Solution Sheet

Shiftboard Integration

Key Benefits and Use Cases

Shiftboard's SchedulePro works seamlessly with your technology ecosystem. By enabling accurate and timely data exchange between systems, your organization can empower users to make accurate and timely decisions from a single source of single source of truth — without the need for manual data re-entry. Below are some common use cases we support:

- **Human Capital Management:** Leverage up-to-date employee information for accurate scheduling
- **Leave Management:** Capture planned absences in schedules so coverage gaps can be identified accurately
- **Payroll:** Translate employee schedule into appropriate pay codes to reduce payroll latency and errors
- **ERP Production Schedule:** Convert production plans into staffing demand and scheduling requirements
- **Time and Attendance:** Leverage the latest overtime (OT) data to ensure accurate and fair OT distribution

Integration Approaches

SchedulePro can integrate with your system(s) in one or more of the following ways:

- **Flat-File Transfer** using automated SFTP service or on-demand uploads
- **Pre-Built Data Connectors** with Workforce Management Systems, including Ceridian Dayforce and UKG Workforce Central (formerly known as Kronos Workforce Central)
- **Open API Integration** using publicly available API protocols for system needs

System Types

A wide range of third-party systems can be integrated with SchedulePro, including those listed below. If you don't see what you need here, Shiftboard will work with you to find the best solution.

- Human Capital Management
- Time and Attendance
- Payroll
- ERP
- Labor Forecasting
- Vacation Bidding
- Business Intelligence
- On-Demand Labor Marketplaces

Learn More

1(800)746-7531 | sales@shiftboard.com | www.shiftboard.com

Frequently Asked Questions

What should we consider before exploring integration?

Integration decisions often have implications from an IT strategy and a resource investment standpoint. The following are some key considerations when determining whether integration is needed.

- Are there compelling, defined objectives and use cases from all impacted departments?
- Are there foreseeable changes in system platforms, data flows, and mapping requirements?
- Do we have dedicated resources to work with vendors for requirements scoping, project management, and ongoing maintenance?
- Do the benefits, such as time and resource savings, outweigh the investment and support required?

How should we choose among the different integration approaches?

The best approach depends on your organization's specific use case, technical requirements, and resource availability. Shiftboard uses a consultative approach to tailor our solution to customers' particular needs. Our team is happy to discuss your specific needs and recommend best practices.

- Flat-file integration is quick and easy to deploy and does not require dedicated in-house developer resources. However, it is a point-to-point integration and requires maintenance if data field mapping and logic change often. It is suitable for organizations with limited internal resources, a tight timeline, and standard data requirements that do not change frequently.
- Pre-built connectors with Ceridian Dayforce and UKG Workforce Central come with standard configurations that are readily established for the most common use cases and data mapping. However, requirements unique to your organization will not be covered and require additional customizations and costs.
- Open API integration provides the greatest flexibility to meet your specific data mapping and formatting needs. However, it is code intensive and requires dedicated in-house developers or third-party system integrator providers. Open API integration suits organizations with a dedicated budget and IT resources to build and maintain the technology.

How often can data be synchronized across systems?

Data exchange can be scheduled to run daily, weekly, or any other desired frequency.

What API resources does Shiftboard provide?

Our Developer API portal is available to customers interested in API integration. It includes the REST API documentation needed to start communicating with SchedulePro. The Getting Started section shares guidelines for setting up a developer account and acquiring integration tokens.