



1. Service Overview and Scope

1.1 Service Description

TRAEMS is a comprehensive, cloud-native **Workforce Management & Optimization Platform** explicitly designed to handle the "make-or-break" needs of complex industries, including Emergency Services, Healthcare, Local Government, and Education.

The platform eliminates the fragmentation of scheduling, time tracking, and compliance by providing an all-in-one managed solution. It supports organizations with critical operational demands—from 24/7 crew composition in emergency services to safe staffing compliance in healthcare.

1.2 Core Benefits

- **Operational Resilience:** Supports 24/7 operations, incident surge staffing, and mixed duty systems essential for emergency and healthcare sectors.
- **Unified Ecosystem:** Consolidates Absence, Time, Expenses, Scheduling, and Analytics into a single "Hard Tenant Isolated" platform, removing the need for disjointed legacy tools.
- **Multi-Platform Access:** Delivers a seamless experience across a **React Webapp**, **React Native Mobile App**, and **Browser Extensions** for instant access to core workflows.
- **Compliance & Safety:** Enforces safe staffing ratios, qualification/safeguarding checks, and complex rota compliance automatically.

1.2 Core Capabilities

The platform includes the following foundational feature sets for complete workforce management:

- **Intelligent Scheduling & Rostering:** A module to manage complex shift patterns, crew constraints, and cross-department resource sharing.

- **Time & Attendance:** GPS-verified clock-ins, time entry history, and automated timesheet management.
- **Absence & Leave Management:** A system for users to request leave and for managers to approve absences with visibility into team coverage.
- **Expense Management:** A streamlined workflow for creating expenses, adding line items, uploading receipts, and approval routing.
- **Workforce & Asset Management:** Centralized management of user skills, credentials, eligibility, as well as station and asset availability.

Core Features & Benefits

1. Scheduling Management

- Intelligent scheduling with conflict detection and coverage alerts.
- Support for "make-or-break" needs: crew composition constraints and patient acuity-aware decisions.
- **Benefit:** Ensures safe staffing levels and reduces scheduling fragmentation.

2. Time & Attendance

- GPS-verified clock-in/out via Mobile
- Detailed time entry history and weekly timesheet submission.
- **Benefit:** Accurate payroll data and elimination of time theft.

3. Absence Management

- Self-serve leave requests with balance viewing.
- Team calendar views for managers to assess impact before approval.
- **Benefit:** Streamlined approval workflows and better resource planning.

4. Expense Management

- Digital receipt upload and line-item entry.
- Multi-stage approval workflows (Manager $\rightarrow$ Finance).
- **Benefit:** Faster reimbursement and auditable financial tracking.

5. Compliance & Workforce

- Tracking of skills, credentials, and safeguarding qualifications.
- Automated alerts for expired certifications or rule violations.
- **Benefit:** Reduced liability and ensured regulatory compliance (e.g., Healthcare/Education).

6. Mobile & Extension Experience

- **Mobile App:** Core journeys (Dashboard, Time, Schedule) optimized for on-the-go staff.
- **Extension:** "Micro-journeys" for quick actions (Clock in, Leave request) without context switching.
- **Benefit:** High adoption rates and low friction for field and deskless workers.

7. Analytics & Reporting

- Real-time dashboards for staffing coverage, utilization, and attendance.
- Customizable report schedules.
- **Benefit:** Data-driven insights into workforce efficiency and costs.

1.3 In-Scope

- Hosting, maintenance, and upgrades of the platform (Web, Mobile, Browser Extension).
- Secure data storage and backup.
- Standard onboarding (Tenant provisioning, Admin bootstrap).
- Access to all functional domains: Absence, Time, Expense, Schedule, Analytics, etc.

1.4 Out-of-Scope

- Third-party system licensing (unless explicitly resold).
- Hardware provision (e.g., physical biometric time clocks).
- Custom bespoke integrations not covered by the standard API gateway.

2. Technical Requirements

2.1 Access Requirements

The service is accessed via Web Browser, Mobile App, or Browser Extension:

- **Webapp:** Compatible with the latest stable versions of Chrome, Firefox, Edge, and Safari.
- **Mobile:** Available on iOS and Android.
- **Extension:** Pop-up app for quick actions on major browsers.
- **Connectivity:** Stable internet connection required.

2.2 Hosting and Data Security

- **Cloud Hosting:** The platform is hosted on secure cloud infrastructure
- **Tenant Isolation:** Strict "Hard Tenant Isolation" ensures data segregation; cross-tenant access is architecturally impossible.
- **Authentication:** Dedicated Authentication & Onboarding service for identity binding and session bootstrapping.

3. Onboarding and Implementation

- **Standard Onboarding:** Included. Features a multi-step signup wizard (Organization details --> Billing --> Terms).
- **Data Migration:** Complex data migration (e.g., legacy roster imports) quoted on a case-by-case basis.
- **Training:** Access to "Guides" module included. Bespoke on-site training available at daily rates.

4. Support and Service Level Agreement (SLA)

Customer support for incident response and general queries is provided based on tier subscriptions.

Tier	Availability	After Hours Support	Annual Subscription
Basic	8x5 (working days)	Not Available	£ 5,000
Silver	8x5 12x5 (working days)	Limited (On Request)	£ 10,000

Gold	8x5 12x5 (working days) 12x7 (Including weekends)	Available	£ 15,000
Platinum	24x7	Priority	£ 25,000

(Note: Pricing and storage limits are illustrative and subject to contract.)

5. Security & Compliance

- **Architecture:** API Gateway (BFF) + Orchestration for secure data flow.
- **Data Privacy:** Tenant-scoped metadata and object storage.
- **Audit:** Global audit logs available via the Governance module.
- **Encryption:** Data encrypted in transit and at rest.

6. Exit & Data Handling

- **Ownership:** The customer retains ownership of all workforce data.
- **Export:** Data export provided in standard formats (CSV/JSON) before contract termination.
- **Deletion:** Soft-delete/deprovisioning workflows ensure secure data removal post-offboarding.

6.1 Transition Support

- The Service Provider will assist with basic query support during the offboarding period.
- Complex transition support (e.g., formatting data for a new HRIS) will be charged at the standard consulting rate.

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