



TELSTRA INTEGRATED MESSAGING POWERED BY SOPRANO: STAFFMATCH

The most effective means to manage rosters, by offering work to your staff and receiving automated shift confirmations via SMS.

Product summary

Telstra Integrated Messaging powered by Soprano brings you StaffMatch. The SMS based rostering solution enables you to rapidly contact your staff to fill scheduled and temporary shifts.

Installed at your premises, you are in control of the pool of staff, the staff ordering process, access permissions and the staff who are offered shifts.

When a shift is filled, you can configure the system to notify you by email or SMS.

Product features

Flexible deployment and scalability

SOPRANO StaffMatch has the flexibility and scalability to be deployed:

- as a single site solution, allowing a casual pool to be maintained and scheduled
- a multi-site solution, enabling the casual pool to be shared among all sites to minimise staff training
- as a multi-site, hierarchical solution for large corporations wanting to maximise staff utilisation and help minimise management time, filling shifts and temporary vacancies.

Staff Selection Process

This application allows you to create and update employee profiles, including qualifications and preferences.

To fill a shift, an 'order' is created based on role, qualifications or employee cost. Customised messages can be sent only to selected staff with details on qualification, role, time and location. This helps promote an effective, focused and motivated team.

Shifts are allocated on a first come, first to reply basis with confirmation messages sent to all positive responses.

SOPRANO StaffMatch also has the ability to send an SMS alert if a shift has expired or all employees have rejected the shift.

Reporting and Analysis

SOPRANO StaffMatch provides detailed reports to allow you to better understand and manage your staff pool.

Detailed reporting functionality allows you to determine staff that accept positions, reject positions, ignore positions, those who are fast or slow accepting positions.

Furthermore, StaffMatch provides an up-to-date view of active or passive staff.

Product benefits

Improved customer satisfaction

Help ensure that your site is fully staffed and enabled to assist in meeting your customer needs at peak times.

Managers managing

Allows site managers to focus on core business, by saving time spent chasing staff to fill positions.

Staff morale and satisfaction

The competitive bidding system removes favouritism and poorly balanced resource usage, so staff responding are those who are motivated and available to work the shift.

The system also helps maximise fill rate, by ensuring that only staff that are available and/or have nominated those shifts as their preferred hours are selected and offered the job.

Eliminate external agency costs

Enabling an organisation to self-manage an appropriately trained pool of staff, StaffMatch can help lower costs associated with utilising external recruitment and rostering agencies, or employing and training new staff.

Forward roster completion

StaffMatch can assist with enhancing your existing rostering system, by helping you to plan rosters well in advance, securing the most skilled and willing staff for each shift.

About SOPRANO Design

SOPRANO Design is one of the most respected providers of mobile enterprise messaging software for the enterprise and government market.

Telstra and SOPRANO have joined forces to offer Telstra Integrated Messaging (TIM) powered by SOPRANO. TIM is based on Soprano's internationally recognised and award winning SOPRANO Mobile Enterprise Messaging Suite (MEMS).

Telstra and SOPRANO are providing enterprise and government customers access to the leading mobile network and leading mobile enterprise messaging software, in one service.

SOPRANO continuously enhances its software to optimise the value of the software across large, organisations to support desktop marketing, IT, operations and human resources ready to use applications.

About Telstra

Telstra provides network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Telstra solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP™ network and Next G™ network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service™ and one of Australia's largest and most qualified field and technical workforce.

IF YOU HAVE ANY QUESTIONS
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