

## Press Release

### Serco Group selects nimbus to provide WFM technology for £800m UK Prisoner Services contract

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**London, United Kingdom, 16 October 2020** – Serco Group has extended its deployment of its contract with Australian Workforce Optimisation software, nimbus, to provide the enhanced scheduling and mobility capabilities for the Prisoner Escort and Custody Services (PECS) contract across the South of England region.

Serco will use nimbus' Workforce Optimisation solution, Time2work, to facilitate and schedule 1,500 staff ensuring the operation has "the right people at the right time" in order to safely and effectively escort and manage more than 20,000 prisoners per month using a fleet of specialist cellular vehicles and in court locations across the South of England.

Implementing the Time2Work solution has provided lasting benefits to Serco:

- Serco can view the central operational area on the ground at a site level, providing a real-time snapshot of staffing at any given point in the day
- Based on the dynamic nature and operational needs of the courts, Serco can schedule to the forecasted demand and respond to the dynamics of daily operations, enabling the business unit to effectively and flexibly manage the use of staff hours.
- Facilitate pan-operation scheduling to enhance utilisation of staff hours
- Technology enablement of key WFM processes such as capture of attendance (or clocking) data with defined business rule thresholds being set at various operational levels, reducing the need for manual administration overhead, allowing timesheets to be captured electronically within Time2Work and auto-approved based on the configurable rules
- Employees in PECS can interact with the nimbus native application on iOS and Android mobile devices: provide their employer with their upcoming availability, see any upcoming training, and submit leave applications on the go

In 2018, Serco awarded nimbus a Workforce Management contract to implement its Time2Work solution across the United Kingdom and Asia Pacific. Since the software's first inception, the relationship has grown with contracts now in place across the United States and the Middle East.

Grant Custance, nimbus Chief Executive, comments, "The extension of scope of our contract with Serco and their confidence in our Time2Work product highlights the breadth, depth, and relevance of our solution for large scale, highly sensitive projects. nimbus has effectively delivered its workforce management and technology solutions to ensure all business units have the correct systems in place to be compliant, secure, flexible, and optimised."

Paul Stockford, Director Workforce Management UK & Europe, says: "The use of Time2Work has enabled our operational managers to bring improved transparency and proactive planning to the way in which we manage our teams, helping to assure the quality and timeliness of our service delivery to key government customers and service users. nimbus have always made the extra effort to really understand our business and ensure that the needs of our business are supported, and we look forward to continuing our partnership approach with nimbus in the delivery of our PECS contract".



The new PECS contract started on 29 August 2020 and has a total estimated value to Serco of approximately £800m over a ten-year term.

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### **About Serco**

Serco is a leading provider of public services to governments, employing over 50,000 people internationally across the UK & Europe, ASPAC, North America and the Middle East. Serco provides services across five sectors: defence, justice and immigration, transport, health, and citizen services. More information can be found at: [www.serco.com](http://www.serco.com).

### **About nimbus**

As one of Australia's fastest growing technology innovators, nimbus is at the forefront of the future of work, providing integrated tools to optimise human endeavour, drive positive business results, and create a "live anywhere, work everywhere" world.

Through future-proofed, cloud, patent protected software, nimbus transforms employee management capabilities for location-based, remote, and work from home staff with compliance, workforce optimisation, and business continuity solutions.

nimbus' suite of Software as a Service products are deployed by some of Australia's top ASX companies, and globally by organisations and Government in the United States, the United Kingdom, Mexico, Canada and the Middle East.

[www.nimbus.cloud](http://www.nimbus.cloud)

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