



# New World Workforce Management Shiftboard

## Report Abstract

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9 pages

## Contents of Full Report

1. Introduction
2. Revenue Summary
3. Key Offerings
  - 3.1 Recent Enhancements
  - 3.2 Key Roadmap Features
4. Delivery Capabilities
  - 4.1. Partnerships
5. Target Markets
6. Strategy
7. Strengths & Challenges
  - 7.1. Strengths
  - 7.2. Challenges
8. Outlook

## Who is This Vendor Assessment For?

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NelsonHall's New World Workforce Management profile on Shiftboard is a comprehensive assessment of Shiftboard's offerings and capabilities, designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of Workforce Management and identifying vendor suitability for Workforce Management RFPs
- Vendor marketing, sales, and business managers looking to managers developing strategies to target service opportunities and benchmark themselves against their peers
- Financial analysts and investors specializing in the Workforce Management sector.

## Key Findings & Highlights

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Founded in Seattle, Washington, in 2008 as one of the market's first SaaS-based WFM solutions, Shiftboard was initially focused on shift management for the healthcare industry but has since emerged as a global provider of processes and tools helping "always-on" business operations optimize their workforce scheduling processes.

In 2020, Shiftboard merged with Vancouver, British Columbia-based SchedulePro, whose EDP Software beginnings date back to 1981 when it was an IT consulting firm. The merger allowed the two companies to maximize their similar software, while leveraging the strengths of their scheduling applications. SchedulePro held vast experience in complex compliance industries, while Shiftboard specialized in highly dynamic worksites across multiple industries. This combined technology offers a comprehensive scheduling solution for "mission-critical" industries, such as manufacturing, energy, healthcare, and public safety.

Shiftboard is not a broad-based WFM suite. Its focus is highly specific scheduling deliverables for shift-based industries. The vendor has ~1.1k clients representing ~1.3m users. Recently, Shiftboard formed a partnership with UKG, providing integration between UKG Pro Workforce Management and Shiftboard's SchedulePro. The partnership leverages Shiftboard's advanced employee scheduling capabilities with UKG's employee data, time and attendance, and workforce analytics capabilities, with specific focus on manufacturing and energy industries. Shiftboard has also formed a new partnership with Zaddons, an integrated HRIS extensions company, enabling Zaddons' vacation bidding technology as a product extension of Shiftboard's SchedulePro platform.

## Scope of the Report

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The report provides a comprehensive and objective analysis of Shiftboard's Workforce Management services offerings and capabilities, and market and financial strengths, including:

- Identification of the company's strategy, emphasis, and new developments
- Analysis of the company's strengths, weaknesses, and outlook
- Revenue estimates
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's offerings and key service components
- Analysis of the company's delivery organization including the location of delivery centers.

## New World Workforce Management Assessments also available for:

ADP

Dayforce

Infor

Paycor

SD Worx

UKG

WorkForce Software.

## About The Author

DeeAnna Warrington is a Principal Research Analyst at NelsonHall and an HR Technology & Services practice member. She has global responsibility for HCM technology, workforce management, and health & welfare administration.

DeeAnna is a highly experienced HR Specialist with 15 years of experience across various industries such as finance, wealth management, health insurance, healthcare, retail & sales, and real estate. She has significant experience in HR business operations and technology, acting as a consulting project manager to match organizations with HR software and service providers.

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We would be pleased to discuss how we can bring benefit to your organization. You can contact us via the following relationship manager: Guy Saunders at [guy.saunders@nelson-hall.com](mailto:guy.saunders@nelson-hall.com)

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