Options** 8

4 **Service & Support Management Details** 8

5 **Account Management & Customer Success** 10

6 **Backup and Disaster Recovery** 10

7 **Business Continuity** 11

8 **ISO27001 Accreditation** 11

9 **Development Life Cycle** 11

10 **Technical Requirements** 11

11 **Service Constraints** 12

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

1 Service Overview

Rotaready Evo - Intelligent Workforce Management and Scheduling Software
Rotaready Evo, part of Access Hospitality, is a cloud-based workforce management solution that transforms staff scheduling from a time-consuming administrative task into a strategic tool for controlling labour costs, improving operational efficiency, and enhancing employee engagement. Built specifically for the hospitality, leisure, and retail sectors, the platform combines intelligent scheduling, predictive analytics, time and attendance management, and AI-powered wellbeing insights to help multi-site operators optimise their workforce.

Intelligent Rota Creation and Scheduling
The platform provides intuitive drag-and-drop scheduling tools that enable managers to create accurate rotas in minutes rather than hours. The system automatically considers employee contractual terms, contracted hours, skills, availability, and preferences when building schedules, ensuring compliance with employment agreements and working time regulations. Rota templates enable rapid schedule creation for recurring shift patterns, whilst flexible editing capabilities accommodate last-minute changes and cover requirements.

Managers can view schedules across multiple sites simultaneously, enabling consistent workforce planning and identification of staffing inefficiencies across the estate. The platform supports various shift patterns including split shifts, rotating rotas, and flexible working arrangements, accommodating diverse operational requirements across different venue types and service models.

Real-Time Labour Cost Control
Rotaready Evo provides live visibility of wage spend as rotas are created and edited, enabling proactive cost management before schedules are published. The system calculates labour costs in real-time based on employee pay rates, contracted hours, overtime rules, and shift premiums, updating automatically as changes are made. Cost alerts warn managers when schedules exceed budget thresholds, preventing overspend before it occurs.

The platform tracks labour costs as a percentage of revenue, enabling operators to maintain optimal wage percentages aligned to business performance. Integration with EPoS systems provides real-time sales data, allowing managers to monitor actual labour performance against forecasted demand and make immediate adjustments when required. Multi-site operators can benchmark labour costs across locations, identifying venues with efficient staffing models and those requiring intervention.

Predictive Analytics and Demand Forecasting
Advanced predictive analytics analyse historical sales data, footfall patterns, seasonal variations, weather impacts, and other demand drivers to forecast staffing

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

requirements automatically. The system uses machine learning algorithms and deep learning techniques to identify patterns and trends, providing accurate predictions of future demand that improve over time as more data is captured.

Demand forecasting enables operators to align staffing levels precisely with anticipated business volume, ensuring sufficient coverage during peak periods whilst avoiding overstaffing during quieter times. The platform recommends optimal staffing levels for each shift based on forecasted demand and target labour percentages, taking the guesswork out of workforce planning. Integration with EPoS systems ensures demand forecasts continuously incorporate the latest sales performance data, maintaining accuracy as business conditions change.

Time and Attendance Management

Employees clock in and out via mobile app or tablet, with location verification ensuring staff are on-site when recording attendance. The system captures exact working hours including late arrivals, early departures, and break times, providing complete visibility of actual time worked versus scheduled hours. Managers can review and approve timesheets before payroll processing, with automated alerts highlighting discrepancies such as missing clock-ins, overtime, or attendance below contracted hours.

The platform automatically applies rounding rules configured by the business, ensuring consistent timesheet processing across all sites. Attendance records are matched against scheduled shifts, identifying variances and enabling investigation of persistent attendance issues. Overtime is calculated automatically based on contractual terms and applicable pay rates, ensuring accurate compensation and compliance with working time regulations.

Payroll Integration

Rotaready Evo integrates seamlessly with payroll systems including Paycircle and other leading payroll providers, eliminating manual timesheet entry and reducing payroll processing time significantly. Approved timesheets transfer automatically to payroll with all hours, rates, and overtime calculations pre-configured, ensuring employees are paid accurately for actual hours worked. The integration maintains employee records synchronised between scheduling and payroll systems, preventing discrepancies and reducing administrative duplication.

Automated payroll integration significantly reduces the risk of payment errors, improving employee satisfaction and trust whilst freeing HR and payroll teams from time-consuming manual data entry. Customers report achieving instantly accurate timesheets and seeing ROI of 620% following Rotaready implementation, driven largely by payroll efficiency improvements and labour cost optimisation.

AI-Powered Wellbeing Insights

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Rotaready Evo introduces an innovative wellbeing layer that captures employee sentiment and transforms it into actionable management insights. Staff provide quick feedback at clock-out via a simple 1-5 rating scale with optional comments, building a real-time picture of team morale across shifts, sites, and time periods. This feedback mechanism is designed to be non-intrusive, taking seconds to complete whilst providing valuable intelligence about the employee experience.

The AI-powered Copilot Assistant analyses feedback patterns to identify trends that managers might miss, such as consistently stressed teams after busy shifts, individuals feeling overworked, venues with declining morale, or shifts where teams report high satisfaction. Smart feeds proactively surface important insights including declining morale alerts, positive shift highlights, work anniversaries, birthdays, and other significant events affecting team dynamics.

Managers can ask natural language questions through the Copilot such as "Who had a tough shift today?" or "Which sites have declining morale?" and receive instant AI-powered answers based on the accumulated feedback data. Analytics dashboards track wellbeing trends by site, manager, timeframe, shift type, and other dimensions, enabling operators to understand what drives employee satisfaction and what causes stress. This intelligence supports targeted interventions to improve working conditions, recognise high-performing teams, and address issues before they escalate into retention problems.

Employee Communication and Engagement

The mobile app provides employees with instant access to their schedules, enabling them to view upcoming shifts, request time off, indicate availability, and swap shifts with colleagues subject to manager approval. Real-time notifications alert staff to schedule changes, shift reminders, and other important communications, ensuring everyone stays informed. The platform supports greater shift flexibility, enabling employees to manage their work-life balance whilst ensuring venues maintain appropriate coverage.

Self-service functionality reduces the administrative burden on managers who would otherwise handle numerous scheduling queries and change requests manually. Employees feel more empowered and engaged when they have visibility of their schedules and control over their availability, contributing to improved retention and job satisfaction.

Integration with Hospitality Systems

Rotaready Evo integrates with Access EPoS systems and other leading hospitality platforms, enabling automatic transfer of sales data for labour performance analysis and demand forecasting. Integration with CPL Learning and other training platforms ensures employee training records synchronise with scheduling systems, enabling automatic assignment of training based on job roles and onboarding workflows that

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

connect applicant tracking, rotas, communications, training, and payroll into seamless employee lifecycle management.

These integrations eliminate data silos and manual processes, creating a unified employee management ecosystem where information flows automatically between systems. Operators benefit from consistency across all venues, reduced administrative burden, and confidence that all employee data is accurate and current across all platforms.

Multi-Site Management and Reporting

The platform provides centralised oversight across entire estates whilst enabling site-specific customisation where required. Consolidated reporting delivers visibility of labour costs, attendance patterns, schedule compliance, and employee satisfaction across all locations, supporting benchmarking and identification of best practices. Site-level analytics enable venue managers to track their specific performance whilst head office teams maintain strategic oversight.

Reporting capabilities cover key metrics including actual versus scheduled hours, labour cost percentage, attendance compliance, overtime hours, schedule adherence, employee turnover by location, and wellbeing scores by site and shift. Customisable dashboards present relevant information to different user roles, from site managers focused on daily operations to executives requiring strategic workforce insights.

Key Benefits

Rotaready Evo delivers significant time savings, with customers reporting they can create rotas in minutes that previously took hours, freeing managers to focus on guest experience and operational excellence rather than administrative tasks. Demand forecasting and real-time cost control enable operators to achieve optimal labour percentages, with customers reporting substantial reductions in wage costs whilst maintaining or improving service levels.

Automated time and attendance management with payroll integration eliminates manual timesheet processing, preventing payment errors and improving payroll accuracy. The integration capabilities across scheduling, training, communications, and payroll systems create seamless employee administration workflows, with customers such as Gusto Italian reducing annual staff turnover from 140% to 52% following implementation.

The wellbeing insights capability supports proactive employee engagement and retention strategies by providing early warning of declining morale and enabling recognition of positive performance. Operators can identify stressed teams, overworked individuals, and venues with engagement challenges, intervening before issues result in resignations. This intelligence helps operators understand what drives employee satisfaction, enabling continuous improvement of the working environment and culture.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

2 Onboarding

Our FlightPath services have been designed to be remote first, providing you with an improved low-risk implementation journey, no matter how your organisation is structured or wherever your employees are working.

We use video technology to facilitate face-to-face contact, so you still get the hands-on benefit of working with an Access expert and our years of software deployment expertise. We have also invested in product eLearning, so your users can learn our products at their own pace.

Our remote first approach means that you have regular, accessible communication with us to keep you on track at every step of your journey and that your software can be delivered flexibly to suit the needs of your organisation and employees.

All our FlightPath consultants and on-boarders are not only certified in our products, they are also trained and certified in our remote-first FlightPath implementation methodology, including training in effectively delivering remote customer projects.

Each FlightPath implementation program from Access follows a well- defined journey with key milestones. These milestones represent – at a high level – the individual phases of your implementation journey. We use these milestones to help us both track and communicate progress towards successfully launching to your users. Our aim is to give you value from your investment as quickly and as fully as possible. Using our years of software deployment expertise, we have defined the FlightPath methodology. This is a journey based on best practice and designed to deliver timely value to you and your colleagues. And while it is ultimately your journey, we are here to support you all along the way.

At the 'Getting Started' milestone phase, you will receive a Welcome Pack. In here you'll find clarity on roles and responsibilities. What you'll need to do, and what we will do. Crucially our FlightPath approach also clarifies our joint expectations, helping us both understand the process that we will jointly commit to, in order to successfully launch your chosen software to your end-users in a timely and efficient manner.

Even when your implementation has successfully landed, and you are in a position to go live with our software, we will ensure that you are successfully transitioned to the care of our Success Team. The Success Teams include our support colleagues and Customer Success Managers and will be available to support you as you use your software and realise the benefits of your investment in your Access Solution. To ensure The Access Group can continue to support all our products, we have made sure 100% of our support teams can work securely and seamlessly from home. We have increased the capacity of our telephone system so support teams can be contacted wherever they are working using our usual support phone numbers.

Full details of our Flightpath implementations for Access Rotaready can be found here.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

3 Additional Service Options

The table below highlights the additional value added services that our consulting teams can provide. Please take some time to review these.

FlexPoints	Access FlexPoints are a cost-effective, flexible way to easily access and consume value added services including customisation, training, integration, analytics or reporting, as your business needs evolve. Access FlexPoints provide a simple way to create an allocation of points that you can call on at any time to spend on Access services. Having a banked allocation of FlexPoints provides the reassurance that as your business needs evolve you can use them to extend and modify your use of the technology.

4 Service & Support Management Details

Providing you and your users with a high level of incident support is of prime importance to us. As well as being able to answer your queries, our support staff will also be able to inform you about the latest software releases, and provide hints and tips to ensure you are getting the most out of your product. To emphasise the importance of support to Access we have over 500 employees in the UK in our Support and Customer Success functions.

Support Commitment
We recognise that the systems, software and services we supply may be critical to the well-being of your business. Our aim is to ensure that you have continuous operational capability from our products. We will help you to achieve this by providing efficient support, resolving the majority of tickets at first-line contact.

We will help you maximise your return on investment by providing the best in technical assistance, advice and customer care. We own your support queries and will ensure that they are resolved as promptly and efficiently as possible.

We provide 3 main support plans as detailed below.

The Essential Plan
The online service The Essential Plan is available to all Access customers as part of your license fee and provides you with easy-to-access online support for all your queries, facilitated via our Customer Success portal.

The Standard Plan
Get answers faster

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

As a Standard Plan customer you benefit from faster response times and can access our support teams via telephone and live chat, as well as through our Customer Success portal. To help your team be more productive, you are provided with continued access to our e-learning content as well as a programme of Success webinars, designed to keep you up to date with new features and share best-practice advice and guidance.

The Premier Plan

Boost productivity with direct access to the experts and achieve a higher return on investment

Our Premier Plan enables your team to achieve more and improve productivity through an ongoing relationship with your own designated Customer Success Manager. Your CSM will get to understand how you're using the technology and will advise you on how to get more from it.

Full details of our Customer Success Plans can be found here Access Customer Success Plans

Get to know our knowledge base

Knowledge Base is our huge database of commonly asked questions, articles and videos. All you need to do is Register and Login and you can find the answers you need any time of the day.

The advanced search function not only searches articles from Knowledge Base, but links up with our Community hub to display the topics that you need. So you've got everything you need all in one place.

Can't find the article to answer your question? Not a problem. Each article links to our Community so you can ask a question, or to raise a case with the Access team.

Got a question? Ask our Community

Community connects our customers together to help them solve problems and share how to get the very best out of their Access products.

Our customers know more about using our products in their jobs than anyone else. Community gives you the chance to receive – and share – friendly expert advice that goes beyond normal customer support. Discover best practice hints and tips from peers in your industry to help you make the most of your experience with your Access product.

Each of our products has its own dedicated Community, so you can get straight to the discussions that matter to you. No unnecessary searching needed.

If a question can't be answered by Community a member of the Access team will reply. We'll make sure that no query goes unanswered.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

5 Account Management & Customer Success

With over 160,000 customers using products supplied by the Access Group we have a large team involved with ensuring that our customers are able to build on their investment with Access.

This includes the Customer Success team who are specialists in specific products whose role is to ensure that our customers on Standard and Premier Success plans benefit from educational webinars to ensure that you are always taking advantage of new functionality and most importantly continuing to adopt best practice in the day to day use and set up of the software.

Our Account Management team work with our customers specialising in vertical sectors or specific products. Depending on the complexity of the customer these are either office based using the latest technology to provide our customers with the highest possible levels of service or will visit sites for face to face meetings.

Our Account managers work with you keeping our customers informed on the way emerging technologies can help their business. They prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to ensure the customer is aware of the breadth of software and support that Access can provide.

6 Backup and Disaster Recovery

Reliability and Backup

All networking components, network accelerators, load balancers, Web servers and application servers are configured in a redundant configuration. All Customer Data submitted to the Covered Services is stored on a primary database server with multiple active clusters for higher availability. All Customer Data submitted to the Covered Services is stored on highly redundant carrier-class disk storage and multiple data paths to ensure reliability and performance. All Customer Data submitted to the Covered Services, up to the last committed transaction, is automatically replicated on a near real-time basis to the secondary site and is backed up on a regular basis and stored on backup media for an additional 30 days in production environments and 7 days in Sandbox environments, after which it is securely overwritten or deleted. Any backups are verified for integrity and stored in the same data centres as their instance.

Disaster Recovery

Production data centres are designed to mitigate the risk of single points of failure and provide a resilient environment to support service continuity and performance. The Covered Services utilise secondary facilities that are geographically diverse from their primary data centres, along with required hardware, software, and Internet connectivity, in the event Rotaready production facilities at the primary data centres were to be rendered unavailable.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

Rotaready has disaster recovery plans in place and tests them at least once per year. The scope of the disaster recovery exercise is to validate the ability to failover a production instance from the primary data centre to the secondary data centre utilising developed operational and disaster recovery procedures and documentation.

The Covered Services' disaster recovery plans currently have the following target recovery objectives: (a) restoration of the Covered Service (recovery time objective) within 12 hours after Rotaready's declaration of a disaster; and (b) maximum Customer Data loss (recovery point objective) of 4 hours. However, these targets exclude a disaster or multiple disasters causing the compromise of both data centres at the same time, and exclude development and test bed environments, such as the Sandbox service.

7 Business Continuity

The Access Group's full and most up to date business continuity plan can be requested by emailing buyer.enablement@theaccessgroup.com

8 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

9 Development Life Cycle

As one of our core products Access Rotaready has a detailed roadmap of improvements driven both by customers and by our own roadmap. Ongoing development against each application is supported by a development plan that has high levels of details for the next 3 months including user stories. Beyond that top line plans are in place by quarter for a further 12 month with a list of additional options waiting to be added.

New functionality is added on a regular basis (usually every quarter) with all companies benefitting at the same time.

10 Technical Requirements

Access Rotaready runs on any computer or iOS / Android mobile device with a browser and Internet connectivity.

Web Browsers

- Microsoft Edge

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved

- Microsoft Internet Explorer 11
- Chrome
- Safari
- Opera

Owing to the way most browsers now auto-update, our testing can only practicably focus on the most recent version of the browser publicly available at the time of testing a development item. As part of our regression and release procedures, wider application testing is performed to ensure continued compliance.

11 Service Constraints

Maintenance windows as detailed above are minimal with the service so that we use all reasonable efforts to ensure that the SaaS Services are available for 99.70% of each calendar month.

As a true SaaS solution customisation is not available although the product can be configured to meet all standard set up requirements.

This Document is the property of Access UK
© Copyright 2025 Access UK Ltd | All rights reserved