



ShiftPartner service definition

Service definition	Digital health Software as a Service (SaaS) workforce deployment optimisation, development and retention platform.
Service overview	A cloud-native platform for healthcare organisations to manage real-time staffing deployment, bank staff and agency usage and deliver focused workforce strategies. Scalable through integration with core HR platforms e.g., e-rostering.
Features	AI-driven staff and shift recommendations based on clinical skill sets, workforce flexibility, development and retention requirements. Mobile app interface for staff users.
Benefits	Reduces spend on high-cost bank and agency staff, improves patient safety through better staffing flexibility and ratios and builds workforce resilience through focused development and retention.
Security and compliance	Data residency in UK-based AWS regions; compliance with NHS Data Security and Protection Toolkit (DSPT) standards.
Onboarding	Dedicated clinical transformation team for data mapping and migration, remote and on-site training sessions for HR leads and frontline staff and pre-built API connectors for legacy, upstream and downstream HR systems.
Exit strategy	Guaranteed data extraction in open formats (e.g., CSV) within 30 days of contract termination to prevent vendor lock-in.

