



AUTOMATING TEMPORARY STAFFING

Overview





The Agile Workforce Management CRM

What is Panther?

Panther Software Limited provides a cloud-based workforce management and services automation platform supporting organisations to manage workforce. The service supports workflows including project setup, resource scheduling, vendor management, time and expense capture, payroll and billing integration, compliance, forecasting, and reporting.



Optimisation
& Automation
Engine



50 %

Gross profit increase



75 %

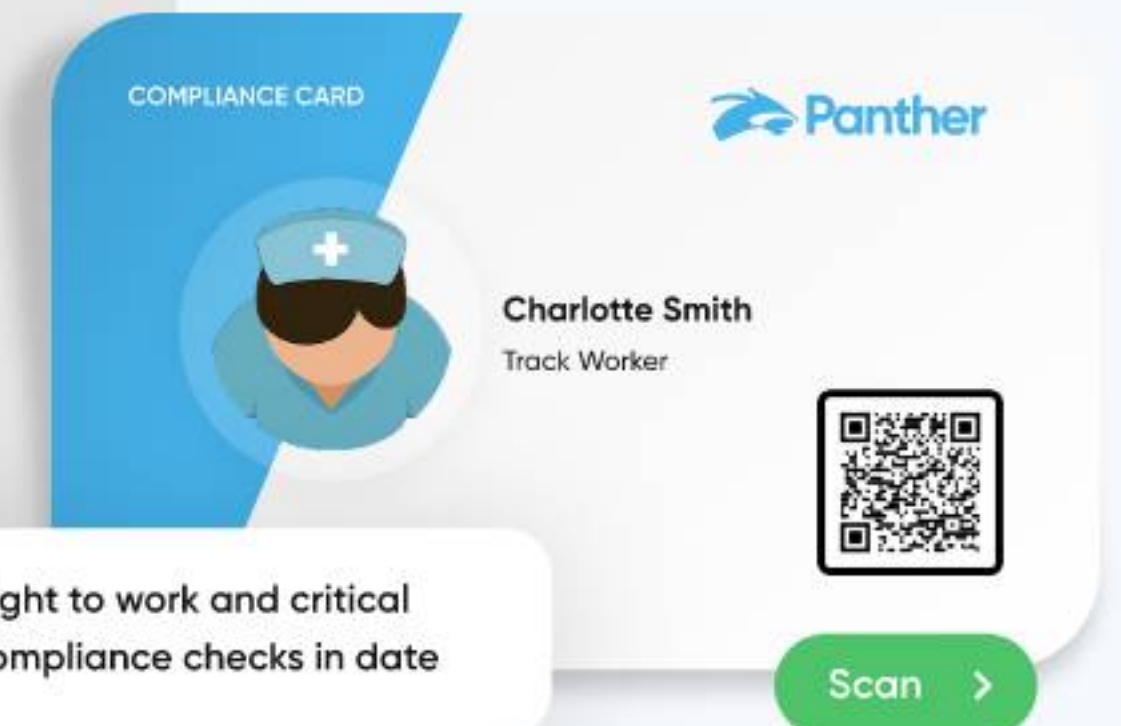
Improved cash flow

50 %

Increase in payroll accuracy

100 %

Compliant candidates





End to End Solution for Temp
Workforce Management

Shift Booking

Auto Shift Import
Rapid AI Assisted Bookings
Shift Time Shortcuts
Grade, Specialism & Skill Management
Candidate Confirmations

Hotel Bookings
Cancellations & No Shows
Utilise Un-booked Candidates
Booking References & Purchase Orders
Advanced Filtering & Colour Coding

Availability

Core Shift Definition Availability
Customised Availability Reasons
Forecast Availability
Copy Availability
Radius Search

Travel Range
Bulk Message Candidates
Quick Book
Preferred Work Location
Advanced Filtering & Colour Coding

Digital Timesheets

On-Mobile Authorisation
No Internet Required
Self Booked Shift Timesheets
Email Approval Fall-back
Paper Timesheet Fall-back

Instant Timesheet Approval Alerts
Client Mileage & Expenses Approval
Automatic Timesheet Reminders
Timesheet Batch Exporting for Payroll
Eliminate Data Entry Mistakes

Messaging

Built-in messaging
What's App style messaging
Bulk Messaging based on Search
Emails & Attachments

Message Templates
1-1 Chat with Candidates
User Message Limit Controls
Audit Trail of Messages Sent

Workforce Onboarding & Mobile

White Label Mobile Experience
Candidate Onboarding Portal
View Shifts
Availability
Shift Alerts & Confirmations

Directions to the Place of Work
Digital Timesheet Approval
Mileage & Expense Claims
Chat Style Messaging

Compliance

Only Allow Compliant Staff to be Booked
Automatic Assignment Letters
Real-Time Compliance Scores
Automatic Professional Body Pin Checks
COVID-19 Vaccination Status

Auto Candidate Compliance Reminders
Future Shift Compliance Expiry Warnings
Tag Multiple Compliance Items
Real-Time Fatigue Monitoring
Working Hours & Break Monitoring

Rates & Financials

Invoicing Shift Patterns
Client Specific Break Policies
Uplifted & Candidate Specific Pay Rates

Pay Scheme Cost Additions e.g. PAYE
Maximum Pay & Minimum Margin
Hide Pay or Charge Rates Per User

Workforce Record Management

Candidate De-Duplication Features
Candidate Activity Stream
Candidate Data Entry Control

Candidate Messaging
Candidate Document
Candidate Dashboard

Master Vendor

Multiple Suppliers
Varying Commission % Per Supplier
Master Vendor or Sub-contracting
Be More Profitable
Missed Opportunity Cost

Share Each Shift to Different Suppliers
Suppliers Short-listed Candidates
Instantaneous Shift Time Updates For Suppliers
Instantaneous Shift Cancellation Updates
Monitor Supplier Compliance

Reporting

Financial KPIs
Non-Financial KPIs
Advanced Filtering
Candidate Reliability & Fill Rates
Cancellation Reasons
Shift Notice Time

Timesheet Approval Monitoring
Candidate Retention Rates
Missed Opportunity Cost
VMS Supplier Statistics
Weekly, Monthly & Yearly Reports
Power BI Export



Automation

Reduce costs by automating your most important processes

Schedule compliant rail staff in seconds. Book by availability, preferred and top rated. Communicate with rail workers automatically, ensure working regulation compliance and see real-time fatigue



Fast, AI Shift Booking

Quickly assign the right staff to the right jobs with full visibility and minimal admin—reducing errors and gaps in coverage.



Swift Timesheets

Digitised timesheets streamline submissions, approvals, and exports—cutting admin and speeding up payroll.



Capture Availability

Instantly see who's available to work so you can plan ahead, avoid last-minute scrambles, and increase fill rates.



Automate Compliance

Automated checks ensure workers meet all legal and client requirements—minimising risk and avoiding costly breaches.

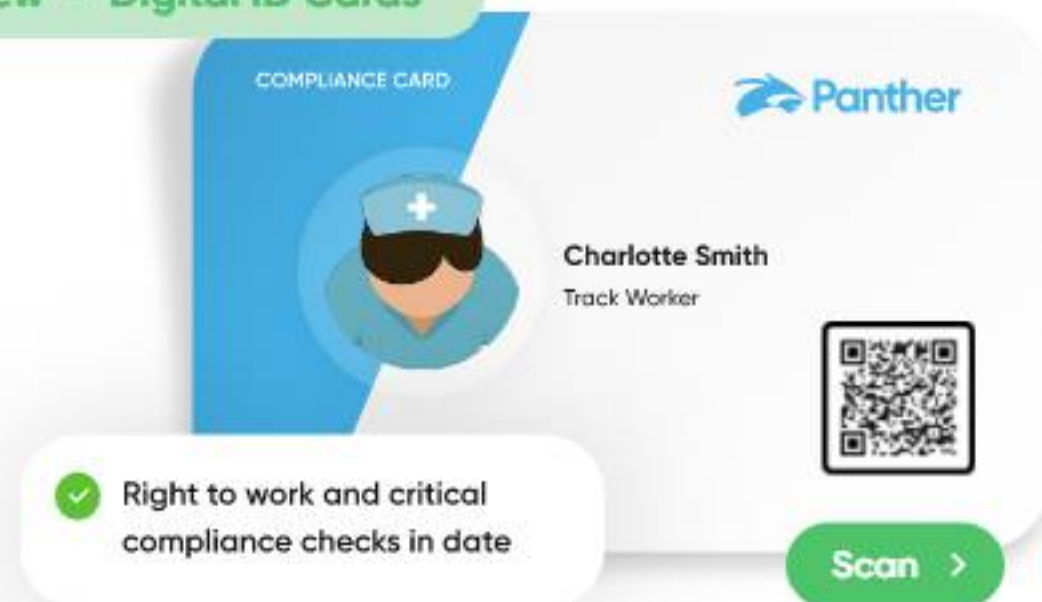


⚡ Compliance

Get complete control over the workforce's compliance

Panther automatically keeps candidate credentials current in real time, with continuous tracking of custom competencies to ensure full compliance throughout the placement lifecycle.

New • Digital ID Cards





Integrations

Integrate Panther with over 7000 apps

Effortlessly automate workflows and connect Panther Software with thousands of apps through Zapier, saving time and boosting productivity.





 Compliance

Connecting Candidates, Clients, and Consultants

Panther automatically keeps candidate credentials current in real time, with continuous tracking of custom competencies to ensure full compliance throughout the placement lifecycle.

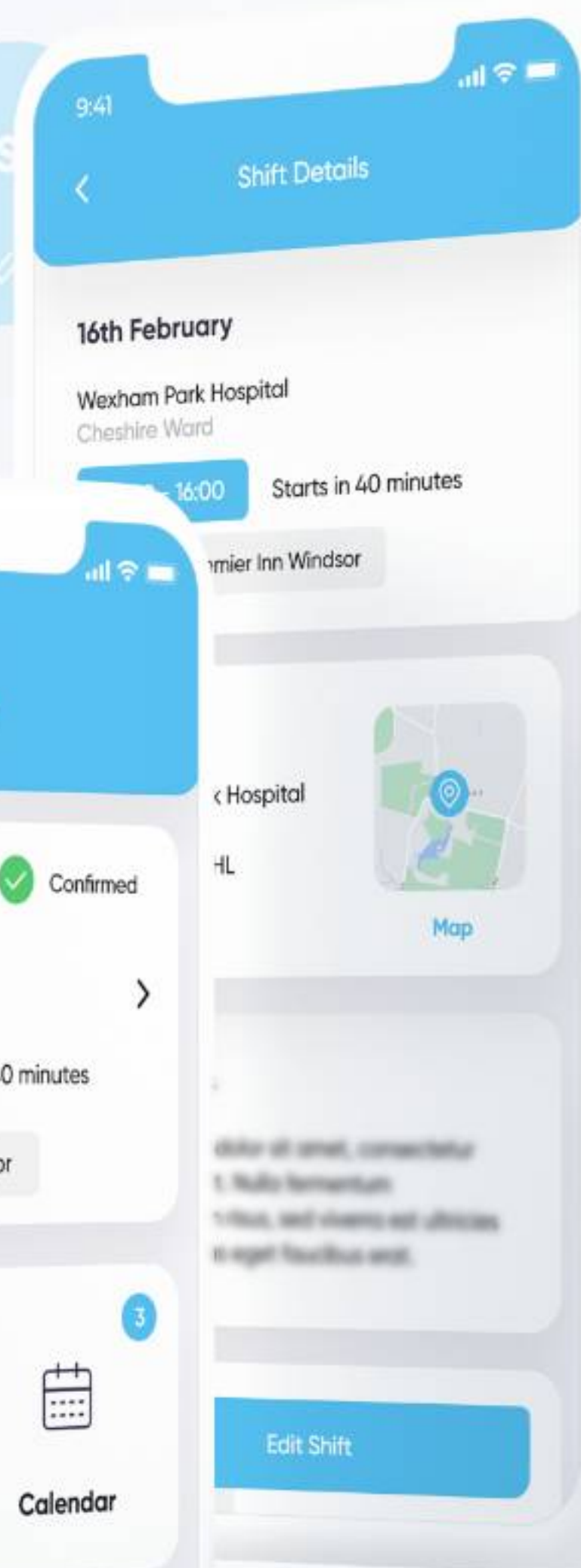
How did you get on at the new hospital last week? 20:17

It was a really good shift thanks 20:17 ✓

Did you find that document by the way?

Thanks 20:17

 Instant push notifications, read receipts & message automation



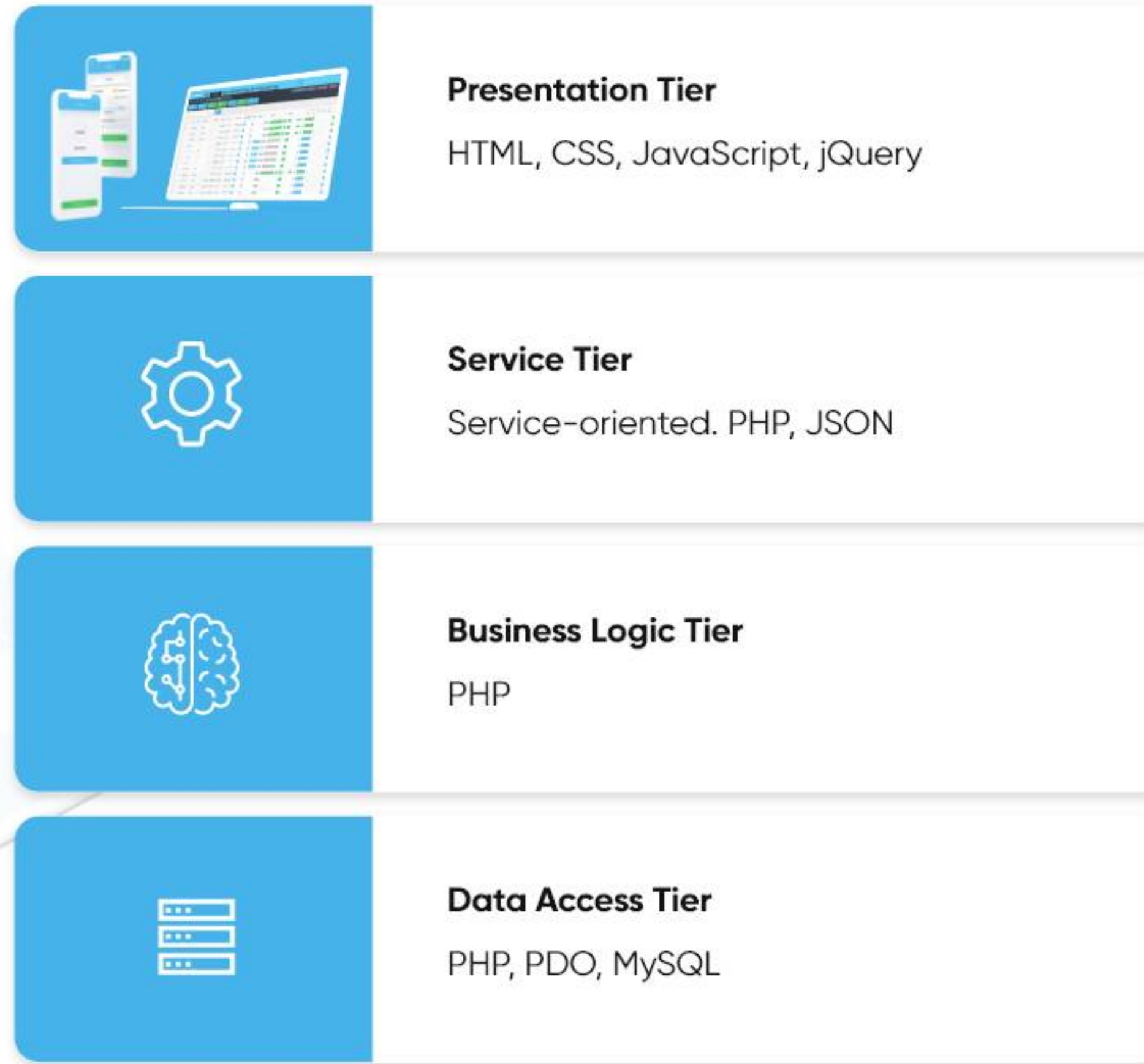


 Modules

A complete operating system

 Importing Shifts	 Rostering	 Fatigue & Compliance	 Worker App
 Availability	 Timesheets	 Master Vendor	 Messaging
 Rates & Financials	 Dashboard	 Reporting	 Roadmap

Solution Architecture

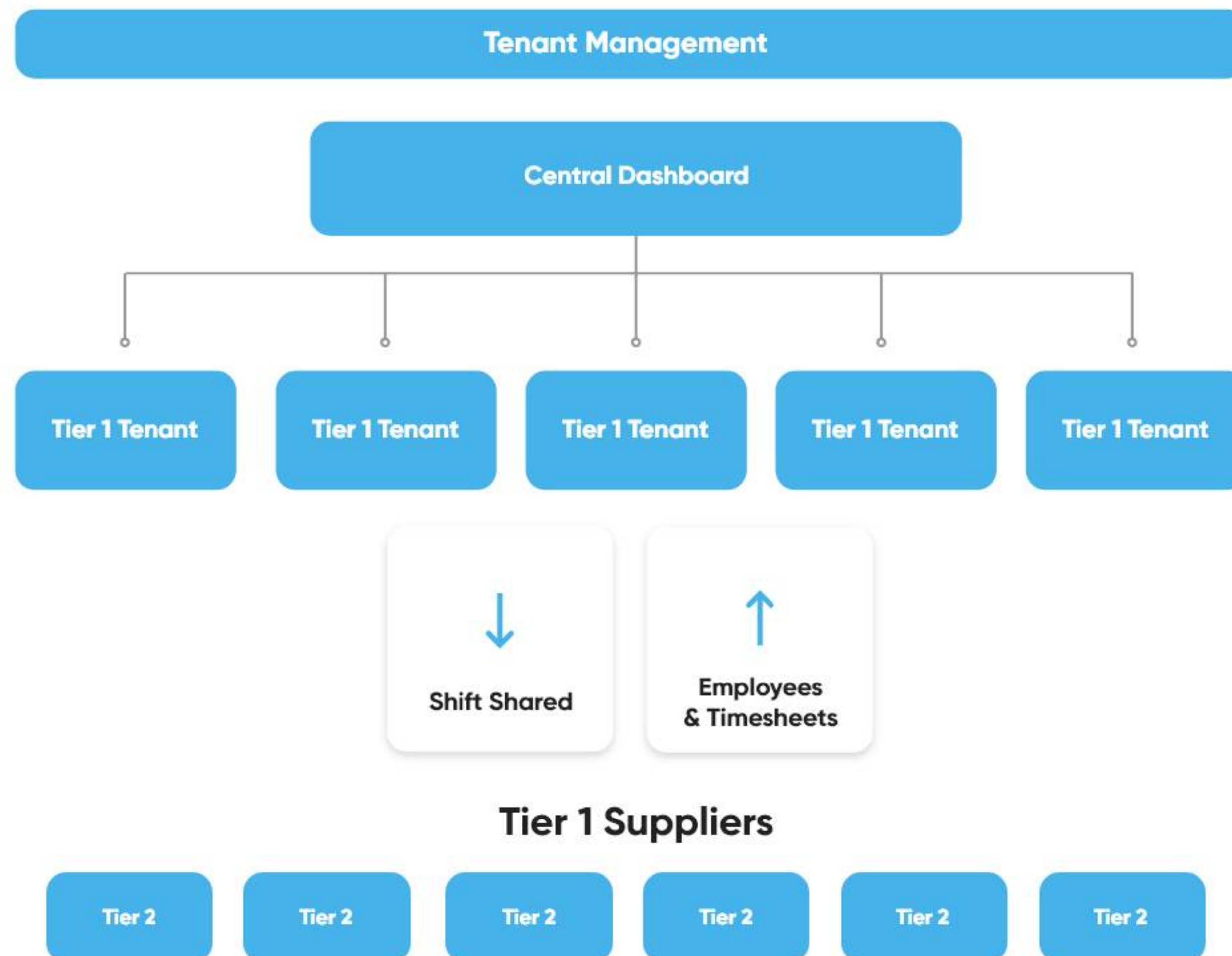


Benefits

- Scalability
- Resource Optimisation
- Easier Customisation of Presentation Tier
- Easily provide Different UI Views
- Easier Upgradation
- Easier Data Management

Multi-Tenant, Enterprise Level Architecture

Tenants



The Panther Passport



 Fatigue, working regulations tracked

 Know exactly who the employee is working for

 A complete view of rostering throughout the supply chain



Architecture

Key Architecture Points

Re-Usable Building Blocks

Extensive use PHP classes

Use of Abstraction Layer
for data access (PHP, PDO)

Component-driven
approach to development

 In-Built Fatigue Features
throughout all time queries

Open Data Access



Subject to license, Panther
data can be used



Data can be used, re-used
& shared in any fashion



GDPR compliant





Architecture

Modern API Interfaces



Single service-based API



Services developed in PHP
& data is exchanged in JSON



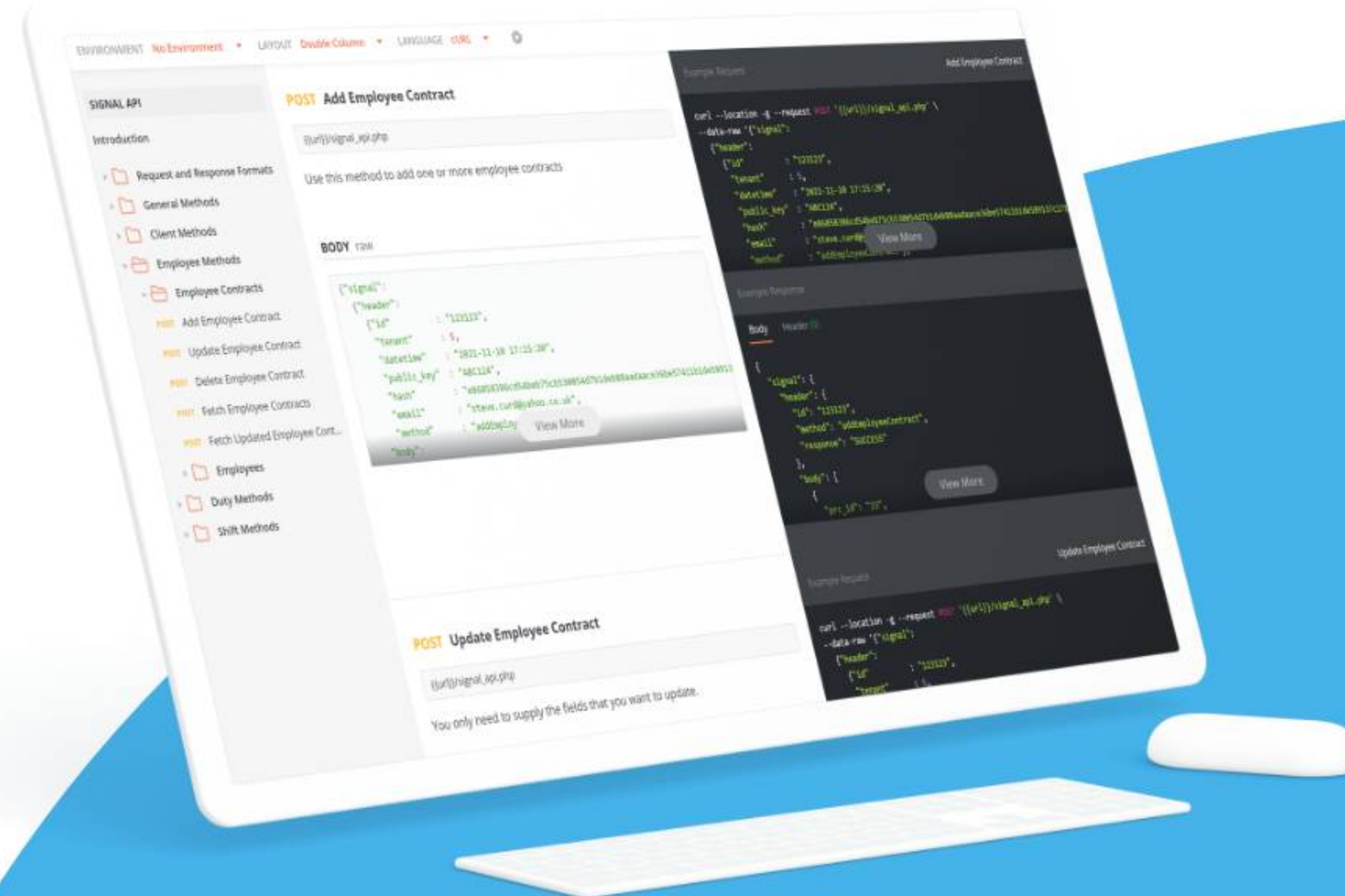
API covers much of the
Panther functionality



Fetch & Create Data



Creating shifts from
Workload for example





Architecture

Integration Architecture



Principal method of integration is via the Panther API



Other methods include 'copy & paste' and CSV upload

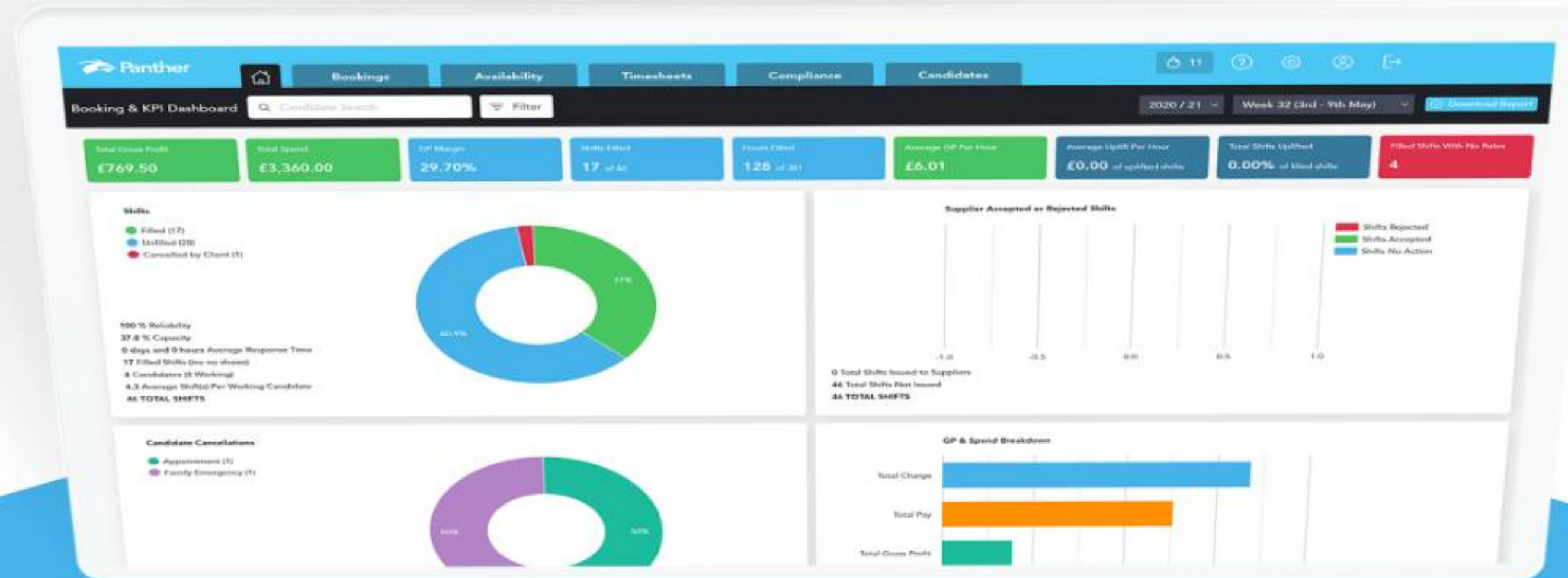


Direct database connection to 3rd party systems

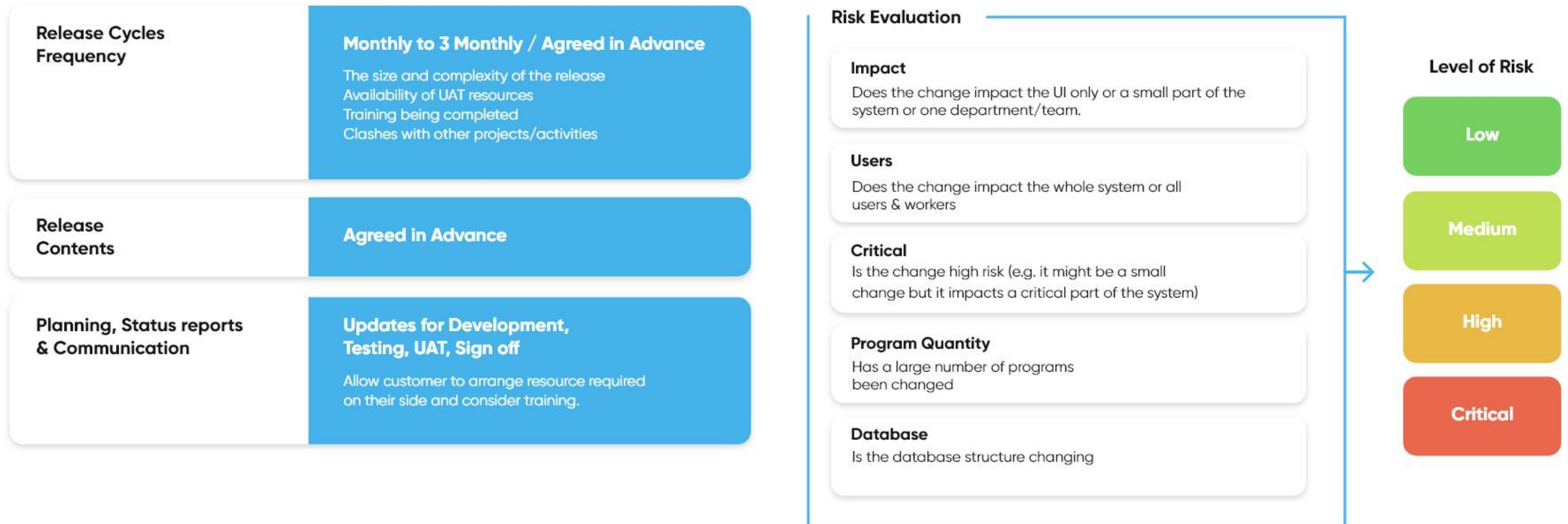


Scraping 3rd party pages

Support of Multiple Integration Patterns & Mechanisms



Release Strategy Overview



Pre-Release Testing

Pre-Release Testing Monitoring

Regression Test

Tested all application areas to ensure new bugs have not been introduced

User Interface Tests

Tested that the UI displays correctly without any errors

Realistic Tests

Tested likely values to be encountered when using the software

Boundary Value Tests

Tested values just inside or just outside the specified limits for each input

Stress Test

Tested multiple simultaneous measures

Error handling tests

Tested that error conditions are correctly processed without crashing the application

Structured Tests

Tested using code coverage tool

Unit Tests **In Progress**

Automatic Testing (Pre-Defined Tests)

Example Testing Specification Excerpt

Rostering Tab

Test	Expected Result	Actual Result
1	Click the 'Bookings Tab'	
2	Check lazy load of shifts	
3	Check current week and week ending date	
4	Check user sheet is correct	
5	Check forward / back week navigation	
6	Check opening the week calendar	
7	Check changing of week via calendar	
8	Check column hiding functionality	
9	Check column headings	
10	Check adding a shift	
11	Check adding shift details	
12	Check shift templates	
13	Check creation of shifts is successful	
14	Check changing time of existing shift	
15	Check cancellation reasons	
16	Check filling a shift with a name	
17	Check auto shift suggestion AI	
18	Check auto book shift feature	
19	Check changing of core shift details	
20	Check changing of name	
21	Check bulk action bar opens	
22	Check bulk update of shifts	
23	Check bulk copy of shifts	

Release Strategy Flow

Release Workflow



Post Release



Mitigating Risk

Can the release be rolled out to a subset of users.

Can the functionality be turned on/off

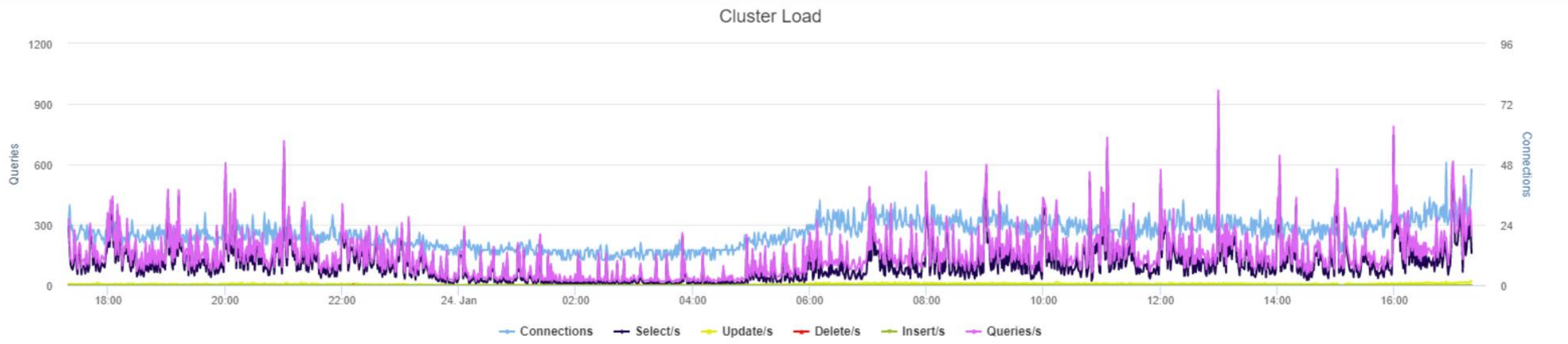
Ensure there is a roll back plan

Automated build and deployment capabilities



As of ClusterControl 1.8.2 we have introduced a new, more flexible, and secure user management system. Users and teams needs to be recreated in the new system to benefit from new features. Please click here to start the process. The legacy user management system will be EOL Q1/2022.

Showing Range: 1 Day Ago Cluster Load Save Show Servers Show Query Outliers Sync Graphs Refresh rate: 5 seconds Refresh



Galera Nodes												
	Node	Status	WSREP Cluster Size / Ready	Local Send Q [now/avg]	Local Receive Q [now/avg]	Flow Control Paused / Sent	Cert Deps Distance	Segment ID	Last Committed	Server Version	Uptime	
	cb1.ccd.systems	Synced (Primary)	3 / ON	0 / 0	0 / 0.011212	0.00000 / 0	39	0	89790667	10.5.13-Maria...log	4 Days 8 Hours	a
	cb2.ccd.systems	Synced (Primary)	3 / ON	0 / 0	0 / 0.011236	0.00000 / 0	39	0	89790667	10.5.13-Maria...log	4 Days 6 Hours 49 Minutes	a
	cb3.ccd.systems	Synced (Primary)	3 / ON	0 / 0	0 / 0.0218509	0.00000 / 0	39	0	89790667	10.5.13-Maria...log	4 Days 11 Hours 40 Minutes	a

nodes by name

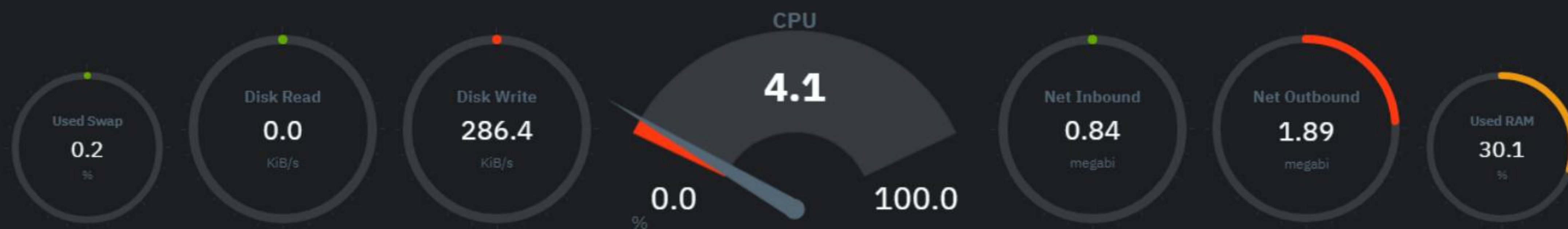
Results: 3 Nodes

overview dashboard visualizes your whole infrastructure at once.

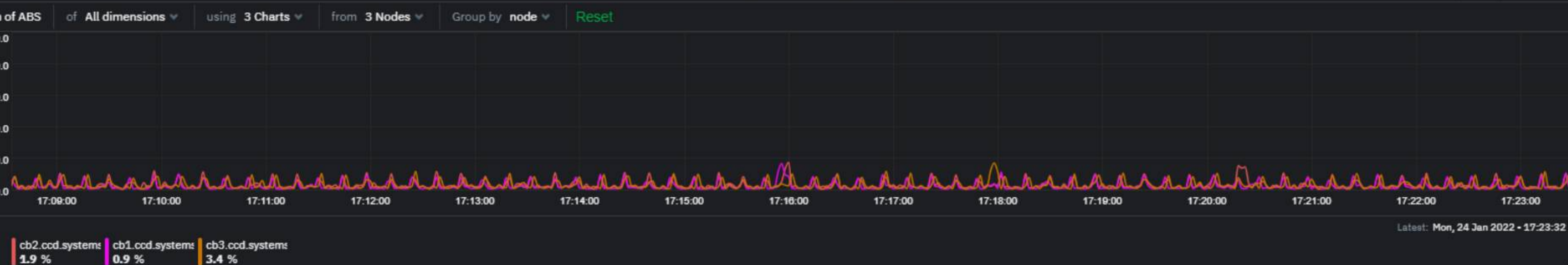
[Learn more...](#)

System Overview

view of the key system metrics.

CPU utilization (all cores). 100% here means there is no CPU idle time at all. You can get per core usage at the [CPUs](#) section and per application usage at the [Applications Monitoring](#) section.

Total CPU utilization (system.cpu) • [percentage]



System Overview

- cpu
- load
- disk
- ram
- swap
- network
- processes
- idlejitter
- interrupts
- softirqs
- softnet
- entropy
- uptime
- clock synchronization
- ipc semaphores
- ipc shared memory

⚡ CPUs

💾 Memory

📀 Disks

📁 Mount Points

📁 Filesystem

☁ Networking

☁ IPv4 Network

☁ IPv6 Network

🌐 Network Interfaces

🛡 Firewall (netfilter)

💖 Application Monitoring

👤 User Groups

👤 Users

💖 eBPF

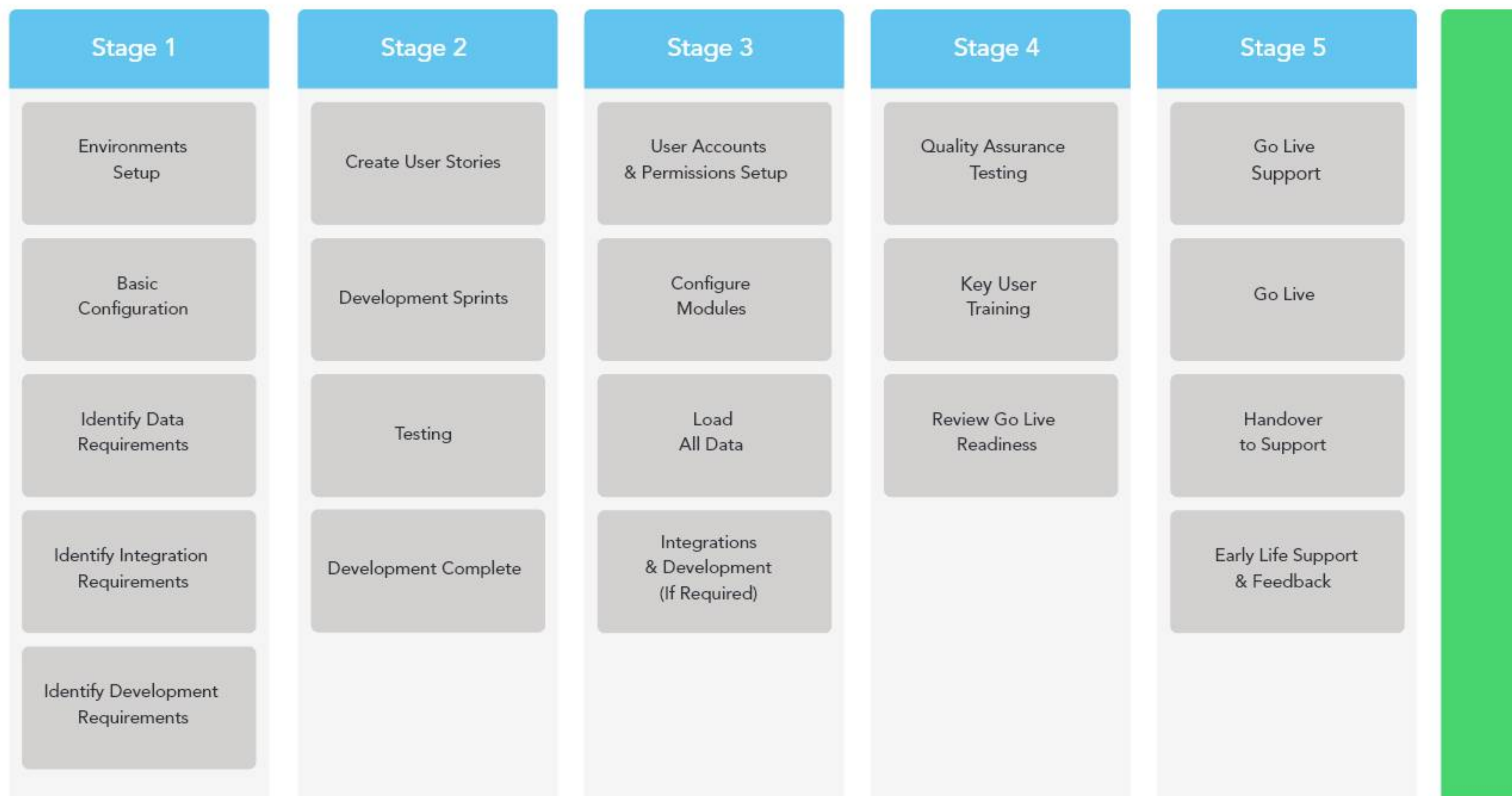
✉ postfix

🗄 MySQL



Implementation Delivery

Implementation Plan





Implementation Delivery

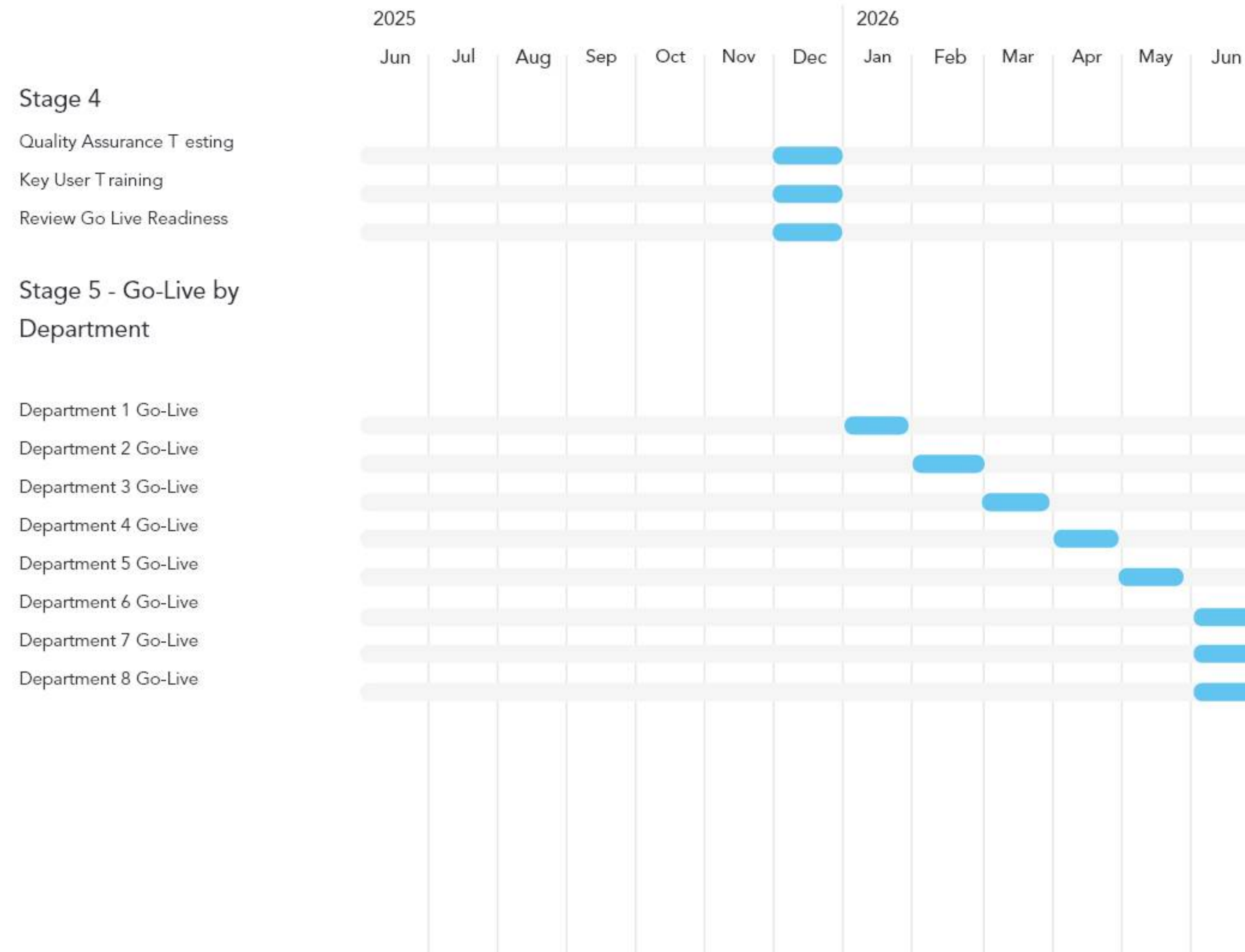
Implementation Timeline 1 of 2





Implementation Delivery

Implementation Timeline 2 of 2

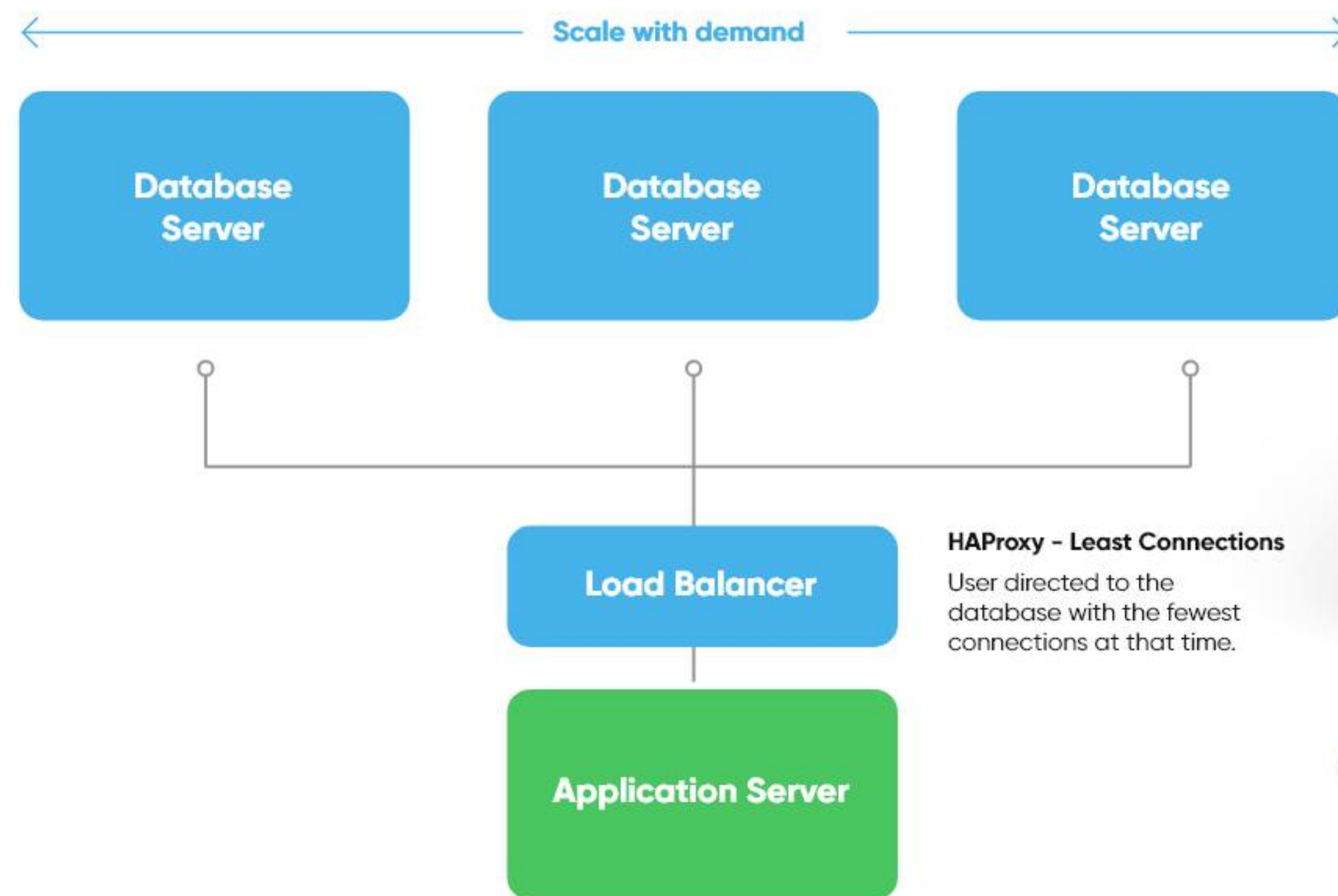


Ease of use and user training & onboarding

- Train 'System Champion' so that all configuration options are known.
- Train Key Users online (2 Hours Training Sessions).
- Train Key Users by Department.
- Provide Recorded Video Training Sessions.
- Provide Online Courses for Fast Onboarding
- Provide PDF User Guides based on Scenarios.

Hosting Options

High Availability MySQL Galera Cluster



 Cloud

 Azure / Rackspace / AWS

Alternative Options (Not Recommended)

 On-Prem

 Dedicated Server(s)



Introduction

Support Model

An experienced Support Team of Product Experts with previous
Experience in SaaS with FTE 200,000+



**Automatic Measuring of
Service Level Agreement**



**In-Depth Support
Analytics & Reporting**



**Best Practice Tagging,
Tracking & Data Hygiene**



Support Ticketing System



**Knowledge Base
for FAQs & Guides**



**Multi Channel Support
(Phone, Email)**



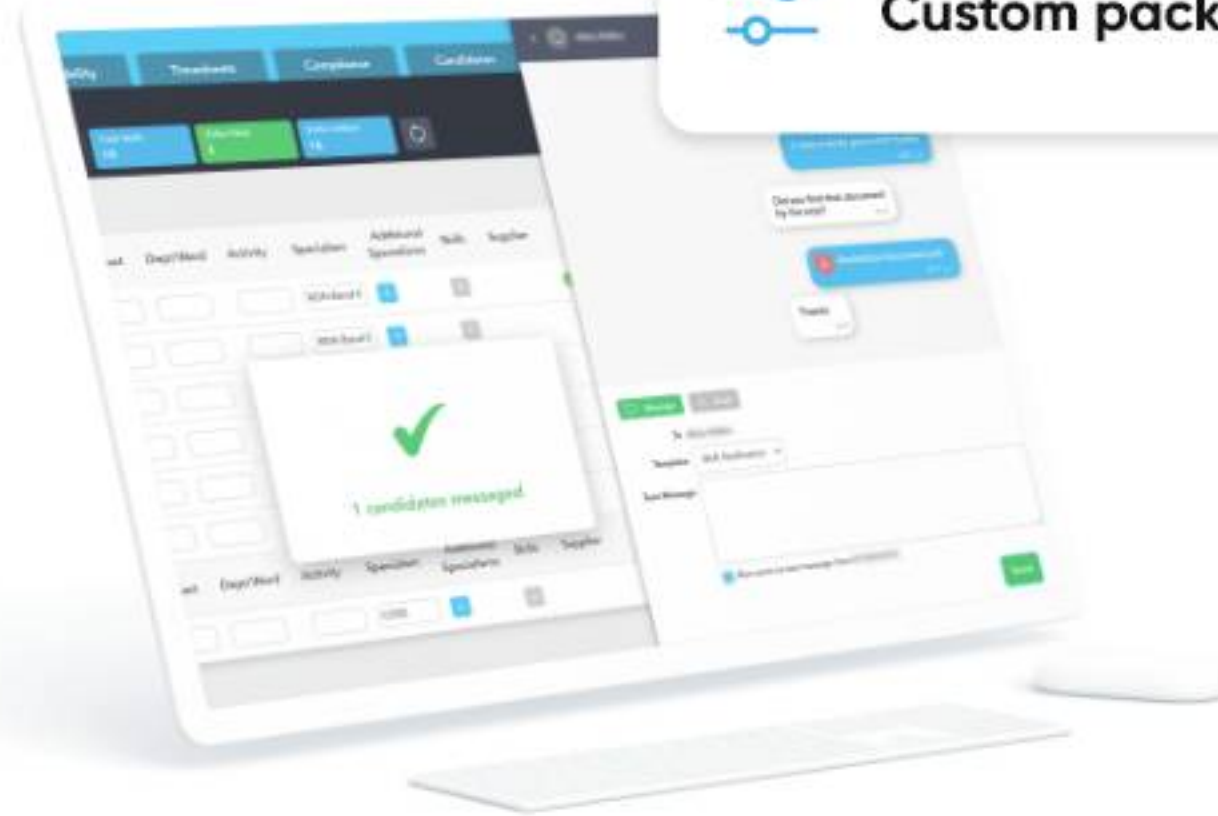
Custom packages available



**Smart Support
Architecture that scales
with business growth**



Zendesk Support System





Supportability

Access to technical support 24x7

Access to the technical support. 24x7/ UK hours supported. Evidence support and escalation process



Access to support Via Email, Webform, & Phones.



The 24x7 Support Coverage will need to be covered by an increase in Support agents.



Follow the sun principle to reduce fatigue



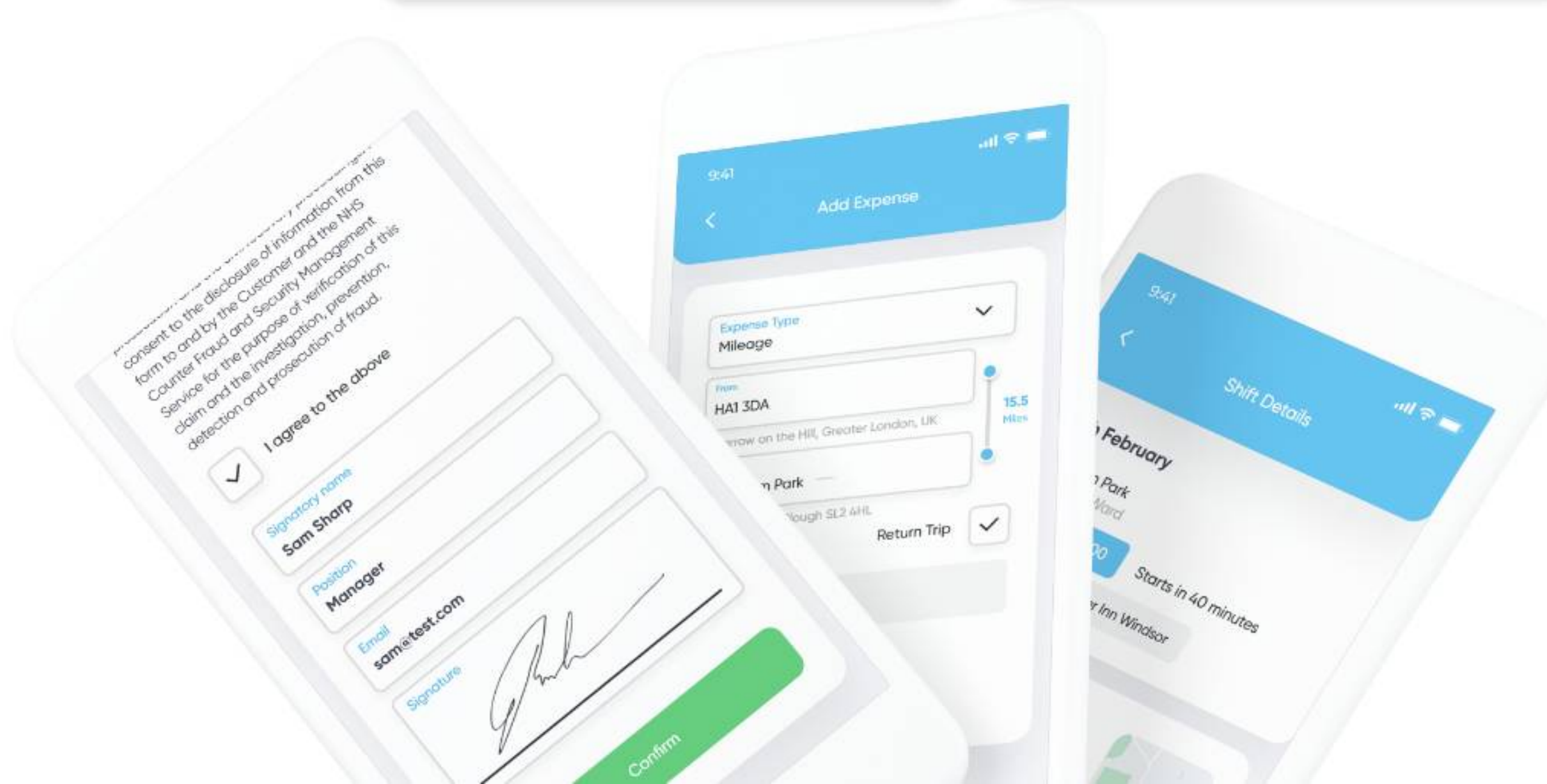
Follow the Sun Model

We would aim to for a Follow the Sun Model of support. Seeking English speaking agents locally in England, Central Europe and The West Coast of the United States.



Escalation Process

95% of tickets will be resolved by the first line Support Agent. The remaining tickets will be effectively Triageed, Evidenced and then Escalated to the DevOps Team as a Bug or degraded service issue.



Security & Disaster Recovery



0 Security Breaches



Multi-Aspect
Disaster Recovery



Constant & Automated
Penetration Testing



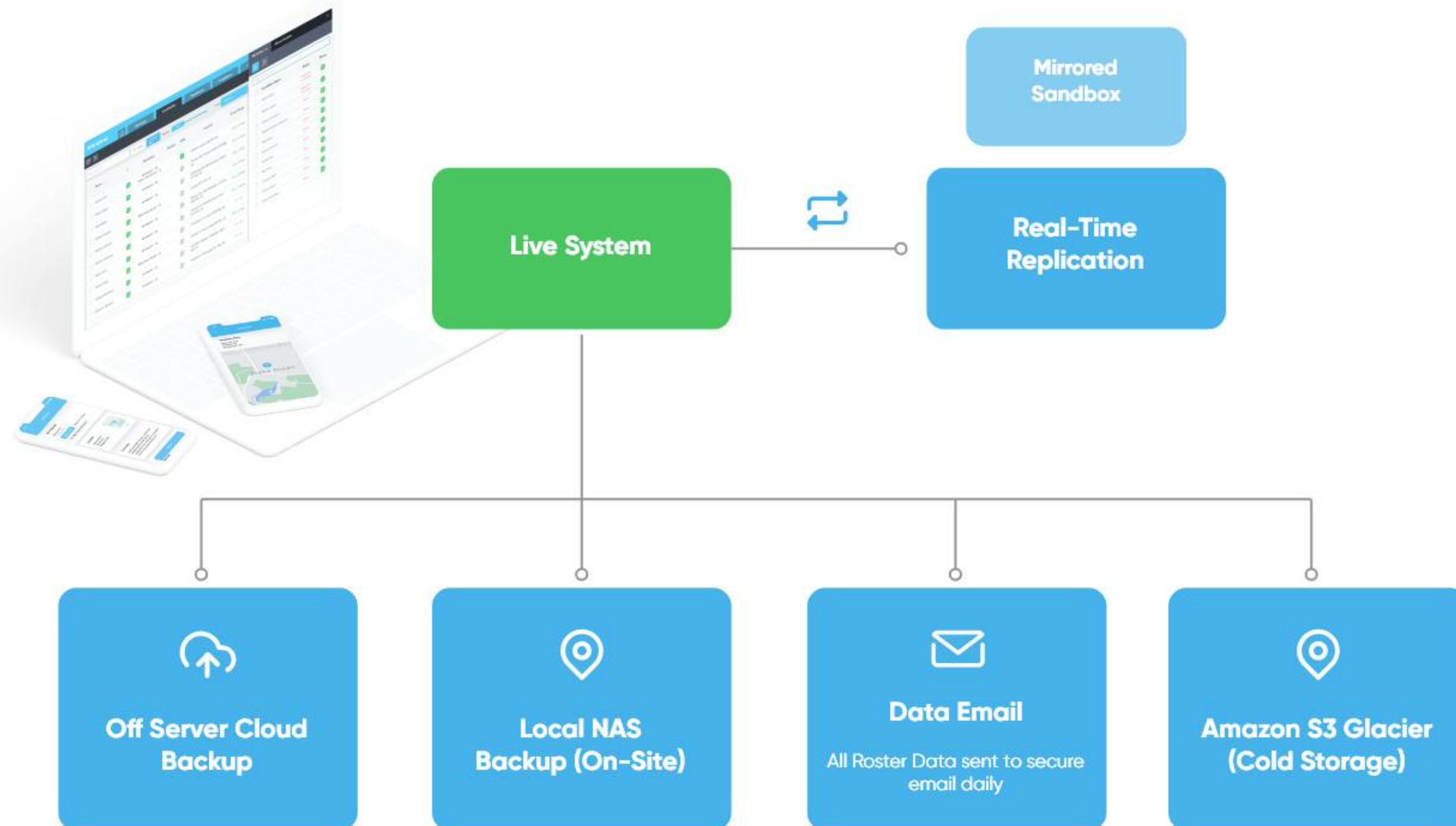
4 Hour Practised Complete
System Restore



No Vulnerable Legacy
Platform Dependencies



Greater Than 99.989%
Up-Time in all 4 Years





Introduction

Security

Credentials

SSH key authentication.
Unique complex passwords
via 1password.

Safety Controls

Firewall
Automated vulnerability
scans via Detectify
CrowdStrike
AI Driven Security Features

Operating Model Investment

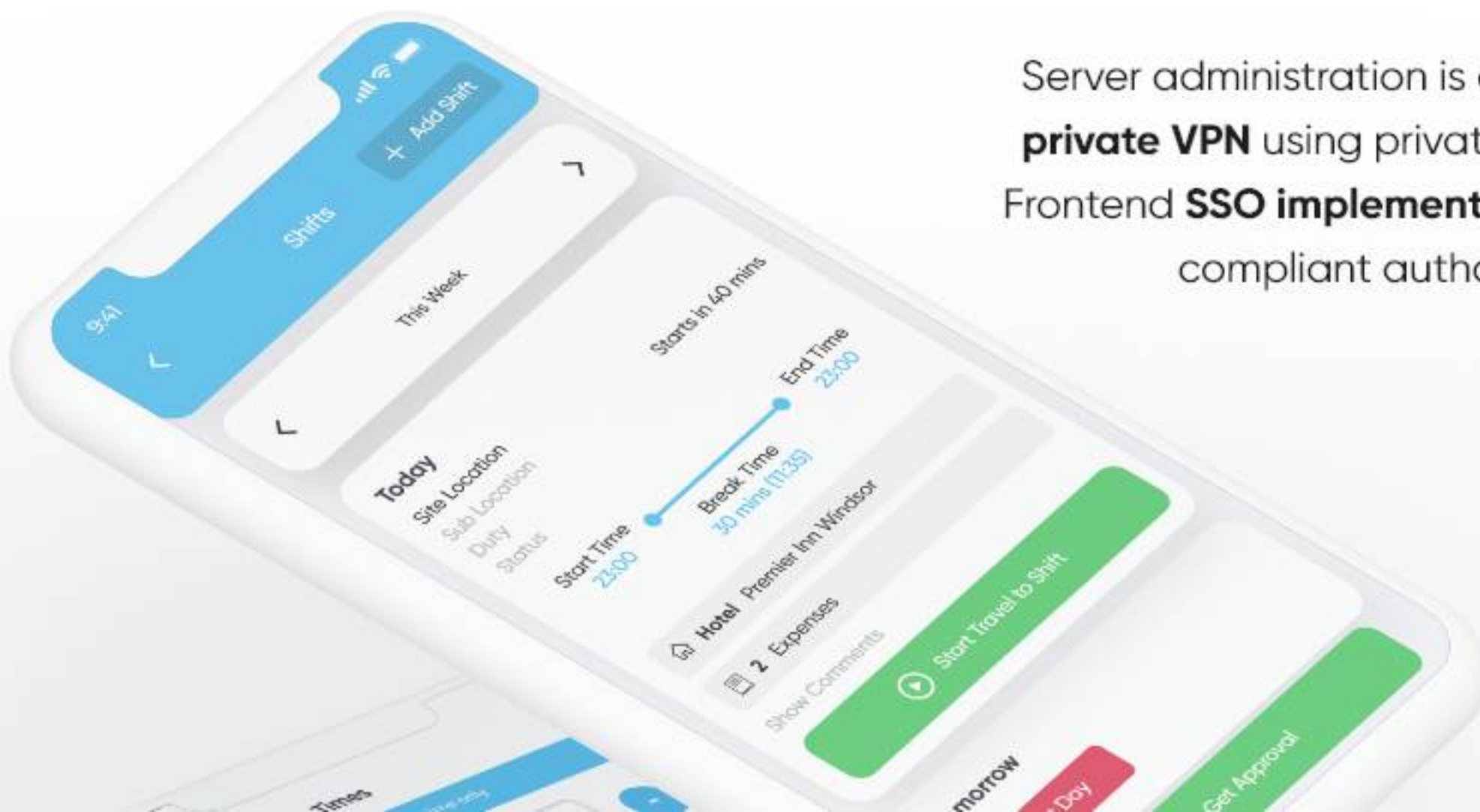
Always keeping up to
date with latest trends in
technology to keep our
stack performant and
cost-effective

Identity & Access Management Controls

Server administration is done through **SSH via our private VPN** using private key authentication only
Frontend **SSO implementation through Auth0 - PCI**
compliant authorization platform

GDPR Compliance

Data Anonymisation Features
We do not process data outside the EEA
Active systems are purge after X Years
Archives & backups are purged after X Years
Encryption keys for the above are destroyed
Any ingress points are checked and purged





Supportability

Upgrade management, security & maintenance patches

Comprehensive approach to manage product upgrades/ revisions, security and maintenance patches



Consistent, informed level of service.



Scheduled maintenance calendar



Status page with service breakdown



Emergency Patches

If an Emergency patch is required, expectations will be managed with clear communication on how the patch will affect performance of the platform and for how long.



Subscribe

We continuously monitor our service. Any Issues will be posted here.

All System Operational

Updated a few seconds ago

Website

Signal Platform

Operational

Bookings

Signal Platform

Operational

Availability

Signal Platform

Operational

Timesheets