Thinking Software
WORKFORCE MANAGEMENT SOLUTIONS

MUSTERD

Roll Call, Evacuation and Sweep & Clear

EVERYONE SAFE, NOBODY LEFT BEHIND.

Know who's on site, who's safe and who still needs help.



Microsoft Azure
CYBER ESSENTIALS CERTIFIED PLUS
ico.
ISO 27001 CERTIFIED REGISTERED
Government Commercial Agency Supplier

ABOUT US

MUSTERD

Workforce Management Software, Built In-House Since 1994

Thinking Software has developed time and attendance software since 1994. RotaOne and Musterd are designed, built and supported by the same in-house team, for organisations worldwide.

1994
Year we started

30+
Years in workforce management

2
Products, one platform

OUR STORY

A Pioneer in Time and Attendance, Still Independent

Established in 1994, Thinking Software is a UK pioneer in Time & Attendance, HR, Roll Call & Evacuation solutions.

> We believe a well-managed, engaged and safe workforce is the key to business success.

01
Established in 1994
Decades of experience, at the forefront of workforce management.

02
For companies of all sizes
From a single site to a whole enterprise, in every industry.

03
Simpler and more productive
Systems that streamline processes and support sustainable growth.

MILESTONES

Thirty Years of Workforce Management

1994
A system called ROTA

Steve Rothkopf wrote our first time and attendance system at his kitchen table, advertised it in a computer magazine, and sold 30 systems in a matter of weeks.

2019
Twenty-five years, and Musterd

By our 25th anniversary the system was processing more than 750,000 employee time-recording transactions a day for over 250 clients. The same year we launched Musterd, our roll call and evacuation app.

Today
RotaOne and Musterd

From our headquarters in Oxfordshire, we support organisations worldwide, with integrations into the payroll, HR and access control systems our customers already run.

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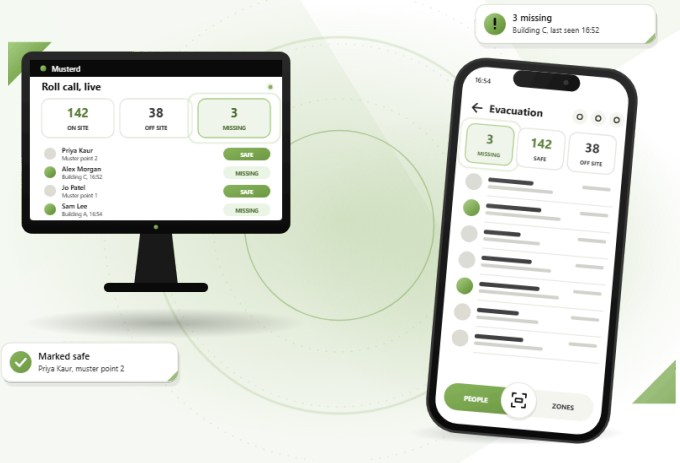
MUSTERD

01 LIVE INFORMATION DURING AN EVACUATION

Real-Time Accuracy

Modern evacuation management depends on live information. Musterd's real-time data engine shows, at every moment, who is on site, who is off site and who is missing.

- Who is on site
- Who is off site
- Who is missing



Real-Time Data on Any Device

Give every marshal the same live roll call on any phone, tablet or rugged device, at once.

Instant UNSAFE Alerts

Know instantly who is UNSAFE and where they were last seen, from the moment a roll call starts.

Text Unsafe Individuals

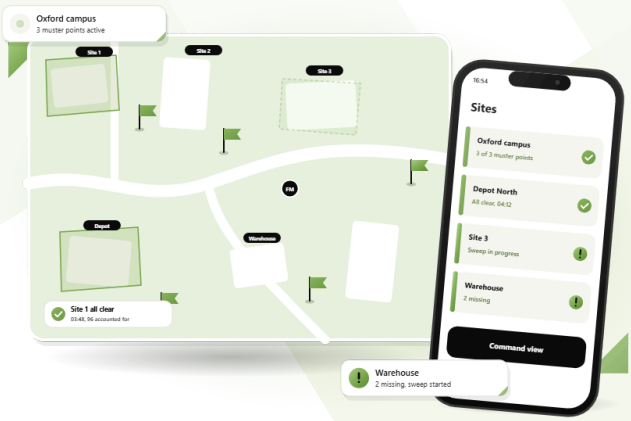
Text anyone still marked UNSAFE straight from the roll call to confirm their status and location.

02 FROM A SINGLE SITE TO A GLOBAL ENTERPRISE

Flexible and Scalable

Built to scale from a single site to a global enterprise: run evacuations across sites, give each muster point its own team, and keep oversight of everything on a map.

- Multi-site evacuation
- Different muster point teams
- Map-based oversight



Interactive Site Maps

See every zone on an interactive map, its status shown in colour as the evacuation unfolds, live.

Multi-Site Scalability

Run evacuations across every site, building and campus from one platform, each with its own team.

Remote Incident Oversight

Oversee any incident live from anywhere, with the same roll call and site map as your marshals.

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03 DESIGNED FOR REAL-WORLD EMERGENCIES

Device-Ready Technology

Musterd's technology is designed for real-world emergencies. It uses what3words location technology, and works reliably on smartphones, tablets and specialist devices. Musterd is cloud hosted on Microsoft Azure as standard, and can be hosted on-prem where your data protection rules or company policy require it.

- Smartphones
- Tablets
- Specialist devices



Sweep & Clear

Know every zone has been swept in person: marshals scan a QR code in each area to clear it, live.

Responder Location Tracking

See where your marshals and responders are as they sweep your site, so they are accounted for too.

Works in Poor Visibility

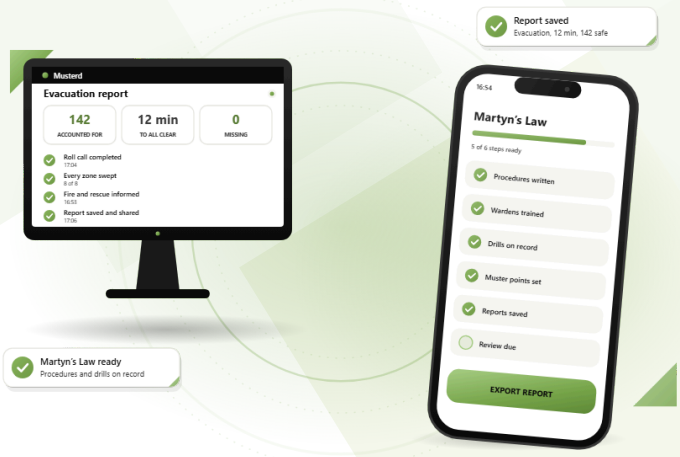
Run a roll call that stays clear in poor visibility: in darkness, heavy rain or a power cut.

04 EVIDENCE AND READINESS AFTER EVERY EVENT

Duty of Care and Compliance

Meeting your obligations means proving what happened and being ready for what comes next. Musterd records every evacuation, supports the people who need extra help, and keeps you ready for Martyn's Law. Musterd is cloud hosted on Microsoft Azure as standard, and can be hosted on-prem where your data protection rules or company policy require it.

- Post-event reports
- Martyn's Law readiness
- Support for disabled personnel



Disability Support

Flag disabled personnel who need help to leave, so staff know at once who to reach first.

Compliance Reporting

Get time-stamped reports after every drill: who was safe, how long it took and what to improve.

Martyn's Law Readiness

Live accountability, practised drills and a time-stamped record to show Martyn's Law readiness.

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FOR DIRECTORS AND SENIOR LEADERS

MUSTERD

Protect Your People, Your Reputation and Your Organisation



When an evacuation goes wrong, the consequences land on the organisation and on those accountable for it. Musterd gives directors, boards and senior leaders live, time-stamped proof of who is on site and who is safe: employees, contractors, visitors and members of the public.

Reduce your risk

See in real time who is on site and who is still unaccounted for, so no one is left behind in a fire or other emergency.

- Live headcount of staff, contractors and visitors
- Unsafe zones and last-seen locations on a map
- Fire marshals and responders guided to those at risk

Meet your legal duties

Directors and senior leaders can be held personally liable if duties are neglected. Musterd evidences that you met them.

- Built around the Health and Safety at Work Act 1974
- Time-stamped evidence for every drill and incident
- Support for your duties under Martyn's Law

Protect your reputation

A time-stamped record of every drill and evacuation shows regulators, insurers and the public that you took proper care.

- Proof of action for regulators, insurers and the public
- A full audit trail of every evacuation
- Confidence for boards, insurers and shareholders

THE LAW

Martyn's Law

In line with the Terrorism (Protection of Premises) Act 2025, known as Martyn's Law, Musterd supports organisations in strengthening their preparedness and response.

- Real-time tracking of everyone on site
- Accountability features that show who is safe
- Detailed reporting to evidence your procedures
- An important step towards the new legal duty to plan, train and act in a major incident

01	02	03
Plan	Train	Act

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FOR FIRE MARSHALS AND RESPONDERS

MUSTERD

Built for the People Running the Evacuation



When the alarm sounds, the evacuation is in the hands of your fire marshals and responders. They sweep the floors, clear the zones, count the people and report to the incident lead, often in noise, smoke or the dark, with a paper list that was out of date before they left their desks. Musterd gives them a live picture they can trust, so they can concentrate on the people.

	ON THE FRONT LINE		WITH MUSTERD
01	**A paper list that is out of date before they reach the muster point**	→	A live roll call that updates as people badge in, scan or are marked safe.
02	**No idea who is missing, or where to look first**	→	Unsafe zones and last-seen locations on the map send the search where people are most likely to be.
03	**Sweeping zones with no shared record of what is clear**	→	Each zone is marked cleared in a tap, and every marshal and the incident lead sees it at once.
04	**Radios, shouting and second-hand updates**	→	Everyone works from the same live list on their own phone, so there is less to relay and less to mishear.
05	**Working in the dark, or under stress**	→	A simple, high-contrast screen and what3words locations, built for use under pressure.

Their job is to keep people safe.
Musterd's job is to make that job easier.

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CASE STUDIES

MUSTERD

Customer Success Stories

Real organisations, real results. See how RotaOne and Musterd help teams run every shift and account for everyone in an emergency.

SOUTHBANK CENTRE

ENTERTAINMENT & LEISURE

Southbank Centre

Southbank Centre is a world-famous, multi-venue arts centre in London, with a dynamic year-round festivals programme and an inclusive ethos.

200+ hosts

30,000 shifts a year

- Reduced admin workload and enhanced accuracy of staff timekeeping and attendance data

Somerset Care

HEALTH AND SOCIAL CARE

Somerset Care

The Somerset Care Group are one of the major care providers in Southern England and one of the largest not-for-profit care companies in the UK.

4,500 employees

70-80 staff at each site

- Payroll processing reduced from several hours to less than 2 hours weekly

Malmaison

HOSPITALITY & EVENTS

Malmaison & Hotel du Vin

Whether it's for their prime locations, their unique style or their memorable individuality, the Malmaison & Hotel du Vin brands are well-known.

3,000 staff

29 hotels

- "Huge increase in payroll efficiency, from breaks right through to managing start and end times"

TESTIMONIALS

What our Customers say about RotaOne and Musterd

"The Musterd Roll Call app has been a great success and we have tested it a number of times."

MEIYUME

Stephen Hamilton
Meiyume

"RotaOne has exceeded our expectations in every way."

Gear4music

Dan Drogie
Gear4Music

"I would definitely recommend RotaOne as a time and attendance system."

SWEEEP KUUSAKOSKI

Julie Deshamps
Sweeep Kuusakoski

Microsoft Azure

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Thinking Software
WORKFORCE MANAGEMENT SOLUTIONS

MUSTERD

Thank You.

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