CROWN
Workforce Management

Product Roadmap
Strategy 2025-2026

Crown's strategic approach for 2025-2026, focuses on empowering organisations with innovative Workforce & Duty Management solutions and continuous product enhancements.

Introduction

It's been a year since we published our first Product Roadmap Strategy, and I'm pleased to share an update on our progress, along with the release of version 16 of Crown WFM and DMS.

Our vision remains the same. Employee empowerment continues to be a key focus and I'm proud to confirm that the first version of our updated Self-Service Mobile interface is included in this release. However, this is just the beginning of the journey for Self Service. We'll keep building on the platform with more features in upcoming releases. We'd also love to hear your thoughts on how it's working and what would help your teams get the most out of it.
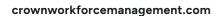
Version 16 also includes the initial release of our Optimised Shift Scheduling – an innovative new platform that we hope will revolutionise the planning world. Our Virtual Planning Agent works outside the boundaries of traditional automated scheduling engines, utilising all your available staff as efficiently as possible, whilst maintaining your schedules 24/7, responding to and actioning change on your behalf. It's like you have received your own personal planning assistant!

Looking to the future, we have many exciting developments in progress. Over the next couple of pages, you'll be able to get a glimpse of some of what we are planning up to and including version 17 of the software. We're really excited by the upcoming changes and hope you will be as well.

As ever your input and feedback is extremely important to us. If you would like more information on any of the items outlined, or want to provide your feedback into our plans, please let us know and we will be happy to oblige.

Chris Pollicott
Head of Product Strategy & Innovation

Our vision

Crown empowers organisations to overcome complex workforce challenges, improve employee empowerment and increase line manager engagement. We provide data-driven insights and eliminate data inaccuracy to significantly improve business and operational efficiency.

We believe that building strong, long lasting, collaborative relationships is key in achieving these goals, and with that, keeping our customers up-to-date on our plans is paramount to this.

We release a major version of the software every year in April.

These releases contain our largest changes and are a great way to get the most recent, hot off the press additions to the software.

Outside of this we also release up to two minor releases a year. Whilst not as dramatic as the major releases, these include smaller additions, as well as defect corrections, to make sure that we are able to address priority issues in a timely manner.

Our product strategy

We plan on achieving our vision by adopting the following:

Developing new, innovative, and exciting productivity, empowerment and wellbeing tools that help businesses realise their true potential.

Continuously enhancing our existing offering; utilising the vast experience we have in Workforce & Duty Management by making the entire Crown product suite seamlessly interconnected and able to tackle the most challenging of problems.

Relentlessly improving software performance whilst maintaining the quality standards that we, and our customers, expect.

Utilising the power of the Cloud; making our offering market leading and an obvious choice for our customers, for stability, cost and security.

Increasing customer satisfaction with our products by actively gathering, listening and acting upon their feedback.

Product roadmap:

Active developments

Rolling Period Payments

Automated calculations relating to absence allowances. For example, simply code a person off as sick and the system will determine whether that should be paid or not, based on user defined rules.

Person Linkage Auditing

Full auditing of all linkages that can be applied to a person – trees, work patterns, eligibility codes - you name it!

Self Service Mobile – Geofencing

The ability to create and then enforce geographic areas that employees must be within when clocking in using Self Service mobile. A great option to allow employees to clock via Self Service, whilst retaining trust that clockings are legitimate.

Document Signing

Employees and Managers will be able to view and digitally sign documents within Self Service. This adds an extra layer of audit and control around key business processes such as return to work interviews and performance reviews.

Note: This will be initially available in Self Service Desktop only.

Scheduling – Review and Approve

Decision support tools for planners to understand what our Virtual Planning Agent has done and have the final sign off on these decisions. We'll also be providing information relating to key productivity stats, such as the level of disruption that may be being incurred.

Product roadmap:

Current investigations

Self Service - Push Notifications

Employees using our new Self Service Mobile will be able to get notifications sent straight to their phone when things need their attention. No more constantly logging in to see if that holiday has been approved!

Unified Purge

Simplifying the way our Purge facilities work into a single, unified tool. This will be fully customisable, giving you complete control over what data is retained or removed, and when.

Mass Update

Revamped processes allowing users to perform large updates or restructures quickly and easily. You'll be able to change key linkages such as tree linkages, eligibility codes and work patterns en masse, meaning things like restructures and reorganisations should be a breeze.

Scheduling – Further Guided Shortfall Resolution Processes

In addition to our 'Shift Extension' process for overtime, we are looking in to adding further guided processes for Rest Day working and Shift Adjustments – supporting planners even further with greater support and information.

Product roadmap:
Future considerations

Improved Company Messages

Revamping the Company Messages features to allow targeted messages to specific employees, better formatting of these messages, and the ability to mark them as read. Along with this we'll be auditing whether these messages have actually been read!

Self Service – Biometric Log On

We're keen to investigate whether we can use existing biometric functionality to enhance the security of Self-Service Mobile.

Absence Request & Response Enhancements

Diving into the Absence Request and Response process, we're hoping to be able to make it much easier for managers to know whether it is suitable to approve a request, and employees to view and understand the status of their requests.

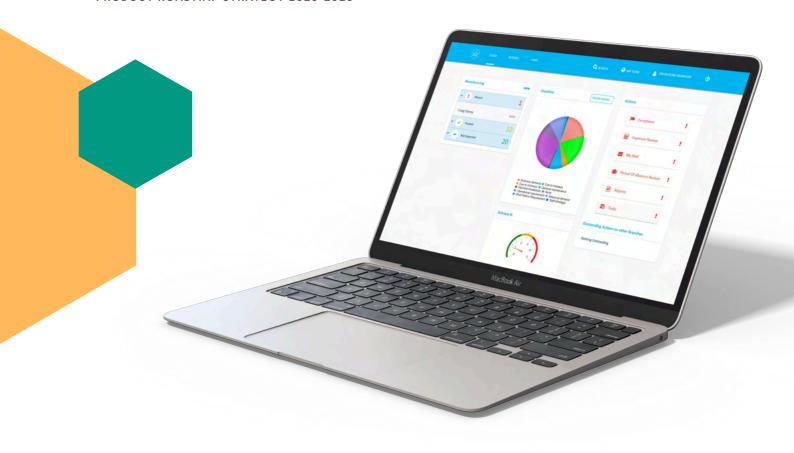### Scheduling – Manual Adjustments

Outside of our Guided Processes and the clever decisions our Virtual Planning Agent makes, we understand that planners may still want to make their own tweaks to schedules. We will be providing tools to allow more micro level changes to be made.

Notice Boards

Looking ahead, we're planning a central 'Notice Board' where Managers, Planners and Employees can post or request extra hours and shift swaps. Staff will see shifts suited to their skills and can apply directly. Customers can choose to approve these automatically or have Managers review them.

At Crown, our technical direction is simple.

As a Microsoft software house, we promote an Azure Cloud first approach through Crown Managed Cloud Services. This gives us, and our customers, confidence that our platforms are at the forefront of the latest security requirements and will stand the test of time.

Outside of this we are constantly looking at how we can simplify our deployments. Top of our list is reducing the need for desktop applications. Over the next few years, we will be looking to migrate these tools to web based applications, which will greatly simplify the technical landscape of the product and improve the efficiency of our Cloud platforms – as well as make any on-premise installations much simpler to maintain.

CROWN
Workforce Management

Crown Workforce Management works with a wide range of public and private organisations.

If you want to make sure your people are empowered to use their time as efficiently and effectively as possible, talk to us.

For the latest insights and trends in workforce management, follow us on: