



# New World Workforce Management Shiftboard

## Report Abstract

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9-pages

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## 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 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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NelsonHall’s vendor assessment analyzes Shiftboard’s offerings and capabilities in Workforce Management services. Founded in Seattle, Washington, in 2008 as one of the market’s first SaaS-based workforce management 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 high 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 has ~65 employees supporting its cloud-based, scheduling-focused Workforce Management offering. Shiftboard is not a broad-based workforce management suite. Its focus is highly specific scheduling deliverables for industries. ~650 clients representing ~1m users use Shiftboard.

## 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 locations.

## New World Workforce Management Assessments also available for:

ADP

Deputy

Infor

Quinyx

SD Worx

TCP

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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NelsonHall is the leading global analyst firm dedicated to helping organizations understand the ‘art of the possible’ in digital operations transformation. With analysts in the U.S., U.K., and Continental Europe, NelsonHall provides buy-side organizations with detailed, critical information on markets and vendors (including NEAT assessments) that helps them make fast and highly informed sourcing decisions. And for vendors, NelsonHall provides deep knowledge of market dynamics and user requirements to help them hone their go-to-market strategies. NelsonHall’s research is based on rigorous, primary research, and is widely respected for the quality, depth and insight of its analysis.

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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