

Capability Statement

## Next gen workforce management platform

Automates workflows, engages people, enhances site safety and operational efficiency.

TOKN is a unifying cloud platform that connects the organisation systems, data and users, delivering real-time information, making operations safer, better connected and more productive.

TOKN is quick to deploy, and is helping enterprise businesses of all sizes and budgets to rapidly transform critical processes at scale, without the associated costs and delays of traditional development projects. From digital field safety, smart workforce management capability and fast ERP integration TOKN unlocks the workforce, streamlines payroll processing, boosts cash flow, improves safety compliance and engages teams.

TOKN brings people and systems together, putting everything in one place, with enhanced user experience, secure digital access and low maintenance, allowing you to scale your business.

"We want to be really connected to our mobile workforce, to keep them operating safely and make our business more productive. TOKN provides technology that helps us achieve that."

John Greville
Chief Operations Officer of Mader Group

## **Industry automation**

- Labour Hire
- Mining Services
- Construction

- Energy
- Engineering
- Care



#### **Unify**

All your people, systems and data together, driving real transformation.



#### **Simplify**

Low maintenance, low -code, your business, the way you work.



#### **Automate**

Workflow automation and process efficiency.



#### Scale

Secure, scalable cloud delivery, sustained and renewed.











## Innovation that connects your workforce

Make operations safer, optimise utilisation, streamline payroll and scales your business.

TOKN is an innovative digital technology company founded on the vision to be the **Number #1 Rapid app** platform for medium sized businesses. TOKN sees a world where organisations, of all sizes and budgets, can easily harness the power of digital technology to drive efficiency.

Headquartered in Perth, TOKN is used by leading companies at over 300 sites across Australia, New Zealand, North America and South Africa.

Multi award winner for innovation, winners of WITTA (West Australian Innovation and Technology awards), Innovator of the Year, Telstra Best of Business State finalist. Core Hot 30 scale ups 2024.

TOKN is more than just a platform. It is an expanding global ecosystem of vendors, resellers and customers all working closely together to deliver solutions you love to use.

### **Customer Driven Innovation**











































# Fast delivery of solutions that work the way you do.

Off the shelf solutions often don't quite do what you need and enterprise customers require the flexibility to tailor solutions to suit their business. This can mean expensive software and technical resources.

TOKN's brings together critical self service digital capability required to customise your integration and applications without requiring expensive software and development resources. Saving time, money and ensuring a robust and sustainable digital transformation that works the way you do.



## Why TOKN?

- Save countless hours with workflow automation, back office automation no more paper
- Making work easier for frontline workers
- · Drive proactive safety and compliance
- · Connect your workforce and engage your teams
- Improve speed and agility and scale your organisation
- · Real time access to data resulting in better decision making
- Simplify complex systems, by bringing all your data together through powerful integration tools, customised across Windows, MYOB, Xero, Pronto, SAP IFS, Simpro and more
- Save thousands on development with TOKN's award winning cloud integration and app capability
- Accelerate controlled app delivery with TOKN's patented Mobile client technology
- Ensure your data is secure at rest and in transit with TOKN encrypted mobile client and communication
- Get the app you need with our flexible customisation capability Low-code workbench, integration customisation and prebuilt app templates
- Prebuilt offline mobile app IOS, Android and Windows
- Accelerated app delivery with our out-of-the-box App template library
- Seamless app delivery in minutes.
- Scalable cloud service with 99.9% uptime guarantee and built-in elastic redundancy

#### Let's Talk



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### Now that's team work

The ultimate workforce comms tool, everything together, more connected, productive and safer



# hubflo

#### Your work and team together as one!

Hubflo is a digital communication tool that's driving a more socially responsible and engaged workforce. **No more missed emails**, **No more unread intranet sites**. Hubflo is the central place where teams can safely and securely collaborate, like, learn and share at any time.

Revolutionise enterprise comms and proactively build a healthy, open, more connected workforce and workplace culture with a smarter frontline workforce communication tool.

#### Safely and securely collaborate, like, learn and share

- Effortless Comms plan, organise and publish organisation wide communications.
- Everything in one place Simplify the user experience with centralised app orchestration
- Faster and easier comms tool your team will love to use.
- · Discreet messaging, focus on female safety
- · No more email blasts OnDemand Content
- Drive safety and Compliance with audited Policies
- · Save countless hours

"Right from the beginning I was really impressed with how the team communicated. Once our team saw how easy it was to use, they all provided extremely positive feedback. Our experience was really fantastic, and continues to be."

Yoshin naidoo

Resource Manager at MDL Civil

#### Safely and Securely, collaborate like, learn and share

- Safety alert and broadcasts
- Policies, wellness, benefits, jobs board and more
- Time and Attendance
- Rostering calendar integration
- Pols
- GPS map integration
- Messaging
- SharePoint Integration

- Safety and News feeds
- Offline Mobile App
- Administration Content Management Portal,
- Learning Management LMS
- Document Management
- Video Streaming
- · Notifications and alerts.











## **Automation to scale your business**

Streamline your payroll, and boost cashflows

## Timesheet+

#### Flexible and Comprehensive Time Management Solution

Trusted by some of Australia's largest labour hire companies and powered by TOKN's award wining cloud platform and offline mobile app, Timesheet+ streamlines time capture and back office approvals, making reported hours instantly available, accelerating your billing cycles, improving payroll efficiency and boosting cashflow.

#### Why Timesheet+

- Drive workflow automation with seamless approvals and integration to payroll and job costing.
- Improve productivity and efficacy by automating manual tasks and data capture.
- Increase the engagement of employees and contractors with effortless time capture and superior user experience.
- Lower cost of ownership with the latest SaaS digital cloud technology.
- Extend and enhance with deep customisation options; branding, sign offs, image capture, meals, disbursements, travel options, health and safety, roster integration.
- Real Time integration with your payroll and job management system



"The software is easy to use and caters for our specific business requirements. TOKN has streamlined our processes and made it convenient for all staff (especially FIFO workers) to submit timesheets, request leave and lodge expense claims."

#### **Radlink Communications**

#### Automation to scale your business

- Integration with Pronto, SAP, IFS, MYOB & Xero
- Third party approvals for all timesheets
- Offline Mobile App Works offline wherever you are
- · Overtime rules and splits, RDO
- Travel hours, meals, nightshift, lunch breaks & more
- Kiosk
- · Supervisor entry Enter time on-behalf

- Reduce back office manual data entry and duplication errors
- Integrates with TOKN's RosterPro
- Alerts and messaging
- · Better timesheet reporting and analytics
- Supervisors can create timesheets on behalf of their team











## Safety in the hands of the people that matter

Industry endorsed and customised to suit your business



#### Easier, faster, safer - compliance without the stress

Trusted by the Electrical Communications Authority of WA (NECA) The FieldSafe Safety Suite, is an integrated site safety platform, helping organisations of all sizes to manage risks and prevent incidents before they happen.

Instantly report incidents and manage investigations ,event timelines and actions. FieldSafe extends your safe system of work with real-time, offline workplace safety mobile apps.

- Simplify your back office and stay on top of compliance
- Immediate visibility of all your interactions, Reminders and alerts
- Endorsed by local industry
- Better risk management processes with SWMS integration
- Offline Mobile App
- · Female site safety and discreet communications
- Integrated Incident, investigation and action management
- Timelines and bowties
- Better Record Keeping No more lost risk assessments
- No more paper Engage your employees
- Low-cost
- Learning management
- Fieldsafe's "Extend and Customise" options, to suit your system of work.



"Not only does this app help individual companies improve safety outcomes in their business, but it's good for the safety culture of the entire electrical industry."

Aidan O'Grady
Chief Operations Officer - NECA WA

#### **Field Safe Modules**

Learning Management, Incident Management, Pre-Starts, Site Diaries, Investigation Management, Action Management, Risk Assessment, Smart Journey Management, Safety Messaging and Comms, Hazard Reporting, Fatique Management











# Bring rostering and time management together as one

Unlock your workforce potential, and make every shift count

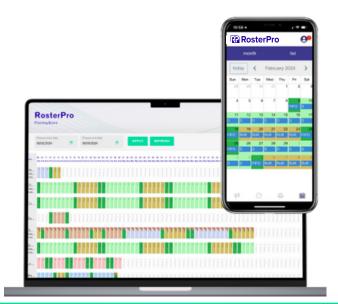


#### Maximise workforce utilisation and flexibility

RosterPro is a cloud-based site rostering solution that unlocks the capabilty of your workforce. With its user-friendly interface, RosterPro facilitates a seamless mobilisation of your workforce, minimising operational disruptions. Tailored to meet the unique challenges of scheduling employees and contractors for specific shifts, on-site, Effortless to implement, cost-effective and designed to streamline your FIFO operations, RosterPro saves time, coping with last minute schedule changes and streamlines communication to the front line.

#### Taking workorce management to the next level

- Unlock workforce utilisation with cloudpowered FIFO roster capability
- Simplify back office operations with all your systems in one place: timesheets, rostering, onboarding, comms and more
- Effortlessly manage and share travel and accommodation bookings
- Stay on top of certificate expiry and competencies and training matrix
- Save with our cost effective and fast implementation
- Improve communication and engagement with our offline mobile app
- Cost-effective: out of the box FIFO rostering capabilities



"Currently scheduling tools are lacking in multiple areas. Having an all-in-one tool that covers all our needs will speed up and streamline our processes."

> Service Operations Manager Mining Services

#### Cloud based and feature rich

- Onboarding and competancy management
- · Flexible FIFO shift pattern designs
- Easy, flexible roster modifications: change a specific day or bulk update, move or delete
- Job pack function, site contacts and travel itineraries and more, instantly posted to a users mobile device
- Colour coded for the most intuitive user experience
- Offline Mobile App

- Advanced Forecast Hours reporting
- Planning board and calendar views
- Personnel profiles, including competencies, trades, certificates and expiry dates
- Vehicle assignments
- Smart auto Roster and timesheet creation
- Advanced workforce utilisation reporting.
- Full integration with your business systems: Pronto, MYOB, WIISE, XERO, SAP













# **Purchasing**

Integrated purchasing to automate your workflow

#### Create, Edit, Approve, Receipt, Transfer

The TOKN Purchasing capability allows your business to rapidly capture purchasing transactions on our offline app, anywhere and presenting a PO Number instantly. TOKN makes the data instantly available in your accounts payable and manager approval.

Automate your back office and take the job of raising purchase orders, gets rid of paper, ensure the necessary audit trails and compliance. Fast and easy to use use, expedite the purchase process and keep your workforce moving.

"A key benefit of the TOKN app for Seeka is the move away from a paper-based Purchase Order process to a system that is more secure with tightened internal controls."

> Nick Andrew Seeka Ltd

#### Drive accountability and visibility across your purchasing workflow

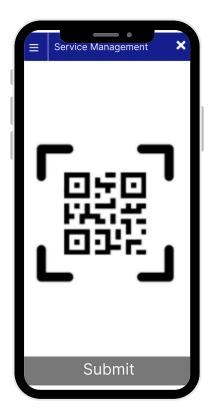
- Drive efficiency and integrity into your Purchasing Process with Digital purchasing capability
- Strengthen your internal controls with better governance
- Drive process automation with Realtime integration to your current business systems - SAP, Pronto, MYOB & Xero
- Effortlessly approve Purchase Orders at the click of a button
- Save with our cost effective and fast implementation
- Easy to use offline mobile app
- Out of the box purchasing app templates
- Offline Mobile app
- Attach images and files
- · Check detailed Stock level, Pricing and Availability
- Capture mobile signatures
- Easy search of existing purchase order history and suppliers
- Complete accountability and audit trails











# Field Service Management

Field Service Management in the hands of your technician

Discover the power of streamlined operations with our cutting-edge Field Service Management (FSM) software. In today's fast-paced business landscape, seamless communication between systems, backoffice and field techs is paramount for maximizing efficiency and resource utilisation. Our cloud-based FSM app eliminate delays, boosts productivity, and enhances customer satisfaction.

Say goodbye to fragmented processes and hello to integrated systems. With automated workflows and real-time updates, our FSM software ensures that vital data is instantly accessible on our offline app technology. From accessing appointment information, navigating to an address, accessing contact and service information, completing safety interactions, checking and issuing inventory, our solution keeps your field technicians informed and equipped to deliver accurate information to customers. Experience the efficiency and agility your business deserves with our comprehensive FSM software.

"TOKN has enabled the immediate receipt of critical information from the field to the office at the touch of a button. This has reduced the wait times for our customers and in turn allows us to continually improve the service."

Theresa Skewes
Ford & Doonan

Empower technicians and elevate service levels with real-time view of all field operations, appointments, delays, orders, instructions, inventory, safety and time recording in one place.

- Simplify your Field Service Process
- Immediate visibility of all your Service Information
- · Keep your technicians safe and compliant
- · Optimise recourse utilisation
- Accelerate Billing
- Improve time capture and back office paperwork
- Improve your companies' operations and brand reputation with better Service levels
- Full integration with ERP Pronto XI, SAP, MYOB services

- Engage your employees with a better user experience on all devices, no more paper
- Get the solution you want with TOKN's "Extend and Customise" options, to suit your system of work
- Seamless integration with work orders, job management, inventory and billing systems
- Fast easy recording of notifications and attaching images, files and media
- Rich asset management, usage and tracking with QR Code and NFC asset tag compatible
- Offline Mobile app integration









# Fast and Easy Leave, Payslip and Employee Profile Management

#### HR admin and Payroll automation your way, made easy

Remove paper and stress from you HR processes, from leave requests and approvals, payslips, employee profile updates and more. Streamline your payroll with far more efficient approaches to administration and data accuracy, ensuring staff and payroll always run on-time, with the most up-to-date information on hand.

## My paylip and leave approvals delivered instantly, on my device

- Remove paper and automate you HR administration
- Streamline you back office; no more re-keying of information, no more out of date information
- · Improved data accuracy tenfold
- Save time on calculating leave balances and finalising requests
- Improve the user experience, transparency and visibility
- One click approvals
- · HR admin made easy
- Offline Mobile app integration to your payroll system
- Accurate payroll on-time every time



"The implementation of the TOKN Platform has resulted in vast efficiency improvements and improved cash flow throughout our workforce by automating some of our paper based processes."

**Lisa Carey** 

Financial Controller - SMS Mining

#### Simplify and centralise workforce HR administration

- Remove paper and automate HR leave request applications
- · Instant leave balance calculation
- Public Holiday integration State and National
- Offline Mobile app integration to your payroll system
- Automated time sheet creation for Approved leave requests
- Attach images, files and signatures to leave request applications

- Easy on demand payslip with integrated email functionality
- Fast employee self-service, keep profile, contact details, mobile, email etc. up to date
- Timesheet and roster integration
- Full integration with ERP: Pronto, MYOB and Xero payroll services











## **Expense Management**

#### No more lost or forgotten receipts!

The TOKN Expense Manager App makes it easy for your accounts department to manage business expenses and expense receipts by allowing your workers to upload their expenses from their phone, as they happen.

With a comprehensive integration with SAP, Pronto, MYOB or Xero, all expenses are automatically uploaded into your accounting system, ensuring no claim ever gets missed and all receipts are automatically on file when needed.

#### Capture and approve expenses seamlessly

- Remove paper
- Automate allocation of expenses to jobs or projects
- Automatic calculation of balances
- · Fast reconciliation and reimbursement
- Approve invoices from anywhere at the click of a button
- Streamline you back office; no more re-keying of information, no more out of date information
- Improve the user experience, transparency and visibility
- Offline Mobile app integration to Accounts payable

"TOKN has streamlined our processes and made it convenient for all staff, especially FIFO workers, to submit timesheets, request leave and lodge expense claims."

**Radlink Communications** 

#### No more paper!

- Quickly capture adhoc and credit card expenses and assign to a Project/Job/Task or GL Account
- Offline Mobile app
- Attach images, files and signatures to leave request applications
- · Alerts and notifications

- Full integration with ERP: Pronto MYOB and Xero payroll services
- · Amount and GST calculation
- · View attachments and expense details
- One click approvals or rejection with reason codes
- Capture travel, meals, parking and other business expenses













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