

Step 1. Discovery Call

Project management: Pre order phase

What is the purpose of the discovery call?

- The discovery call allows us to understand the customer's key requirements and assess whether timeware® can provide a suitable solution. It also helps us prepare effectively for Step 2, the demonstration. Discovery calls typically follow an email enquiry or a direct call from the customer.

What documents are required for the discovery Call?

- Document: **t2-0522** discovery call form. One copy for the projects team.

What equipment is required for the discovery call?

- Access to document t2-0522 on the NMD3 document repository.

Following the discovery call, pass the completed document to a member of the projects team.



Step 2. Demonstration

Project management: Pre order phase

What is the purpose of the demonstration?

- The demonstration allows us to explain how the timeware® software and Suprema devices could provide an effective workforce management solution for the client. It gives us an opportunity to highlight the many unique selling points of the product.

We are not trying to get an order at the first meeting.

We are always prepared to re-visit the customer for additional demonstrations.

What do we need to know before arranging a demonstration?

- Number of locations?
- Number of employees/contractors?
- Face recognition or fingerprint?
- Current HR system?
- Current payroll system?

Which members of the timeware® team should attend the demonstration?

- Usually two people, a member of the projects team and a member of the implementation team.

What is the dress code for the demonstration?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the demonstration take place?

- Customer's offices.
- Remotely using remote presentation software.



What documents are required for the demonstration?

- Document: **t2-0414** timeware® Professional sales brochure. To leave with the customer. One copy for each person attending the demonstration.
- View timelines documents
- Last four timelines brochures.
- To leave with the customer.
- Document: **t2-0504** Demonstration notes. To be completed and retained by the timeware® team.

What equipment is required for the demonstration?

- Laptop.
- Document: **t2-0419** timeware Professional demonstration Laptop-PC requirements
- timeware® Professional (installed) - [Click to download](#)
- Demo database (installed) - [Click to download](#)
- Two pens
- Notepad

Following the demonstration

The timeware® technician prepares the demonstration report and passes to the projects team.

Document: **t2-0510** Demonstration report.

Step 3. Customisation meeting

Project management: Pre order phase

What is the purpose of the customisation meeting?

- The customisation meeting gives us an opportunity to discuss with the client exactly what special features are required.

Points to remember when arranging a customisation meeting?

- We need to ensure that the representatives from the customer are the correct people to answer the relevant question relating to the special features.

Which members of the timeware® team should attend the customisation meeting?

- Usually two people, a member of the projects team and a member of the implementation team.

What is the dress code for the customisation meeting?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the customisation meeting take place?

- Customer's offices
- Remotely using remote presentation software

What documents are required for the customisation meeting?

- Document: **t2-0511** timeware® software customisation notes.

What equipment is required for the customisation meeting?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- Demo database (installed) - [Click to download](#)
- Two pens
- Notepad



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Following the customisation meeting

The timeware® technician prepares the customisation report and passes to the projects team.

Document: **t2-0512** timeware® professional software customisation report.

Step 4. Site survey

Project management: Pre order phase

What is the purpose of the site survey?

- The site survey is essential as it gives us the opportunity to identify the exact location of each required device along with the type of surface on to which the device will be installed.

Points to remember when arranging a site survey?

- We need to ensure that the customer is prepared to help identify every device location.

Which members of the timeware® team should attend the site survey?

- For attendance site surveys: a timeware® team member.
- For access control site surveys: a timeware® team member plus access control specialist.

What is the dress code for the site survey?

- Smart office or smart shop floor.

Where can the site survey take place?

- Customer's offices

What documents are required for the site survey?

- Document: **t2-0528** Attendance site survey notes.
- One per attendance point.
- Document: **t2-0527** Access control site survey notes.
- One per access control point.

What equipment is required for the site survey?

- Clip board
- Tablet
- Two pens
- Notepad

Following the site survey

The timeware® technician prepares the site survey report and passes to the projects team.

Document: **t2-0529** timeware® Professional site survey report.

Step 5. Online quotation

Project management: Pre order phase

What is the purpose of the online quotation?

- To produce a detailed quotation for a project which can be accepted by the customer which to create a purchase order enabling the project to proceed.

What do we need to know before we complete an online quotation?

- The timeware® technician prepares the quotation summary report and passes to the projects team.
- Document: **t2-0508** Quotation summary report.
- All projects must be discussed with all members of the projects team before the quotation is prepared.

Which members of the timeware® team create an online quotation?

- The projects team

Where can the creation of the online quotation take place?

- timeware® office

What documents are required for the online quotation?

- If any of the following documents are incomplete, we cannot create a quotation
- Document: **t2-0510** Demonstration report.
- Document: **t2-0512** Customisation report.
- Document: **t2-0529** Site survey report.
- Document: **t2-0508** Quotation summary report.

What equipment is required for the online quotation?

- Quotient application

Step 6. Pre-installation meeting

Project management: Post order phase

What is the purpose of the pre-installation meeting?

- The pre-installation meeting is extremely important as it is the first opportunity to discuss the customer's system requirements with the customer's representatives.

Points to remember when arranging a pre-installation meeting?

- The projects team will email the following document prior to the meeting:
- Preparing for your pre-installation meeting with the timeware® Professional technician. Document: **t2-0506**.
- The projects team must ensure that the correct customer representatives will be present at the meeting.

Which members of the timeware® team should attend the pre-installation meeting?

- A member of the implementation team, usually the same person that completed the demonstration.

What is the dress code for the pre-installation meeting?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the pre-installation meeting take place?

- Customer's offices.
- Remotely using remote presentation software.

What documents are required for the pre-installation meeting?

- Document: **t2-0504** Demonstration notes.
- Document: **t2-0510** Demonstration report.
- Document: **t2-0511** Customisation notes.
- Document: **t2-0512** Customisation report.
- Document: **t2-0528** & **t2-0529** Site survey notes.

- Document: **t2-0529** Site survey report.
- Document: **t2-0508** Quotation summary report.
- Copy of the customer quotation
- Preparing for your pre-installation meeting with the timeware® Professional technician. Document: **t2-0506**

What equipment is required for the pre-installation meeting?

- Laptop.
- timeware® Professional (installed) - [Click to download](#)
- Demo database (installed) - [Click to download](#)
- Two pens
- Notepad

Following the pre-installation meeting

The timeware® technician prepares the pre-installation report, incorporating the demonstration, customisation and site survey report and passes to the projects team.

Document: t2-0518 Pre-installation report.

Step 7. Software Installation.

Project management: Post order phase

What is the purpose of the software installation?

- To install the timeware® software on the customer's server and on the agreed number of clients.

Points to remember when arranging the software installation?

- The details of the software installations will be included in the Pre-installation report, Document: t2-0518.

Which members of the timeware® team should attend the software installation?

- A member of the implementation team, usually the same person that completed the pre-installation meeting. For larger sites requiring multiple client installs we may send additional support team members.

What is the dress code for the software installation?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the software installation take place?

- Customer's offices
- Remotely using remote presentation software

What documents are required for the software installation?

- Document: t2-0518 Pre-installation report.

What equipment is required for the software installation?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- New system database (installed) - [Click to download](#)
- Two pens
- Notepad

Following the software installation

The timeware® technician prepares a software installation day-report which is emailed to the projects team.

Step 8. Bio/Credential enrolment.

Project management: Post order phase

What is the purpose of the bio enrolment?

- Introducing a biometric system of any kind can cause resentment if not handled correctly. If employees see that the introduction has been carried out in a professional manner and that the enrolment phase went well and that the testing phase was also completed without failure, we find that there is an increased feeling of trust towards the system. Not only does this trust spread across the shop-floor but it also reaches team leaders, managers and then eventually the boardroom. Put simply: Every employee within the organisation must trust the system before the implementation of a biometric solution can be deemed a success

Points to remember when arranging the bio enrolment?

- The details of the enrolment will be included in the Pre-installation report, Document: t2-0518.

The bio enrolment step has two separate process, first enrolment and then the testing.

1. The timeware® project team discuss with the customer the various daily schedules in operation to enable the planning of the times and days that the timeware® technicians is required to be on-site. This includes nightshifts and weekend work. We arrange with the customer to utilise an office on site for the duration of this phase and we ensure that we have the full co-operation of all team leaders. We work with the customer's work patterns and attend site at the required hours of the day. This is not a 9 'till 5 project!
2. The testing phase is much simpler as we recall all employees over an agreed period to test their primary and secondary bio enrolments. This phase proves to the employee, (and the team leaders), that the templates have been captured correctly and that each template has been tested against all other templates in the company to identify the correct employee

Which members of the timeware® team should attend the bio enrolment?

- Usually two members of the support team.

What is the dress code for the bio enrolment?

- Smart office or smart shop floor depending on the enrolment.

Where will the bio enrolment take place?

- At the customer's location as agreed with the projects team.

What documents are required for the bio enrolment?

- Document: t2-0518 Pre-installation report.
- Document: **t2-0901/000** Hungarian/English Language Card.
- Document: **t2-0902/000** Welsh/English Language Card.
- Document: **t2-0903/000** Polish/English Language Card.
- Document: **t2-0904/000** Ukrainian/Romanian Language Card.
- Document: **t2-0905/000** Urdu/Punjabi Language Card.
- Document: **t2-0906/000** Armenian/Latvian Language Card.
- Pull-up display banners.

What equipment is required for the bio enrolment?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- New system database (installed) - [Click to download](#)
- Configured by projects.
- Two pens
- Notepad

Following the bio enrolment.

The timeware® team member prepares an enrolment day-report which is passed to the projects team.

Step 9. Hardware installation.

Project management: Post order phase

What is the purpose of the hardware installation?

- To install the devices, connect to a power supply, connect to the customer's network, and prove communications with the timeware® software.

Points to remember when arranging the hardware installation?

- The details of the hardware installation will be included in the Pre-installation report, Document: t2-0518.

Which members of the timeware® team should attend the hardware installation?

- There is always a hardware installation team leader.
- For larger sites requiring devices installs we may send additional support team members.

What is the dress code for the hardware installation?

- Smart factory floor.

Where can the hardware installation take place?

- Customer's offices.

What documents are required for the hardware installation?

- Document: t2-0518 Pre-installation report.

What equipment is required for the hardware installation?

- Document: **t2-0471** timeware® installation toolkit.
- Two pens
- Notepad

Following the hardware installation.

The timeware® team member prepares a hardware installation day-report which is passed to the projects team.

Step 10. Project build.

Project management: Post order phase

What is the purpose of the project build?

- The project build is extremely important as it is point where the timeware® implementation specialist creates a system to the customer's specification outlined in the pre-installation meeting. It is also the point where any customisation work is incorporated into the build.

Points to remember when arranging the project build?

- The details of the project build will be included in the Pre-installation report, Document: t2-0518.
- All customisation work must be completed at this point.

Which members of the timeware® team should attend the project build?

- A member of the implementation team, usually the same person that completed the software installation.

What is the dress code for the project build?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the project build take place?

- Customer's offices.
- Remotely using remote presentation software.

What documents are required for the project build?

- Document: t2-0518 Pre-installation report.

What equipment is required for the project build?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- New system database (installed) - [Click to download](#)



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- Two pens
- Notepad

Following the project build

The timeware® team member prepares a project build day-report which is passed to the projects team.

Step 11. Project commissioning

Project management: Post order phase

What is the purpose of the project commissioning?

- Project commissioning is a testing stage where the timeware® implementation specialist can evaluate the project build and the customisation features.

Points to remember when arranging the project commissioning?

- The details of the project commissioning will be included in the Pre-installation report, Document: t2-0518.

Which members of the timeware® team should attend the project commissioning?

- A member of the implementation team, usually the same person that completed the project build.

What is the dress code for the project commissioning?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the project commissioning take place?

- Customer's offices.
- Remotely using remote presentation software.

What documents are required for the project commissioning?

- Document: t2-0518 Pre-installation report.

What equipment is required for the project commissioning?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- New system database (installed) - [Click to download](#)
- Two pens
- Notepad



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Following the project commissioning.

The timeware® team member prepares a project commissioning day-report which is passed to the projects team.

Step 12. User training.

Project management: Post order phase

What is the purpose of the user training?

- To enable the users of the timeware® system to operate the product as efficiently as possible. The training covers all aspects of daily use.

Points to remember when arranging the user training?

- The details of the user training will be included in the Pre-installation report, Document: t2-0518.

Which members of the timeware® team should attend the user training?

- A member of the implementation team, usually the same person that completed the project commissioning.

What is the dress code for user training?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the user training take place?

- Customer's offices.
- Remotely using remote presentation software.

What documents are required for the user training?

- Document: t2-0518 Pre-installation report.
- Document: **t2-0750** Training guide: Basic Personnel.
- Document: **t2-0755** Training guide: Absence Management.
- Document: **t2-0760** Training guide: Attendance.
- Document: **t2-0765** Training guide: Access Control.
- Document: **t2-0530** timeware® Professional training candidates' names form.

What equipment is required for the user training?

- Laptop
- timeware® Professional (installed) - [Click to download](#)
- New system database (installed) - [Click to download](#)
- Two pens
- Notepad

Following the user training.

The timeware® team member prepares a user training day-report which is passed to the projects team.

Step 13. Post installation meeting.

Project management: Post order phase

What is the purpose of the post installation meeting?

- The post installation meeting provides an opportunity to discuss the project with the customer identifying any minor issue that have not been addressed by the support team.

Points to remember when arranging the post installation meeting?

- The details of the post installation meeting will be included in the Pre-installation report, Document: t2-0518.
- We need to ensure that the relevant customer representatives will be attending the meeting.

Which members of the timeware® team should attend the post installation meeting?

- A member of the implementation team, usually the same person that completed the user training.

What is the dress code for the post installation meeting?

- Smart office.
- White shirt with timeware® tie.
- Polished shoes.
- Well-groomed appearance, with beard neatly maintained.

Where can the post installation meeting take place?

- Customer's offices.
- Remotely using remote presentation software.

What documents are required for the post installation meeting?

- Document: t2-0518 Pre-installation report.
- Document: **t2-0503** timeware® Professional post-installation document.

What equipment is required for the post installation meeting?

- Laptop
- timeware® Professional (installed) - [Click to download](#)



HR, Time and Attendance Software

- New system database (installed) - [Click to download](#)
- Two pens
- Notepad

Following the post installation meeting.

The timeware® team member prepares the post installation report and passes to the projects team.