

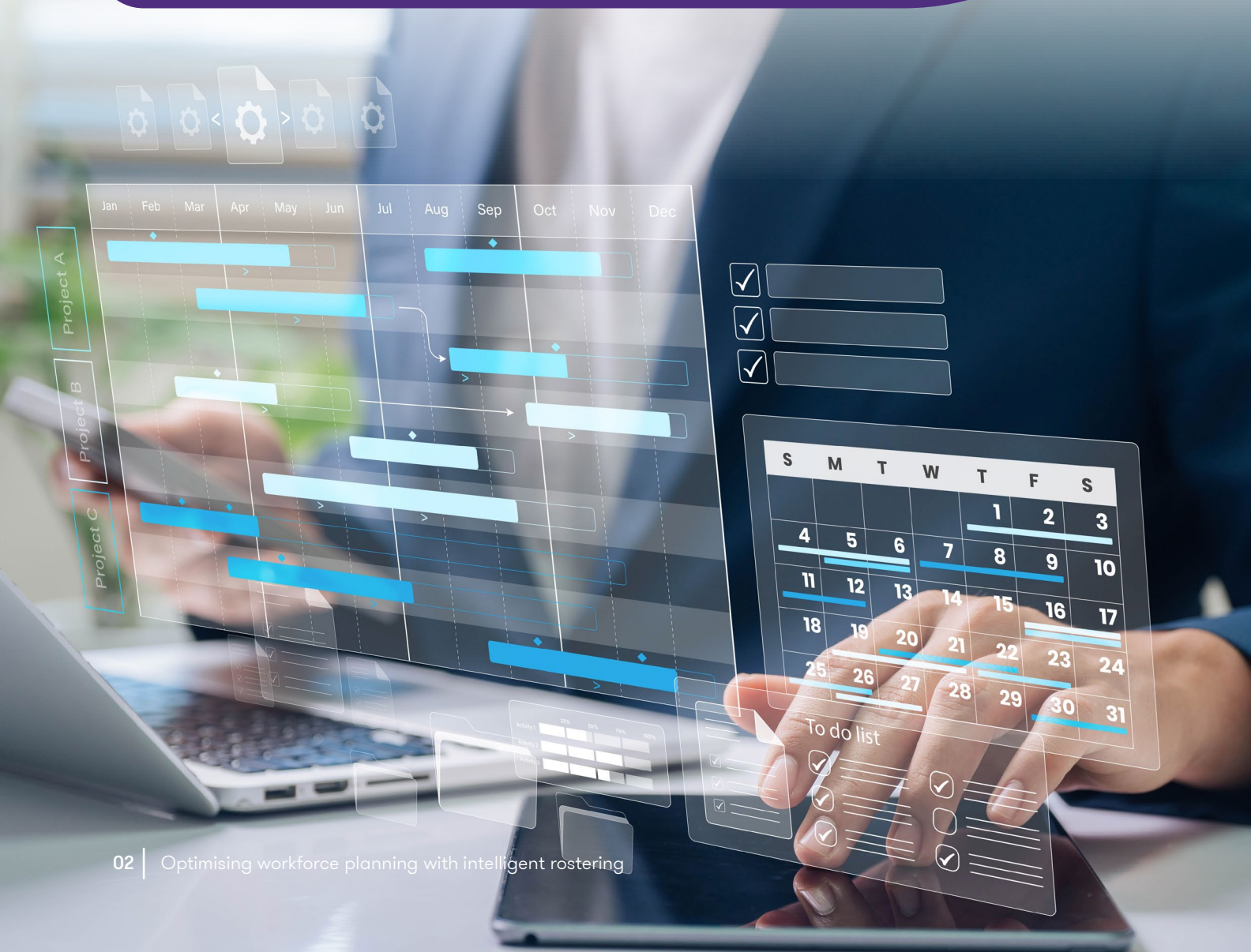
Optimising workforce planning with intelligent rostering



In fast-paced industries such as healthcare, hospitality, and manufacturing, ensuring the right personnel are in place at the right time is essential for smooth operations and exceptional service.

Intelligent rostering helps organisations stay agile and efficient by streamlining workforce planning and aligning staffing with real-time business demands. When implemented effectively, it improves Customer Experience (CX), strengthens employee engagement, and optimises overall business performance.

At Grant Thornton Bharat, through our CX offering, we design and implement intuitive, modular rostering systems tailored to the needs of diverse industries. Our approach combines smart technology with a human-centred focus to deliver measurable value and operational impact.



Our intelligent rostering solutions include



Smart rostering and shift strategies

We use Salesforce-powered solutions to create agile, flexible schedules that adapt to your business's specific needs.



Human-centred system design

We design interfaces that promote clarity and fairness, helping reduce fatigue and support employee well-being.



Workforce aligned with demand

We match staff availability to peak business hours, ensuring efficient operations and optimal use of resources.



Real-time insights through dashboards

Our dashboards provide HR, operations, and team leaders with 360° visibility—empowering fast, informed decisions.



Scalable and compliant systems

We deliver rostering solutions that maintain data privacy, and grow with your business.



AI-driven custom modules

We leverage artificial intelligence to enhance skill matching, streamline training and audits, and elevate CX.

Each industry operates at its own pace, with unique workforce demands, and service expectations. Our intelligent rostering solutions are designed with this diversity in mind—bringing together the right people, processes, and technology to deliver consistent, high-impact results.

This level of precision and responsiveness is essential across today's complex operational environments, where success depends on aligning workforce performance with evolving business needs.



Solutions built for your business

Our intelligent rostering systems are tailored to your industry's unique demands, improving efficiency and coverage.

Manufacturing and construction



Smart scheduling that aligns with production cycles and project phases, optimising labour and logistics across manufacturing and construction.

Healthcare



We design intelligent scheduling systems for pharmaceutical and medical environments. These coordinate lab, production and clinical teams to support continuity of care and operational efficiency.

Hospitality



Our dynamic rostering tools ensure 24/7 coverage for housekeeping, maintenance and security teams. They help balance workloads and enhance guest service quality across all functions.

Research and development



We offer flexible scheduling that aligns researchers, lab assistants and support staff with project milestones and experimentation timelines, supporting productivity and resource availability.

Transportation and logistics



We deliver accurate scheduling for crews, ground staff and logistics teams across time zones, integrating with core operational systems for seamless coordination.

Education



We centralise scheduling for faculty, examinations, laboratories and residential staff, supporting academic planning, resource management and smooth campus operations.

Public services and government



We provide flexible scheduling solutions that adapt to organisational structures and local requirements, helping teams maintain coverage and coordinate timely responses.

How intelligent rostering adds value



Intelligent rostering aligns shifts with individual skills and availability, enhancing operational efficiency while boosting employee engagement.



Smart scheduling minimises unnecessary overtime and staff burnout, fostering a healthier, more balanced work environment.



Optimised workforce planning reduces wait times and ensures consistent service delivery across all customer touchpoints.



Integrated data tools give managers and employees the insights they need to respond quickly, make informed decisions, and remain accountable.



Please note: This flyer represents our point of view; the final application will be developed in accordance with the customer's specific requirements.



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