AT&T Business

A workforce management solution built for industries needing higher security and HIPAA compliance support

Increased security for sensitive data. AT&T Workforce Manager Shield ("Shield") provides organizations with all the core features of Workforce Manager, plus extra measures in place to enhance data security.

When your business requires a higher available security and confidentiality, AT&T Workforce Manager Shield provides an additional layer of end-to-end protection for your information. Shield safeguards all customer and company data collected on, and transferred between, subscribed mobile devices and computers. Rest assured knowing that your data is fully encrypted at rest and in transit.

Send sensitive intra-company messages to your team without fear of interception and stay compliant with industry-specific regulations regarding data protection.

Core features

Increased security

- Hosted in the Microsoft Azure cloud with Azure Advanced Data Security
- Data encryption at rest and in transit
- Supports HIPAA compliance to protect sensitive personal information
- Secure updates with limited access control
- Ongoing WFM staff training to help ensure compliance
- Regular security scans and penetration tests
- Proactive 24/7 system monitoring
- Backed by local and geo-redundant databases for disaster recovery

Workforce management

- Mobile forms
- Work order management
- Time and attendance
- Smart device GPS tracking
- Intra-company text messaging
- Manager app view

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During data transfer and storage, companies can keep information confidential using our enhanced security application backed by Azure Advanced Threat Protection (ATP) from Microsoft. Azure ATP detects harmful attempts to access or exploit storage accounts 24x7.

AT&T Workforce Manager Shield helps prevent eavesdropping, forged messaging, and intercepted memos so that messages are seen only by intended recipients. Send, receive, and store information in a fully encrypted environment and retain it for up to 7 years.

Electronic Visit Verification with AT&T Workforce Manager Shield

AT&T Workforce Manager Shield makes it easier for you to accurately record patient visits, giving you a record of services rendered.

Benefits include:

- Reduced instances of insurance fraud
- The Visit Scheduling feature lets you distribute jobs to staff directly on their mobile devices

- Keep track of employee hours with Timekeeping, which lets them log time from almost anywhere
- Barcode scanning lets you stay up to date on medical supply status or use patient wristbands to check patients/customers in
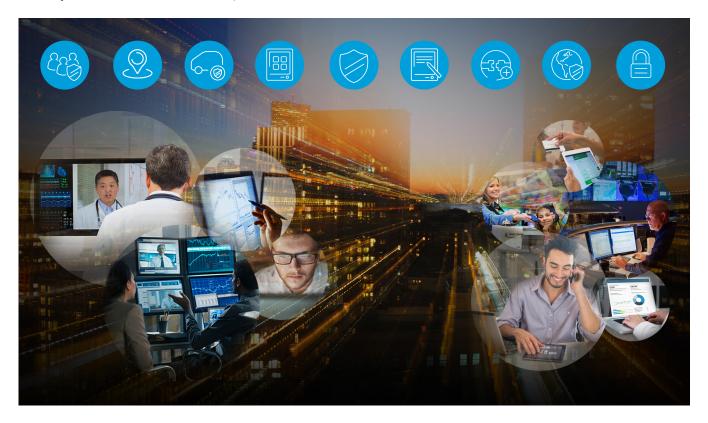
EVV only pricing:

Pricing ranging from $8–25/mo. per user, based on tier selected.

Vehicle tracking

- Plug-and-play AVL tracking devices
- Driver behavior and scorecards
- Idle time monitoring and reporting
- ELD and diagnostics

Mobile asset tracking

- Short- and long-term deployment options
- Dynamic tracking based on movement
- Breadcrumb trails, movement alerts and time at geofence reporting

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Standard Shield
$15 per user/mo.

- Add up to 5 modules from predefined library
- One (1) free web user
- Collect data in the field
- Dispatch orders
- Basic infographics and charts for modules
- Integrates with AT&T Enhanced Push-to-Talk (EPTT)
- API access for software integration
- Supports HIPAA compliance
- Government-grade security controls

Enhanced Shield
$20 per user/mo.

- Add up to 10 modules from predefined library
- Two (2) free web users
- Collect data in the field
- Dispatch orders
- Integrates with AT&T EPTT
- Data analytics with infographics & charts per modules
- Customize existing modules
- Customize and build your own charts and graphs for your form modules
- Customize your dispatch module and build your own services and status workflows
- Enhanced filter capabilities in dispatch (Filter down to quickly view unassigned, open, completed jobs, etc.)
- API access for software integration
- Supports HIPAA compliance
- Government-grade security controls

Premium Shield
$25 per user/mo.

- Add up to 500 modules from predefined library
- Three (3) free web users
- Collect data in the field
- Dispatch orders
- Integrates with AT&T EPTT
- Data analytics with infographics & charts per modules
- Customize existing modules
- Customize and build your own charts and graphs for your form modules
- Customize your dispatch module and build your own services and status workflows
- Enhanced filter capabilities in dispatch
- Premium dispatch functionality
- API access for software integration
- Form workflows
- Manager app
- Supports HIPAA compliance
- Government-grade security controls

Intelligent based tracking add-on ($5)

Why AT&T

By combining the visibility and control of our network with threat intelligence and response expertise, we are able to help customers quickly detect threats and minimize the effect of attacks by providing highly secure services that help to protect what is most important to them.

For more information, contact your AT&T sales representative or visit att.com/workforcemanager