Thinking Software
WORKFORCE MANAGEMENT SOLUTIONS

The Old Farm
Asthall Leigh
Witney
Oxfordshire
OX29 9PX
United
Kingdom

Tel: +44 (0) 1993 878 671

RotaOne

Service Definition

---

1. Service overview

RotaOne is a cloud-hosted workforce management and time and attendance service designed to support organisations in managing employee scheduling, attendance recording, and workforce rules. The service is delivered as software-as-a-service (SaaS) and is accessed through a web browser without the need for local installation or on-premise infrastructure.

RotaOne supports organisations with complex working patterns, configurable rules, and operational reporting requirements.

---

2. Core functionality

RotaOne provides functionality including:

- Employee scheduling and rota management
- Time and attendance recording
- Configurable working rules and policies
- Overtime and break calculations
- Absence management
- Employee self-service access
- Reporting and data export

Functionality is provided through a responsive web interface suitable for desktop and mobile browsers.

---

3. Service delivery model

RotaOne is delivered as a multi-tenant SaaS platform hosted on Microsoft Azure. The service is accessed via standard web browsers using encrypted connections. No buyer-managed infrastructure, servers, or software installation is required.

Customer environments are logically separated, with workloads deployed in separate containers and supported by segregated databases.

Restranaut Ltd. t/a Thinking Software is registered in England & Wales No. 2110245
Registered Office: The Old Farm, Asthall Leigh, Witney. Oxfordshire. OX29 9PX United Kingdom

The Old Farm
Asthall Leigh
Witney
Oxfordshire
OX29 9PX
United
Kingdom

Tel: +44 (0) 1993 878 671

4. Configuration and customisation

RotaOne is highly configurable through built-in administrative controls. Buyer administrators can configure:

- Working rules and attendance policies
- Shift patterns and rota structures
- User roles and permissions
- Approval workflows
- Reporting views and export formats

Configuration is performed without changes to the underlying application code. Bespoke software development is not included.

---

5. Security and compliance overview

RotaOne is operated in line with the organisation's ISO/IEC 27001-certified information security management system and Cyber Essentials Plus certification. The service is hosted on Microsoft Azure, which provides resilient, certified cloud infrastructure.

Security controls include:

- Logical segregation of customer data
- Encryption of data in transit and at rest
- Role-based access controls
- Monitoring and incident management processes

---

6. Support and service management

RotaOne includes a single standard support service provided to all buyers at no additional cost. Support is available via email, online ticketing, and telephone during UK business hours, Monday to Friday. Support is available on UK bank holidays, excluding Christmas Day.

Support covers incident resolution, service usage queries, and fault investigation. Support requests are logged and prioritised by the supplier based on impact and urgency.

Restranaut Ltd. t/a Thinking Software is registered in England & Wales No. 2110245
Registered Office: The Old Farm, Asthall Leigh, Witney. Oxfordshire. OX29 9PX United Kingdom

The Old Farm
Asthall Leigh
Witney
Oxfordshire
OX29 9PX
United
Kingdom

Tel: +44 (0) 1993 878 671

7. Onboarding and getting started

Buyers are supported through an initial remote onboarding process that includes system setup and configuration of organisational structures, rules, and user accounts. Documentation is provided in digital format, including PDF guides and recorded walkthrough sessions where applicable.

The service can be accessed immediately once user accounts are configured. No on-site training is required.

---

8. Data export and exit

Authorised users can export data using built-in reporting and export features in commonly used formats. At the end of the contract, buyers may request a full export of their data. Data extraction is supported by the supplier to ensure accuracy and security.

Following confirmation of successful data extraction, buyer data is securely deleted from the service in accordance with the service terms and applicable data protection requirements.

---

9. Accessibility

RotaOne is accessed through a responsive web interface designed to work with common assistive technologies and browser accessibility features. Documentation is provided in digital formats such as PDF, and recorded sessions are delivered through Microsoft Teams. Alternative formats or additional support can be provided on request.

---

10. Service availability and resilience

RotaOne is designed as a resilient cloud-hosted service running on Microsoft Azure. Service availability targets, maintenance arrangements, and service credits are defined in the service terms. Monitoring and backup processes are in place to support service continuity and recovery.

Restranaut Ltd. t/a Thinking Software is registered in England & Wales No. 2110245
Registered Office: The Old Farm, Asthall Leigh, Witney. Oxfordshire. OX29 9PX United Kingdom