



TEAM Software
by WORKWAVE®

What's New and What's Next

February 2, 2026

What's New and What's Next



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Agenda

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What's New: 2025 Highlights

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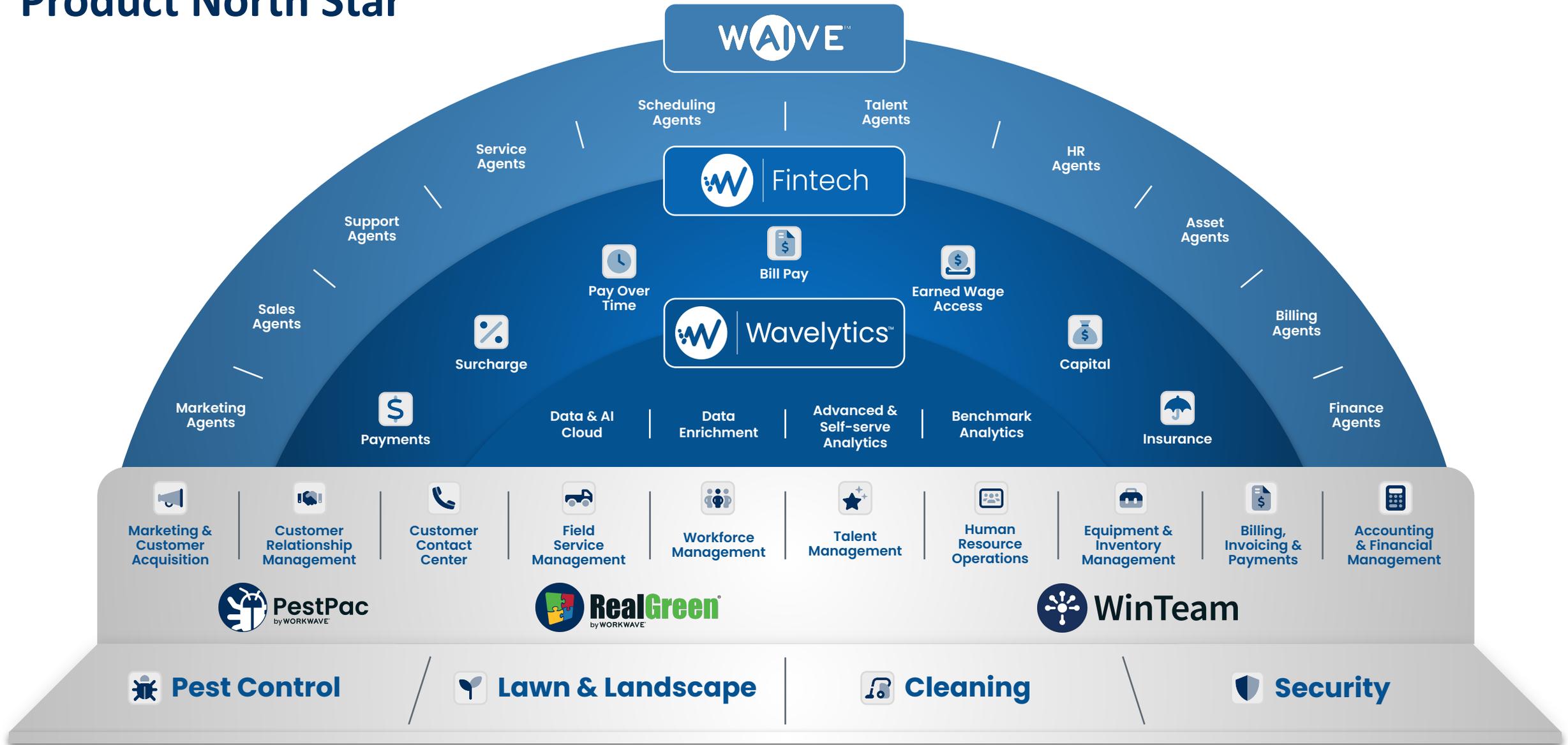
What's Next: Plans for 2026 and Beyond

3

Questions & Wrap Up

Where Are We Going

Product North Star



WorkWave's AI Ecosystem: A Unified, Customer-Driven Future

A holistic, forward-looking approach, developing these components in parallel to address customer challenges and evolving needs.

Ask WAIVE

Natural language processing. Ask questions, get AI powered answers.



Agentic AI

The digital workforce. Automated agents for human-requested decision-making and execution.



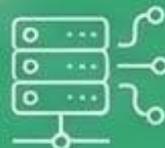
Predictive AI

Anticipating data trends and operational needs through advanced modeling.



Back-end AI

Workflows that streamline processes and resolve invisible bottlenecks on the back-end.



WAIVE™



The Future of WinTeam

TEAM's focus is to leverage AI and automation to modernize core tasks, migrate essential modules, and safeguard historical data for a single, unified web and mobile experience.

Targets	One Mobile	One Web	Reimagine with AI	Limit Migration Impact
Outcomes	Agility	Efficiency	Capability	Continuity
	Reduce apps in the field by combing Lighthouse & eHub Mobile	Replace Parallels with a brand new web based UI/UX	Improve job performance with AI tools for web & mobile users	Preserve core data integrity during modernization
	Enhance mobile with features such as offline, biometrics, touring, etc.	WinTeam Web experience is improved but familiar to users	Automate mundane activities and predict upcoming challenges	New UX over existing data compatible with existing solutions

WinTeam Mobile

Maximize Field Agility

Guarantee service delivery with task clarity and proof of work, empowering supervisors to adapt to changes instantly.

Trust Your Data

Improve downstream accuracy—from supervision to payroll—by collecting high-quality, validated data in the field.

Unify the Experience

Consolidate Timekeeping, Scheduling, Proof of Service, and Payroll (including EWA) into one frictionless mobile app.

Unlock AI Insights

Leverage WALve to move beyond simple data entry, delivering an intuitive Ask/Answer experience to every worker.

Time Punch

WinTeam Web

The screenshot displays the WinTeam Web interface. At the top, there's a navigation bar with 'WinTeam', 'Command center', 'Customers', 'Schedule', 'Payroll', and 'Benefits'. A search bar and user profile are on the right. Below the navigation, a message reads: 'Hi Eli, Here's what happened while you were away... Ask WAive and get detailed responses with AI-powered insights'. A search bar with 'AI Search' and 'Filters' is present. The dashboard features five main cards: 'Uncovered shifts 14 shifts', 'Incidents 13', 'Open shifts 55 shifts', 'OT forecast 22 hours', and 'Tour exceptions 13 events'. Each card has a 'Needs action' or 'Watch' indicator and a 'Manage' or 'Follow up' button. Below the dashboard, a 'Needs action' section is expanded, showing three items: 'Reduce overtime on this weeks schedule' (Overdue, Urgent), 'Cover open shifts this week' (Overdue, Urgent), and 'Issue: broken window reported' (Medium). The 'Reduce overtime' item is detailed, showing a due date of 09/29/2025, a status of 'In progress', and a recommendation to swap shifts 1 of 6. It lists two guards: Ramesh Gupta (48h / 40h) and Stacy Chambers (24 / 40h). A button 'Adjust shifts' and a dropdown 'Review adjustments (6)' are visible.

Simplify the Experience

Access a modern, browser-based interface with persona-driven designs that streamline critical workflows and reduce training time.

Accelerate Decisions

Shift from searching for data to solving problems, leveraging WAive to drive confident, accurate outcomes in seconds.

Optimize Operations

Equip users with the precise tools needed to manage daily demands, eliminating time wasted hunting for answers.

WinTeam AI

Access Total Intelligence

Use our unified interface to ask natural language questions across the entire organization and get immediate, data-backed answers.

Predict & Resolve

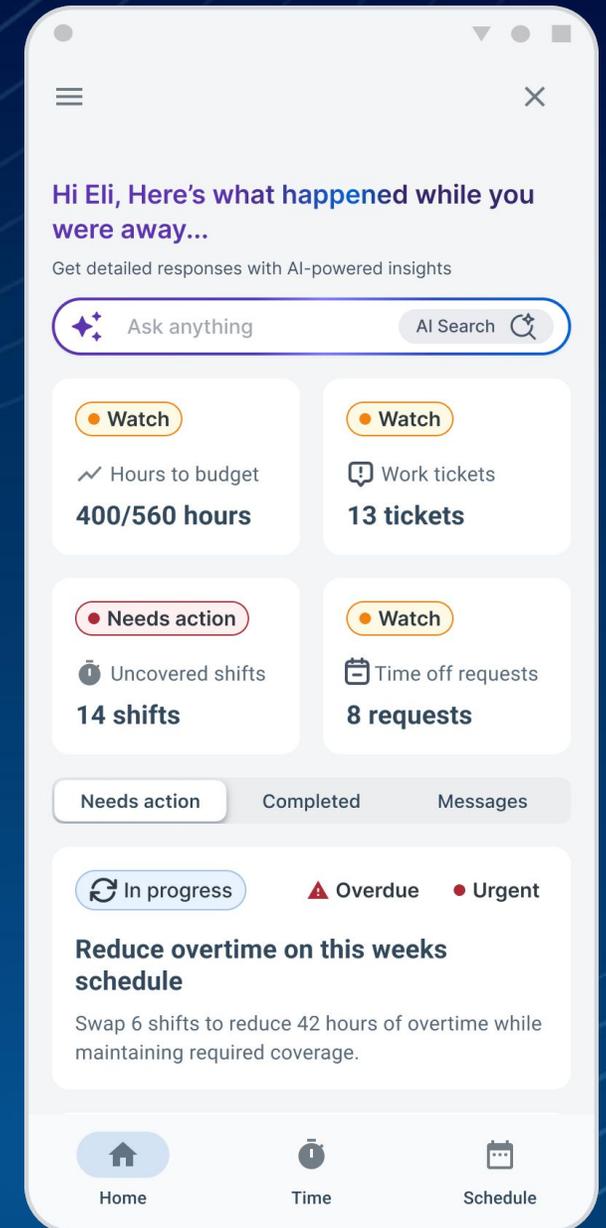
Go beyond reporting on the past. WAive anticipates operational friction and works behind the scenes to solve problems before they escalate.

Delegate to AI Agents

WAive doesn't wait for clicks. Assign complex, long-running tasks to specialized agents that work continuously in the background to save you time.

Augment Human Potential

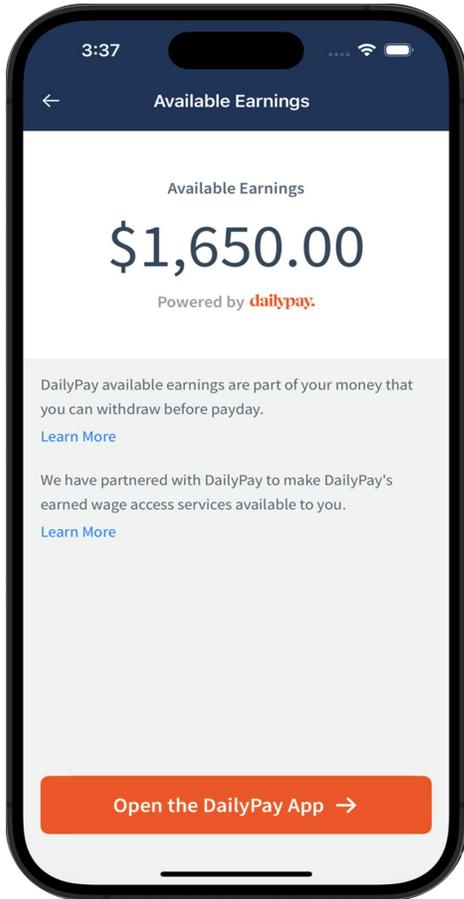
Empower every role with contextual AI "nudges," ensuring your team makes the best possible business decisions with total confidence.



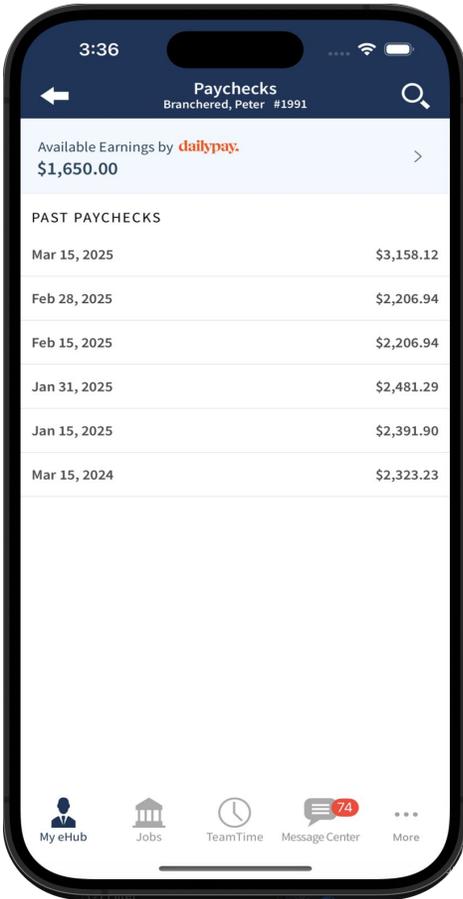
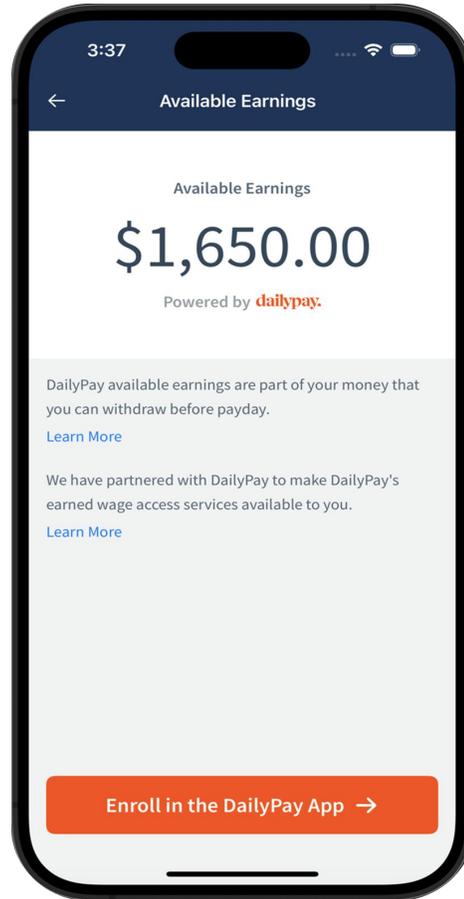
What's New

2025 Highlights

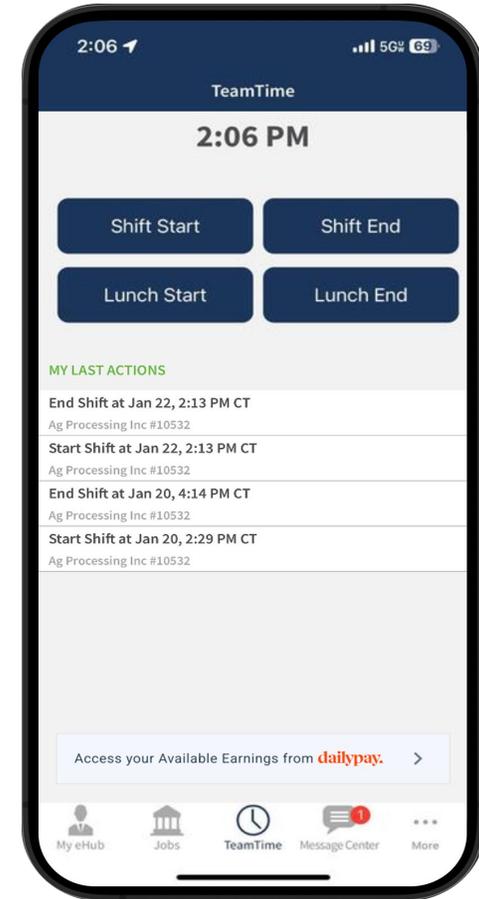
DailyPay Available Earnings Embedded into eHub



DailyPay Available Earnings in eHub



Paychecks Page



Time Clock Page

ERP Deliverables



401K Reporting

The 401k Census report and its Transmittal grid/views now include a separate Roth 401k amount column, so providers can see Roth separately for 5500 and nondiscrimination testing.



Multi-State W4

For PTA users added support for multi-state W-4s tax withholding. Ensuring tax calculations and compliant agency reporting for employees who live and work in different jurisdictions.



One Big Beautiful Bill

Our new OBBB reporting enables the calculation and review of annual FLSA overtime premiums, ensuring a seamless transition from 2025 Box 14 reporting to the 2026 Box 12 (Code TT) requirements.

Coming Soon



Nevada Overtime

Automation of Nevada's complex overtime process with a lookback feature that tracks schedule breaks to apply the correct daily or weekly overtime method.

HR Deliverables



PTO Request Filter

Added a filter to eHub allowing for the filtering to just direct reports when reviewing PTO request. This addresses an issue where users higher up in the hierarchy saw all PTO requests.



Cancel Request on Behalf

Supervisors now have the ability to cancel a time off request that was submitted by an employee to ensure clean PTO record keeping.

Hire Highlights

Job Pages Modernization

Redesign of our various Job Pages. Modernized UI and workflows, jobs get posted faster, streamlining repetitive processes.

Indeed Integration

Full application completion within Indeed. Reducing drop-off rates and improving overall workflow with Indeed.

Performance Improvements

Updated search filters and overall performance enhancements to improve user experience for large clients

Prospects	Current	Hired	Filed	Job Title	City	State/Prov	External	Internal	Notes	Status
2	2	1		2nd Shift Janitor- French Lick, IN (Janitorial) FRENCH LICK, IN 47452 Suspended: 10/19/2018	FRENCH LICK	IN	×	×		Open
3		1		3rd Shift Cleaner- Paoli, IN (Janitorial) FRENCH LICK, IN 47452 Suspended: 09/13/2018	FRENCH LICK	IN	×	×		Open
				AM/PM Cleaner- Jacksonville, FL (Janitorial) JACKSONVILLE, FL 47452 Suspended: 08/10/2018	JACKSONVILLE	FL	×	×		Open
				AM/PM Cleaner- Paoli, IN (Janitorial) PAOLI, IN 47452 Suspended: 08/03/2018	PAOLI	IN	×	×		Open
				Cleaner (Janitorial) JACKSONVILLE, FL 47452 Suspended: 10/26/2018						
3	1	1		Cleaner- Orleans, IN (Janitorial) ORLEANS, IN 47452 Suspended: 08/01/2018	ORLEANS	IN				
				Copy of 1st Shift Janitor- Jacksonville, FL (Janitorial) JACKSONVILLE, FL 47452 Suspended: 08/09/2018	JACKSONVILLE	FL				
				Copy of 1st Shift Janitor- Orleans, IN (Janitorial) ORLEANS, IN 47452 Suspended: N/A	ORLEANS	IN				
				Manager (Janitorial) LOUISVILLE, KY 47452 Suspended: 09/28/2018	LOUISVILLE	KY				
				Night Shift Janitor - St Matthews Mall						

Job Title	Prospects	Current	Hired	Filed	City	County	External	External Activation Date	External Suspension Date	Internal	Internal Activation Date
00 TESTING upg sync	19	14	21	7	Omaha	NE	✓	10/21/25	10/20/39	×	02/14/24
02 sp 2025's	3	5	1	0	Chicago	AL	✓	06/17/25	06/17/39	×	-
14 test's	3	12	0	0	St Louis	AZ	✓	07/16/25	07/16/38	×	-
2nd Shift Seasonal Cleaner, Windy ...	7	4	4	1	Louisville	IL	✓	07/16/25	07/01/25	×	-
2nd Shift Temporary Cleaner - Orland...	1	2	0	0	Orlando	FL	✓	06/07/25	01/18/24	×	-
ab refactor cent/edu	0	2	0	0	Chicago	AK	✓	09/10/25	09/11/34	×	-
AM cleaner - Las Vegas	11	4	10	14	Las Vegas	NV	✓	06/07/25	08/05/20	×	09/18/20
assess symtyst	0	3	0	0	St Louis	AL	✓	05/06/25	05/16/34	×	-
Cleaner- PT	0	4	0	0	Jeffersonville	IN	✓	06/07/25	04/12/19	×	04/12/19

Lighthouse Highlights

Simplify Setup with Location Groups

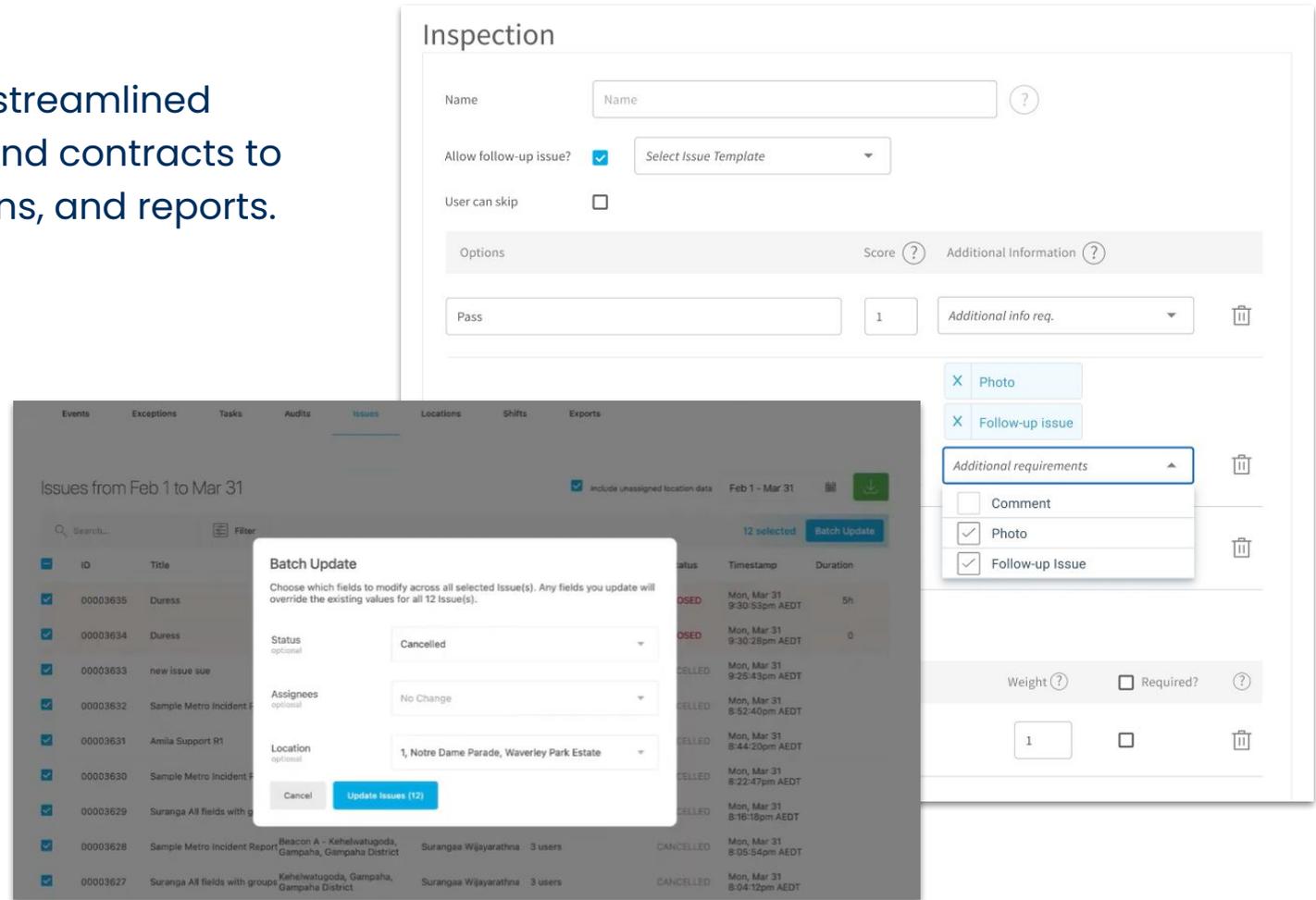
Group Locations for easier management and streamlined processes to mirror your customer accounts and contracts to when assigning forms, permissions, notifications, and reports.

Auto Generate Issues from Audits

Streamline processes when action is required to resolve an issue, allowing for quicker handling for proof-of-service and reporting. Also update or cancel issues in bulk.

Track Duration of a Form

Record the time a user starts and submits a form to assist in calculating the duration taken for completed work.



Product Initiatives for 2025

01



Enhanced Mobile Experience

Focus on front-line field employees and tools needed to deliver customer value

02



Modern Web Based Interface

Focus on improving UX, access, and capabilities for high impact personas

03



Autonomous AI

Delivering AI Agents to collaborate with users and reduce mundane tasks

04



Data Analytics

Enabling decision making with robust analytics combined with the power of AI

05



Fintech

Financial solutions that drive employee engagement and retention

Modern Design in Action

User-driven Design

1. **Build Modular, build once:** Prioritize reusable patterns and modular design.
2. **Design for customer efficiency:** Optimize for speed and clarity.
3. **Standardize to scale:** Using a design system with approved application.
4. **Modern experiences:** responsive, accessible, real-time, predictive.

Thank you to our customer collaborators



Reimagined Operations Experience

02

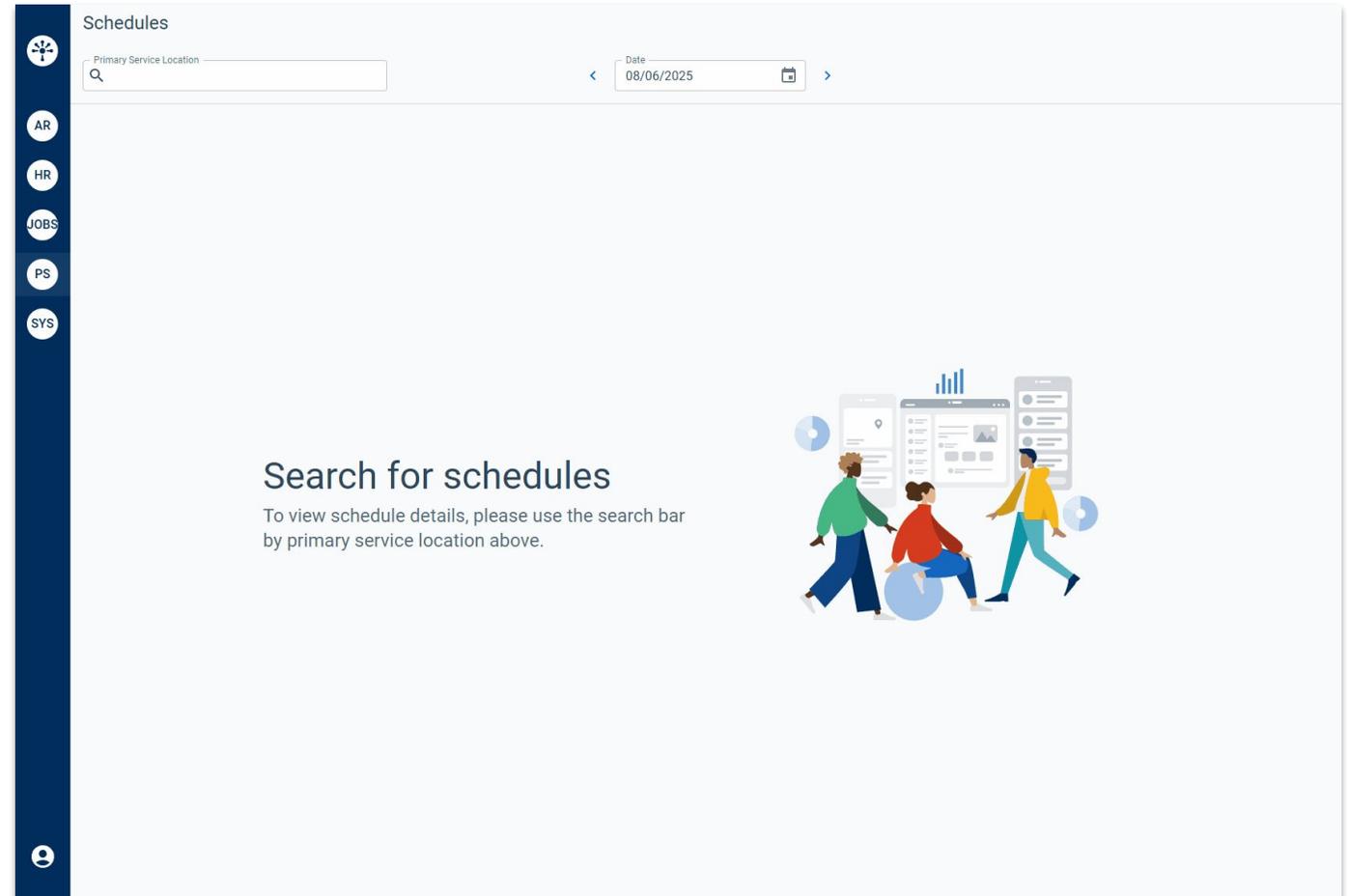
Scheduling experience has been improved with simpler controls, better visibility into exceptions, and intuitively organized shift details.

Foundation of Operational Excellence

Managing the schedule is the heartbeat of your workforce. We make it easy to solve for the unexpected—like call-offs—and provide the transparency needed to ensure your operational reality matches your client’s expectations.

Increase Visibility & Simplicity of Scheduling

Take control of your workforce with the web evolution of our core scheduling platform. By prioritizing visibility and simplicity, we’ve introduced modern search capabilities and clearer exception visibility—delivering a more accessible interface that preserves our most powerful business-critical features.



"Phil" - WAive Scheduling

Alpha Release

03

Reduce Time to Fill Open Posts

Optimally fill all opens posts using WinTeam's first agentic AI. The AI takes into consideration hard and soft constraints, such as compliance and overtime and hours are reduced to minutes as the AI matches ideal workers for open shifts.

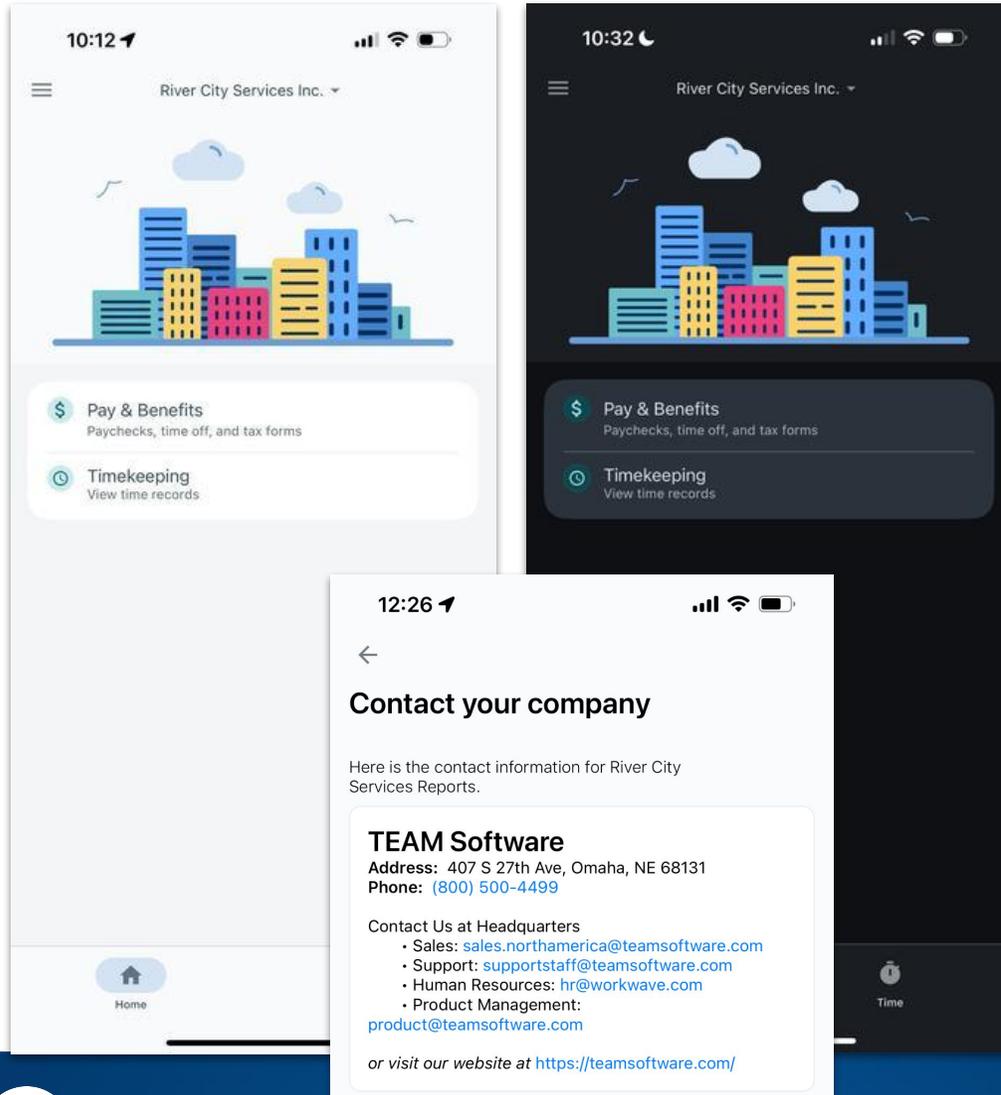
Criteria Supported

- Overtime
- PTO
- Location & Company Security
- Banned Workers
- Worker Type & Worker Classification
- Distance from Job

The screenshot displays the 'Agentic Scheduler' interface. At the top, there are filters for 'Groups' (set to 'All Groups'), a date range selector (MM/DD/YYYY - MM/DD/), and a 'Filter' button. On the right, it shows '199 Total' and an 'Auto Schedule' button. Below this, a specific job listing is shown for 'Consumer Recreation Services Uat Friday' at '2610 Edwards St Bellevue, NE 680054032', with '68 Shifts' available. The main area is a grid of shift cards. Each card shows a date, time range, duration, job title, location, and assigned worker. For example, on Monday, Jan 12, 2026, Terrell Robertson is assigned to a 23.5 hr shift from 12:00AM to 11:59PM. Other workers shown include Biweekly Crawford, Test Clark, Joy View, Margaret Johnson, and William Barton. Each worker's assignment includes a star icon, their name, and a list of status indicators: 'Meets Compliance' (green check), 'Available to Work' (green check), and 'Avoids Overtime' (green check or red exclamation mark).

WinTeam Mobile

01



Easier Log In Flows

Shared with WinTeam Web, allows for self-service password resets and database switching.

Company Familiarity

Customize the landing page with your logo. Provide a custom contact us page for your workers.

View Pay & Hours

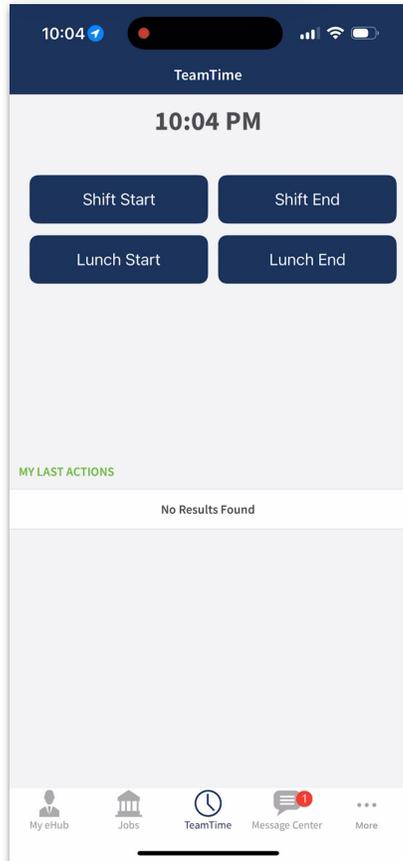
Allow workers to view their paycheck details, benefit balances, timekeeping, and tax forms.

Dark Mode

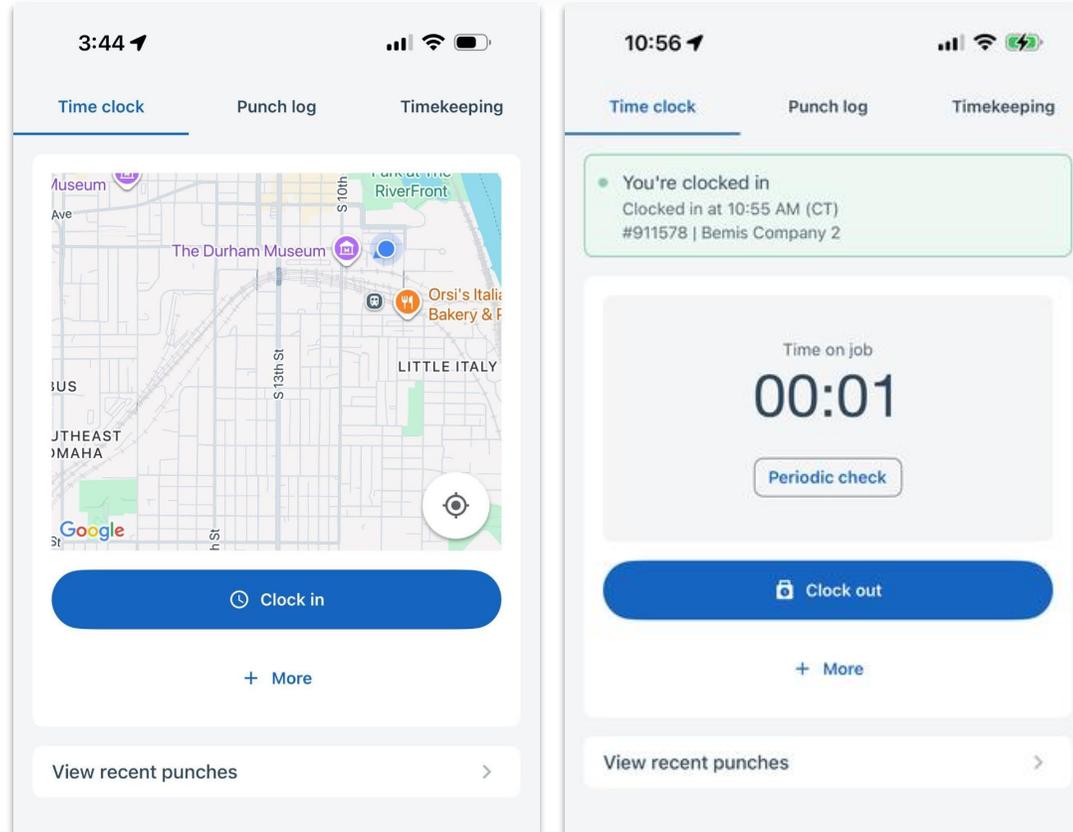
WinTeam Mobile

01

eHub (before)



WinTeam Mobile's Time Clock (after)



Modern Time Clock

Redesigned experience for mobile workers logging time clock punches with intuitive controls and better visibility into GPS and punches.

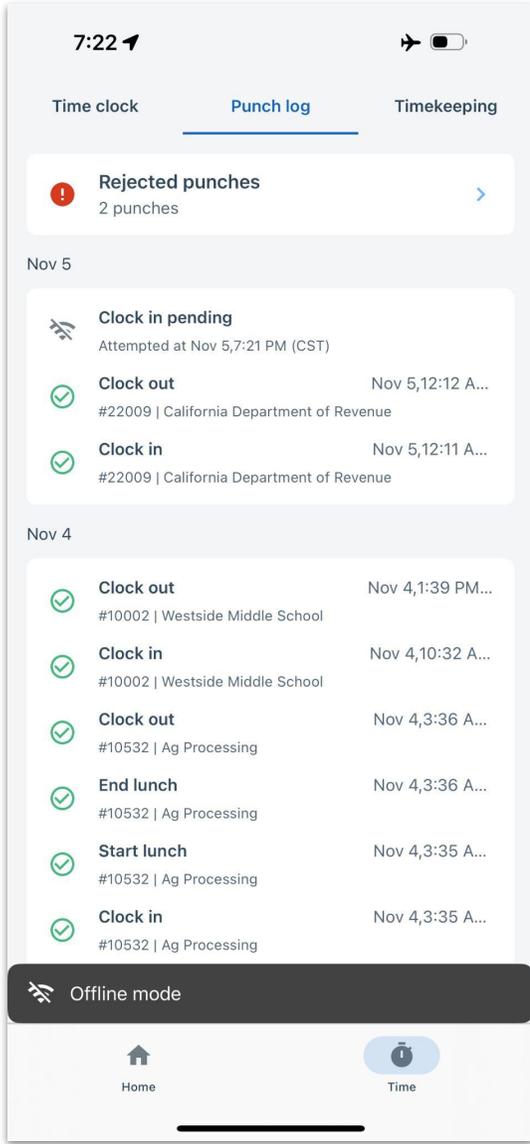
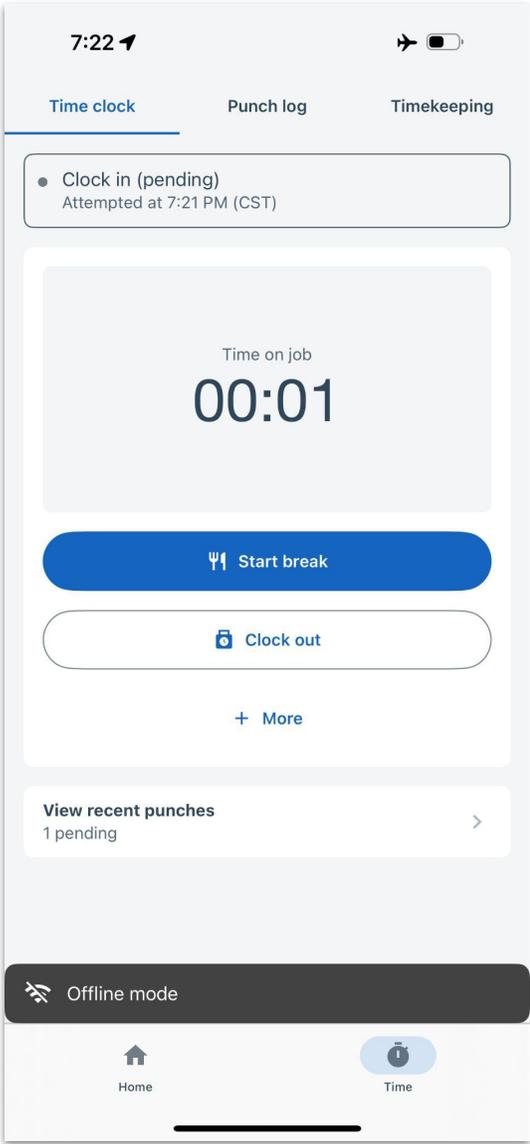
Capabilities match and improve upon eHub Mobile's TeamTime functionality.

WinTeam Mobile

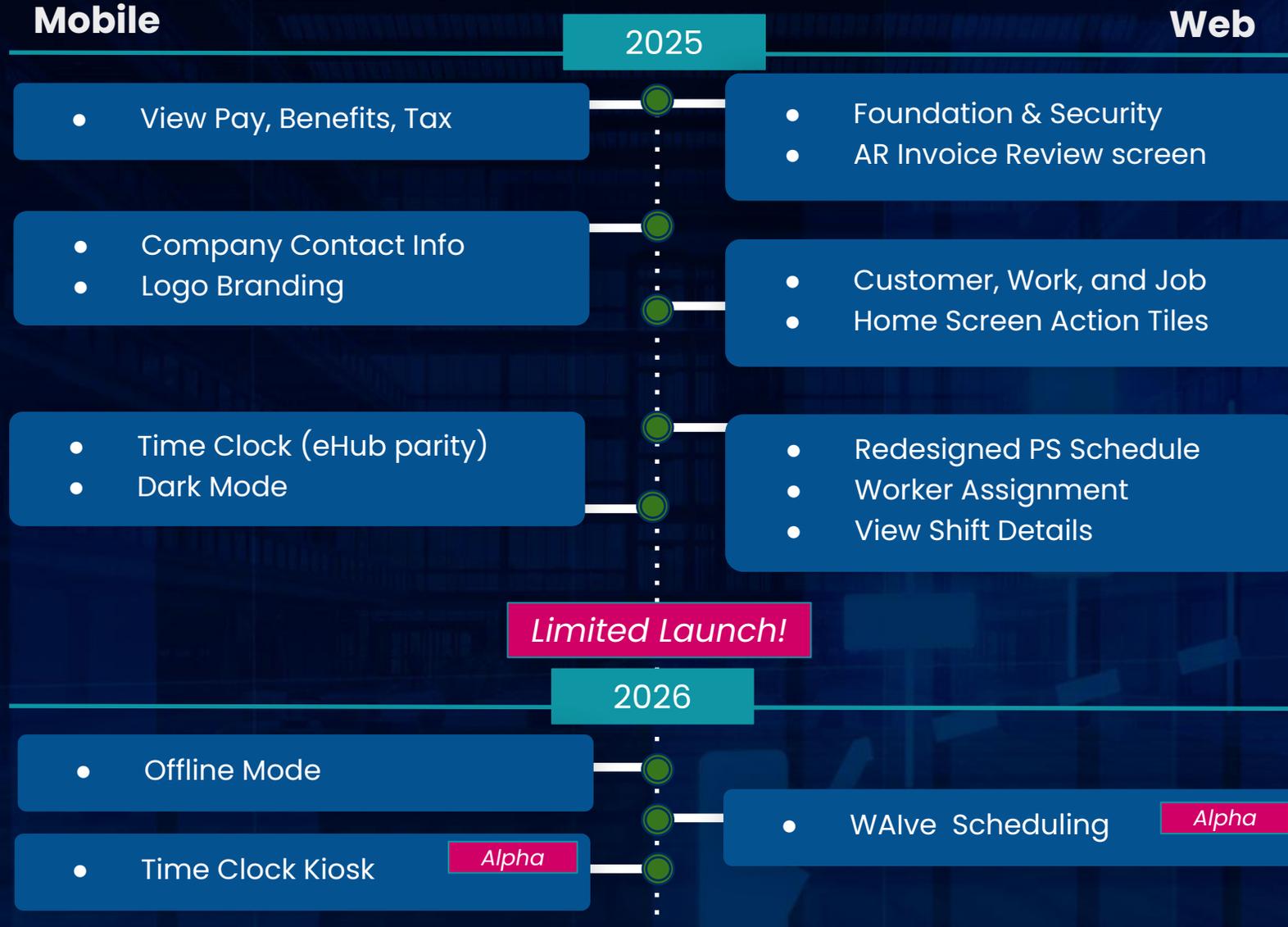
01

Capture Punches When Offline

Address clockin issues related to areas with limited cell coverage, WIFI access, or customer restrictions by capturing offline punches and uploading once connectivity is established.



WinTeam Modernization Journey



What's Next *2026 & Beyond*

What Success Looks Like in 2026



Reimagined JTBD

- AI scheduling agents deployed in upgraded web schedule to reduce administrative frustration and improve customer responsiveness
- BSC managing employee and work schedules
- Supervisors have clearer access (visibility) to their teams



Differentiate with Data

- Advanced Analytics dashboards accessible from WinTeam Web with applied data security
- Industry benchmarking feature launched
- Ask WAIVE Assistant launched



Modernize Desktop

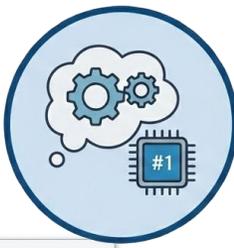
- 45% screens migrated
- Supervisors and Operations Support users using web in place of WinTeam Desktop and eHub Web



Mobile (Field) Excellence

- Guards & Cleaners using WinTeam Mobile in place of eHub Mobile
- Biometric Time Punch replaces TeamTime Portal & competitor offerings
- Guard Touring replaces Lighthouse & competitor offerings for Security clients

Expanding PS Schedule



PS Schedule Reimagined Intelligent Placement

Deploying "Best Fit" suggestions to help schedulers make faster, data-driven decisions when filling shifts.

Janitorial Optimization

Simplifying the user experience to unlock WAve Scheduling and integrate budget tracking.

Template Evolution

Enhancing Master Schedules to support multiple versions with specific effective dates.

Granular Job Assignment

Allow specific job access assignment (similar to Company/Location) to ensure users only see relevant jobs, eliminating complex hierarchy-based over-access.

Core Workflow Mastery

- Shift editing
- Streamlined reconciliation workflows
- Reimagined offer shift

The screenshot displays the WorkWave scheduling software interface. The top section shows a summary analytics dashboard for 'Ag Processing Inc.' with various metrics: Wily reg. hours (356.0), Billable hours (886.5), Payable hours (886.5), Weekly reg hours (336.0), Overtime hours (1.50), Open shifts (2), Holiday hours (0.0), Lost/Missed hours (3.5), and Last Superior visit (Jan 21, 2025). Below this is a grid for assigning workers to shifts across different posts (Post A and Post B) and days of the week. An 'Assign Worker' modal is open on the right, showing a search for 'Albert Flores' (ID 190214) with details on his scheduled hours, location, and certifications. The bottom window shows a detailed view of a specific job assignment across multiple buildings and floors, with columns for each day of the week and rows for different shifts and floors.

WAive Scheduling



Next Up

Addition of more constraints and “soft constraints” which are things that are data points used in the evaluation of fit, but have degrees of importance when making the decision to fill.

Examples

- Distance from Job (further refinement)
- Primary Job
- Compliance (including soft constraints)
- Previous Site Experience

Ask WAive

Users will be able to communicate with WAive for more fine-tune controls as well as the ability to understand the decision making process.

The screenshot shows the 'Open Shifts' interface. At the top, there's a header with the WAive logo and the title 'Open Shifts'. Below the header, there's a sub-header 'Manage and fill open positions across all assigned jobs'. The interface includes a 'Job sites' dropdown menu set to 'All Job Sites', a date range selector for '10/27/2025 - 11/02/2025', and buttons for 'Schedule' and 'Filter'. A '35 Total' indicator and an 'Auto schedule' button are also present. The main content area is divided into two sections: 'Downtown Plaza' (328 St. George St., Omaha, NE, 09813) and 'Uptown Site' (123 Fake St., Omaha, NE, 09182). Each section displays a grid of shifts. For Downtown Plaza, shifts are shown for Tuesday, Oct. 28th, 2025 (9:00AM - 5:00PM, 8 hrs, Front Desk Security Guard) and Tuesday, Oct. 28th, 2025 (10:00AM - 6:00PM, 8 hrs, Patrol Guard). For Uptown Site, shifts are shown for Monday, Oct. 27th, 2025 (8:00AM - 4:00PM, 8 hrs) and Monday, Oct. 27th, 2025 (9:00AM - 5:00PM, 8 hrs). A 'Show 2 More Shifts' button is visible between the two sections. The interface also includes a search icon, a settings icon, and a help icon.

Work Tickets



Modernizing Work Scheduling & Execution

Work tickets originate from various sources—contracts, direct requests, and field updates. As we reimagine Work Tickets we will streamline the lifecycle to eliminate tracking gaps and simplify capture.

Intelligent Intake

Standardize complex inputs and approvals for schedule-readiness.

Empowered Frontline

Simplify directives and documentation for workers.

End-to-End Visibility

Track status in real-time from creation through to client hand-off.

Revenue Acceleration

Expedite the transition from completed work to final billing.

Opportunity to Contribute

Blueprint for Efficiency: Co-Designing the Future of Work Tickets

Today (Monday)
3:30PM - 4:45PM

MODERNIZATION: LEGACY VS. WEB



Legacy Desktop – GL Chart of Accounts



Modernized Web – New Chart of Accounts



Phasing Launches by Persona

Empowering each role with a complete, all-in-one web experience



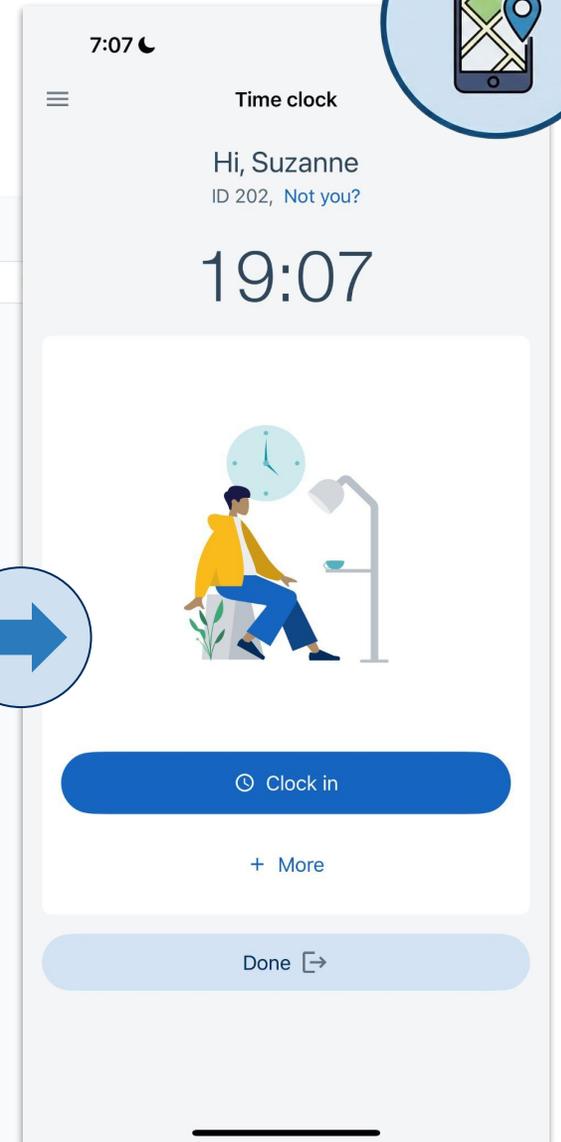
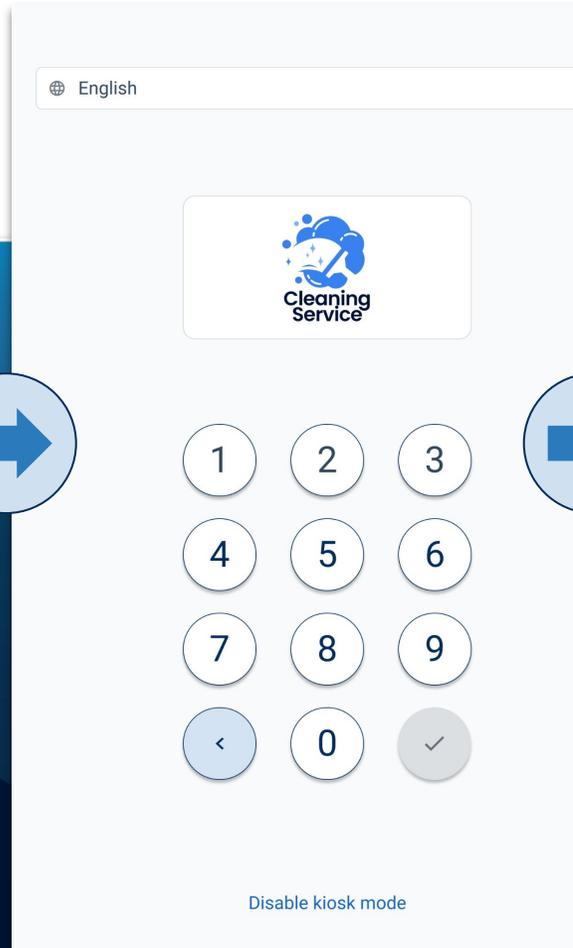
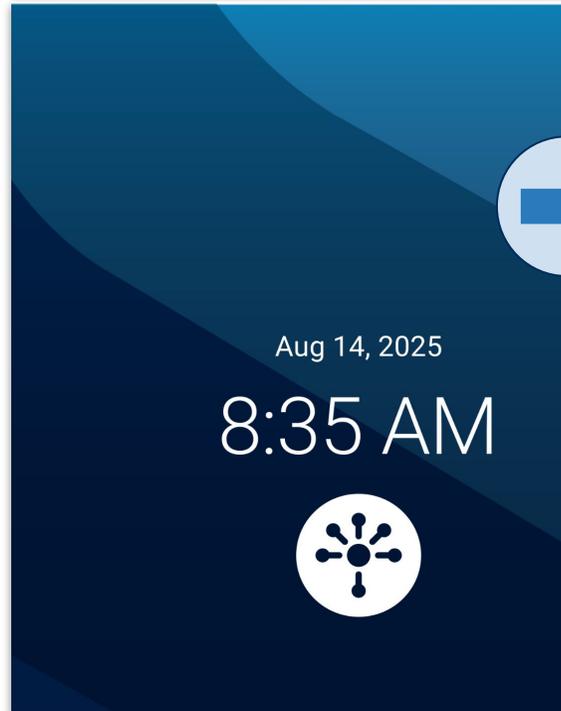
	Ops Supervisor	Operations Support	Accounting / Finance	Human Resources	Payroll + Admin
Primary Activity	Leads field team and link to back office	Translates operations for entire organization	Focuses on bottom line results	Supports resources in high-turnover markets	Configures system and pays employees
Key Insight	Uses 2-5 applications to perform diverse responsibilities	Has most usage on WinTeam desktop, supports all apps used in the field	Heavy reporting (canned + custom) and analytics demands	Uses minimum 1-2 applications for recruitment and admin	Dependent on accurate data entry from other personas
Need	Decision support + efficient UX	Efficient setup and drill-through discovery	Modern solution & insightful reporting	Competitive features to attract & retain workers	Reduce risk of payroll and compliance errors

WinTeam Mobile Kiosk

Kiosk Time Clock

Quickly capture clock actions on shared devices where personal devices aren't feasible or time efficient at job sites.

Currently in Alpha Release



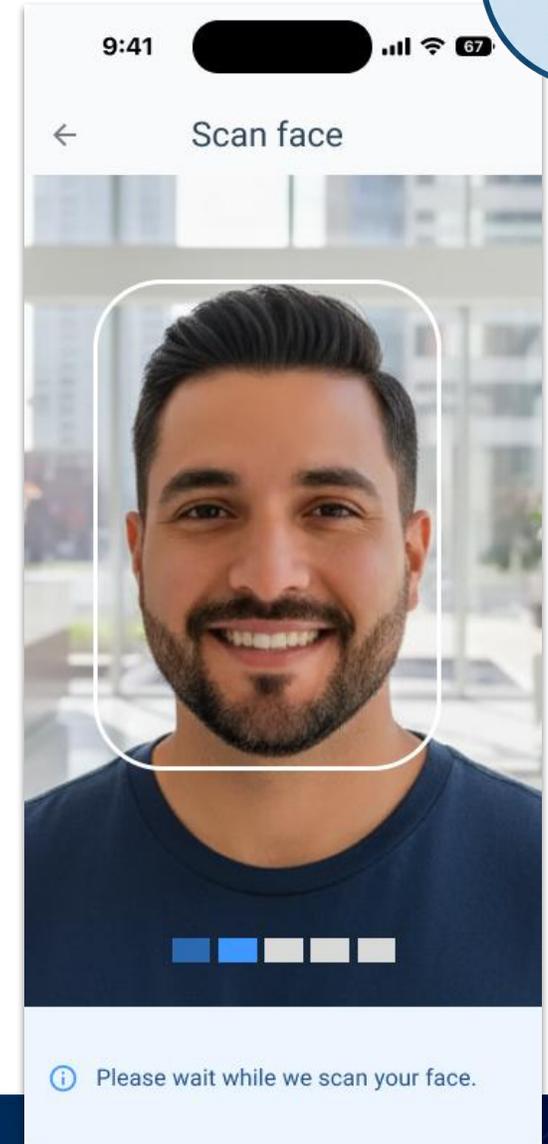
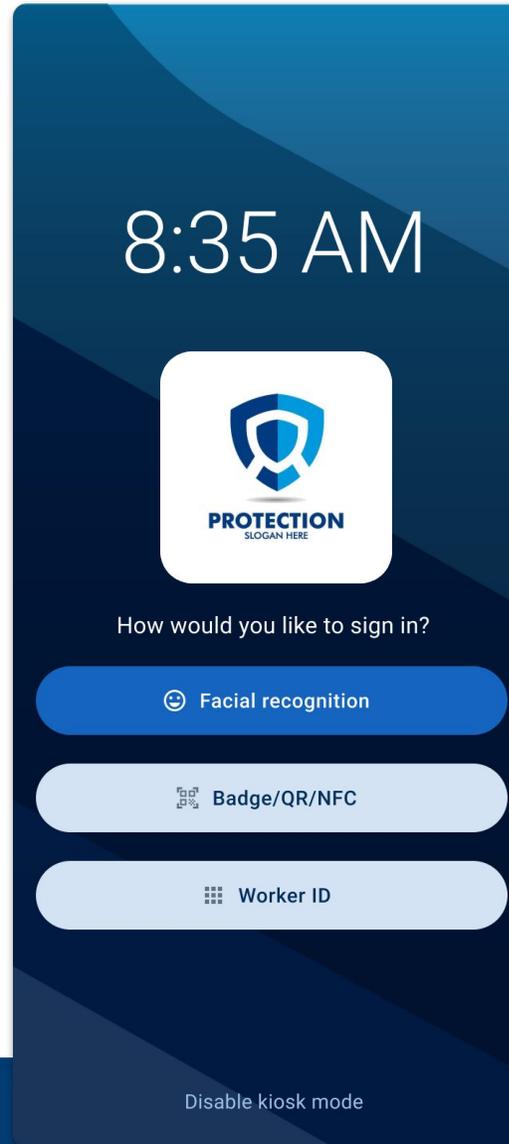
WinTeam Mobile Biometrics



Automated Identity Verification

Advanced biometrics validation and liveness detection is designed to help verify the right employee is at the right place at the right time, helping to deter time theft and buddy punching.

Biometric features require employee consent and notice in accordance with applicable law. WorkWave provides configurable consent workflows and retention policies to support compliance.



WinTeam Mobile Touring

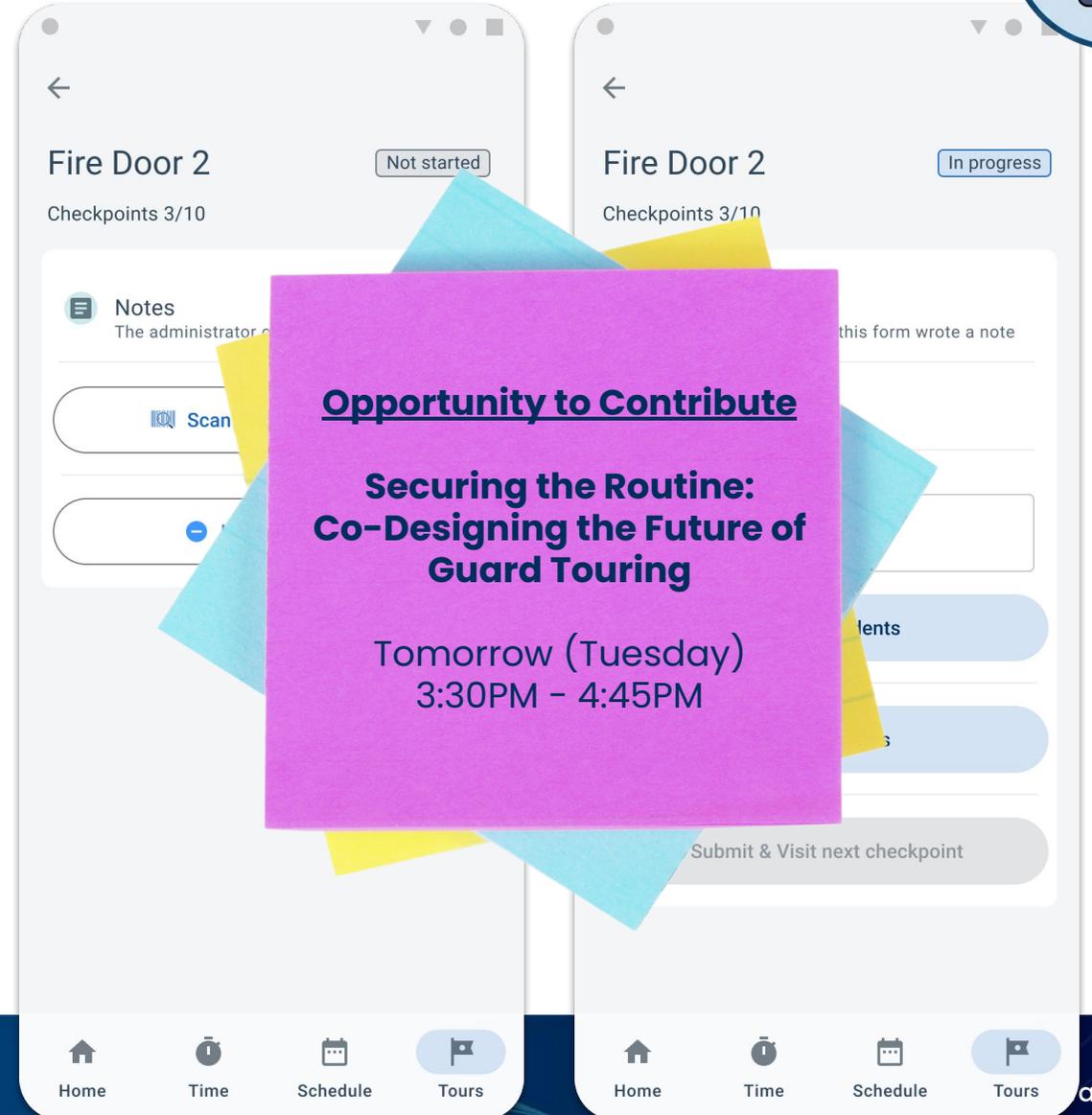


Tracking Work with Tours

Guards can conduct onsite tours while they complete forms, capture notes and photographs, as well as report any incidents that occur, all without leaving WinTeam Mobile.

Proof of Service Reporting

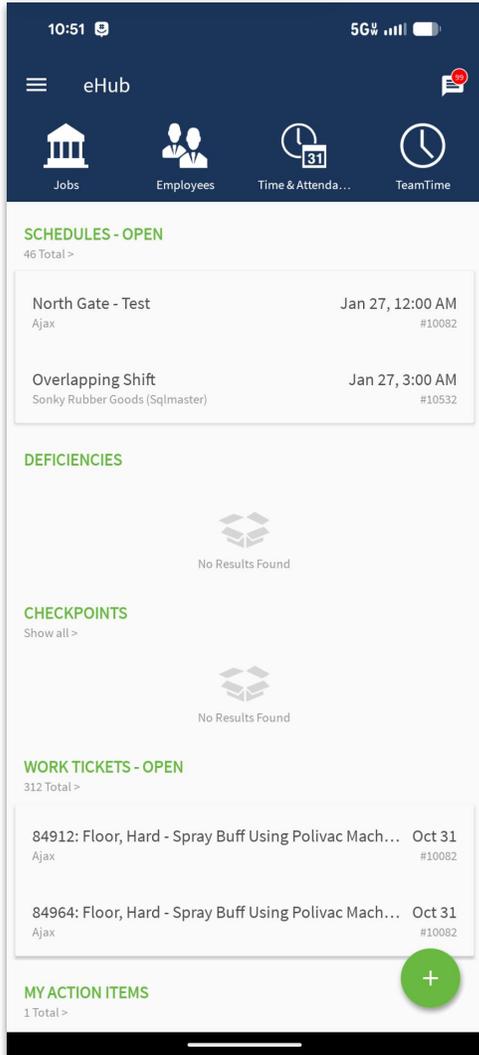
Powerful reports will provide recaps of what was visited, missed, or reported. Tour reports can be shared with clients to show that expectations are being met.



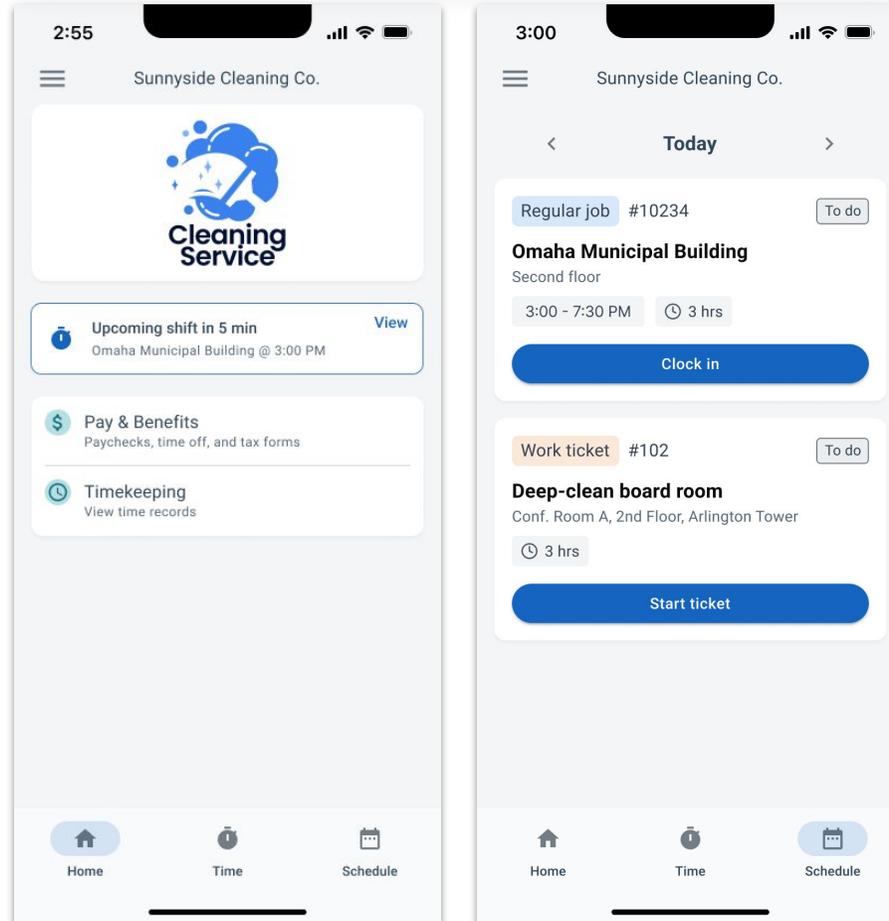
Consolidation of eHub Mobile



eHub (before)



Modernized WinTeam Mobile



Features for 2026

Worker Focus

- Job List & Profiles
- Content
- Update address, phone, email, contact
- PS Schedule* Details
- Action Items & Notifications

**Security & BSC views*

Forward-looking roadmap; features and timing are subject to change.

Wavelytics Innovation



Decision Intel

The Intelligence Hub:

Single Screen embedded in WinTeam that unifies operational and financial analytics into a single view.

The Three Pillars of Decision Intelligence

Dashboards



Understand current state and see forecasted trends

Scorecards



Assess performance, identify strengths and opportunities for growth

Actions



Approve activities designed to help you get closer to your North Star

Wavelytics Innovation



Benchmarking

The WorkWave Index:
Compare your labor efficiency, retention, and profitability Gold Standard of the security and cleaning industries.

Targeting the Gap



Strengths

Continue to cultivate an area of **strength** to enhance your core differentiators.



Opportunities for Growth

Take advantage of an **opportunity for growth** and close the gap on your competitors.

Wavelytics Innovation



Ask WAive

Questions to Actions:
Ask complex questions in natural language and get to tactical action list in seconds.

The Conversational Interface



Conversational Insights

Natural language questions get immediate, data-driven answers.



Speed of Action

Empowers every level to make decisions in seconds, not days.



Security

Users only receive answers based on data to which they have permission in WinTeam.

TEAM Innovation Roadmap

	Now	Next	Later	
	Q126	Q226	Q326	Q426
Help Me Manage My Business	Wavelytics: Data Factory	Wavelytics: Decision Intel & Ask WALve		Wavelytics: Benchmarking Analytics
 Help Me Manage My Team	WinTeam Mobile: Kiosk Time Punch WinTeam Web: Personal Scheduling 2.0 [Security]	WinTeam Mobile: Biometric Time Punch WinTeam Web: Personal Scheduling 2.0 [BSC] WinTeam Web: WALve Scheduling Teammate	WinTeam Mobile: Guard Touring WinTeam Web: Supervisor Hierarchy 2.0	WinTeam Mobile: WALve Mobile Teammate WinTeam Web: Work Ticketing 2.0

■ Security
 ■ BSC
 ■ Shared

Questions?