timeware® HRMS

Human Resource Management System

Citation ISO Certification
Integrated Management System
ISO 9001: 2015
ISO 27001: 2022
REGISTERED
Certificate No: 491342025

CYBER ESSENTIALS PLUS

Introduction...

With more than 7,500 successful installations throughout the UK, Ireland, and West Africa, timeware UK Ltd is renowned for its customised solutions, unwavering reliability, and outstanding customer service. The brand stands as a leader in the field of time and attendance systems.

timeware UK Ltd is recognised as a leading expert in Time and Attendance, based in Greater Manchester, UK. With a rich history extending over thirty years, our deep-rooted experience forms the foundation of our proficiency in crafting customised Time and Attendance software solutions, designed to meet the distinct needs of businesses across all scales.

Our committed implementation team engages closely with each client to ensure a smooth integration of timeware's software solutions. This hands-on approach is essential for comprehending and adeptly meeting the unique requirements of every business, resulting in a bespoke software solution that integrates flawlessly.

Simon Birchall
Managing Director
timeware UK Ltd

Connect to me on LinkedIn

36 years

CYBER ESSENTIALS PLUS

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Integrated Management System
ISO 9001: 2015
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REGISTERED
Certificate No: 491342025

timeware® customers include:

NMD³ acknowledges any logos and/or trademarks used within this document

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Overview...

timeware® Time and Attendance software.

Welcome to timeware® HRMS, your comprehensive solution for modern human resource management. Designed to go beyond simple time and attendance tracking, timeware® HRMS centralises all your HR data, from employee records to leave management and detailed reporting, all in one easy-to-use platform.

What sets timeware® HRMS apart is not just its robust core features but also its adaptability. We provide a suite of integration APIs, allowing your organisation to customise and extend the system to fit seamlessly into your existing workflows.

Additionally, the inclusion of the timeware® Hive, a dedicated tool focused on enhancing employee engagement and retention, ensures that you're not just managing staff but actively fostering a positive workplace culture. The timeware® Hive serves as a central hub for internal communication and feedback, helping to keep your team connected and engaged.

In essence, timeware® HRMS is more than a management tool; it's a complete ecosystem designed to empower your HR team, integrate smoothly with your existing systems, and enhance the overall employee experience. Welcome to the future of HR management with timeware® HRMS.

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Time

시간

Време

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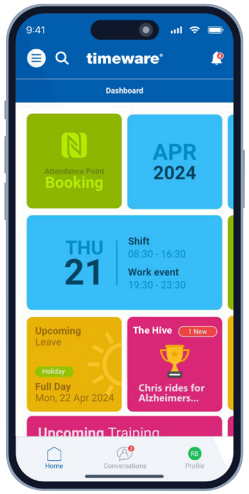
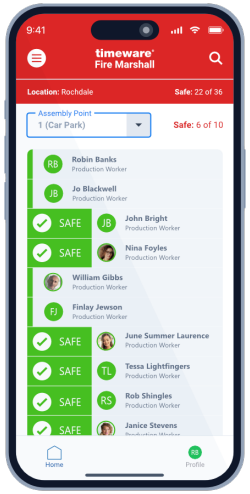
timeware® HRMS



android

iOS SaaS

Cloud



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Infrastructure and Security...

Safeguarding customer data.

At timeware®, security is paramount. With our cloud product, we fully accept responsibility for safeguarding customer data. Built on Microsoft Azure, we ensure enterprise-grade reliability with UK-based hosting. We implement multi-factor authentication, single sign-on, and encrypt data in transit and at rest. Compliance with GDPR, ISO 27001, and Cyber Essentials Plus is embedded. We conduct regular security assessments, limit access strictly to authorised personnel, and provide comprehensive auditing. This robust infrastructure ensures peace of mind while delivering seamless, secure integration into your daily operations.

Download timeware® security/Infrastructure document

Customer Care...

Our objective is to cultivate enduring business relationships through exceptional customer care, facilitated by our dedicated customer liaison and support teams. This comprehensive approach ensures unparalleled service quality.

Customer care at timeware® is delivered through two dedicated teams, each with a clear and complementary focus. The technical support team is responsible for annual software upgrades, system performance reviews, and the resolution of immediate support issues. Their role is to ensure every system operates efficiently, remains secure, and benefits from the latest functionality as it becomes available.

Alongside this, the customer liaison team provides structured, non technical support designed to maintain long term system performance and customer satisfaction. This team coordinates upgrades and system reviews, manages regular customer care calls on a six week cycle, and distributes timeware's quarterly magazine, timelines, keeping customers informed of product developments and best practice.

Together, these teams provide a balanced and proactive customer care service. Customers receive timely technical expertise when it is needed, supported by ongoing engagement that helps ensure their system continues to deliver value year after year.

Karl Briggs
Customer Liaison Officer

The skills Karl developed earlier in his career have played a key role in shaping his position within timeware®, bringing a strong customer focused approach and structured service mindset that directly supports the high standards expected by our customers.

Charlotte Kavanagh
Head of Customer Care

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.

Matt Wilkinson
Head of Support

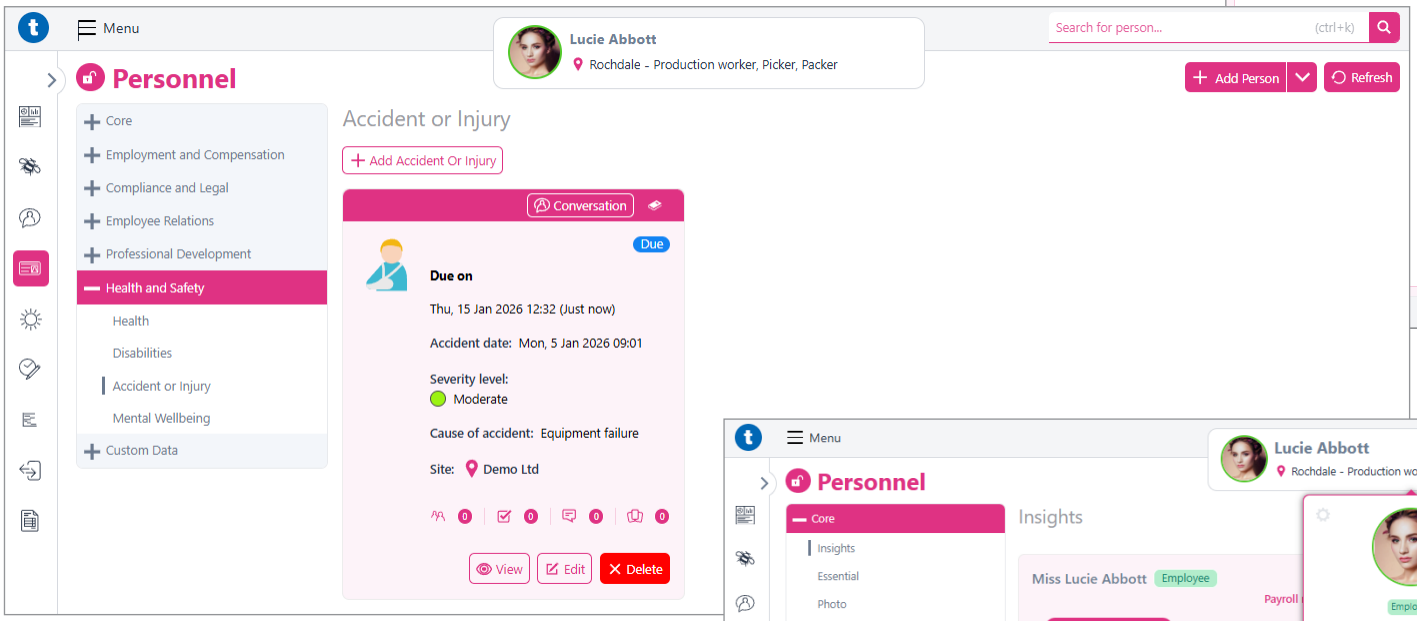
Matt brings over a decade of support experience and has played a central role in driving key improvements within the support department. Under his guidance, the support team manages a high volume of scheduled customer calls each day, ensuring that every customer's software operates reliably and as expected.

In addition to overseeing daily support activity, Matt is responsible for the ongoing training and development of all support team members, helping to maintain consistently high service standards and a knowledgeable, responsive support function.

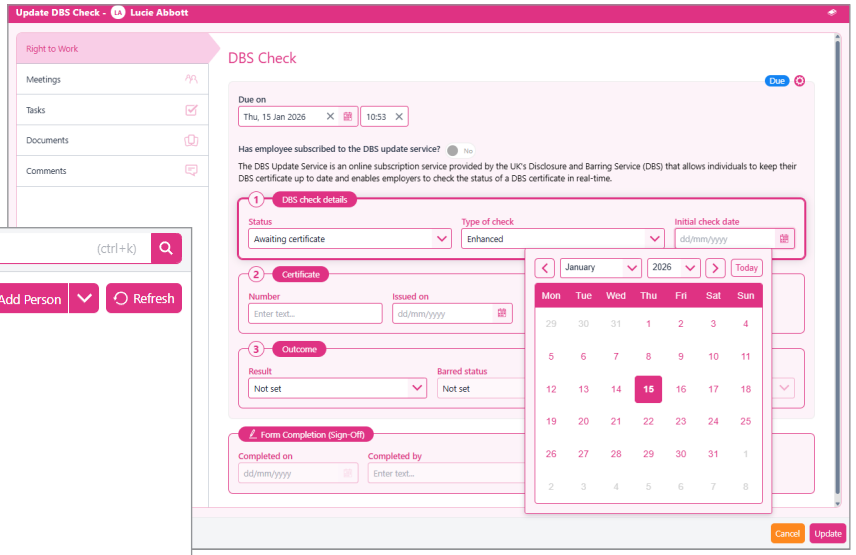
timeware® HR...

timeware® HR, a secure platform that simplifies employee management, boosts compliance, and enhances workforce efficiency.

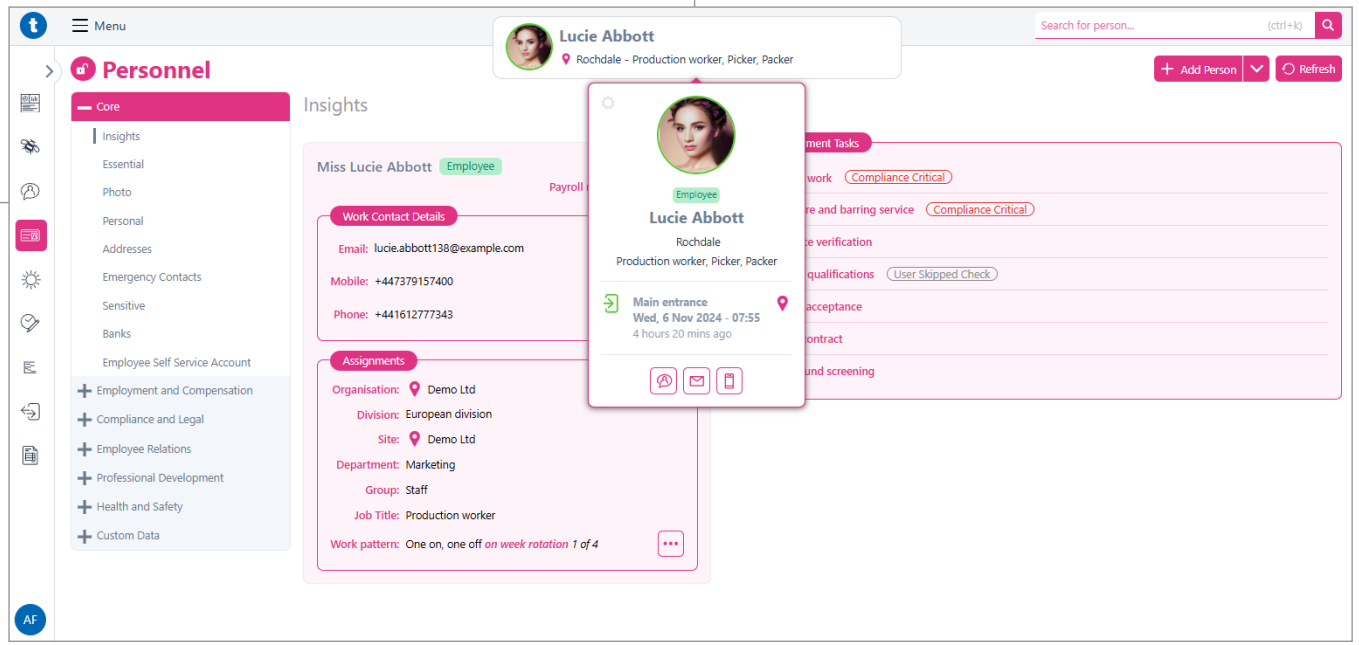
Introducing timeware® HR, a comprehensive solution crafted to revolutionise workforce management. By seamlessly integrating time and attendance tracking, employee well-being, and compliance oversight, timeware® HR offers a distinct commercial advantage. Its cloud-based nature provides real-time data access, facilitating sharper decision-making and boosting operational efficiency. Alongside the intuitive Employee Self-Service app, staff can handle their own records and leave requests, significantly lightening administrative workloads. In short, timeware® HR streamlines HR tasks, ensuring a more productive and compliant workforce.



Personnel, Health and Safety, Accident or Injury



DBS Check



Personnel, Core, Insights

The Conversation Hub...

A distinctive tool that promotes transparency, enhances understanding between the workforce and management, and assists in the swift resolution of workplace inquiries.

Imagine a feature that empowers both your workforce and management teams to handle time and attendance queries within a secure, fully audited environment, fully compliant with GDPR standards.

Introducing the Conversation Hub - a standard feature offering a controlled messaging system between the timeware® Employee Self-Service (ESS) app and the timeware® software. Seamlessly integrated across the entire time and attendance platform, the Conversation Hub sets a new standard for managing queries, responses, and announcements. This robust integration ensures a consistent and efficient communication channel, enhancing connectivity and collaboration throughout your organisation.

Example conversations

Paul Hilden

Can I request a replacement pair of boots?

Thursday, 23 Feb 2023 at 16:23

Angela Taylor

I'll speak to stores and get back to you tomorrow.

Thursday, 23 Feb 2023 at 16:27

Angela Taylor

Collect your new boots during your break today.

Friday, 24 Feb 2023 at 09:20

Laura Maynard

My bus is stuck in traffic, I'm going to be late. Sorry!

Friday, 17 Feb 2023 at 7:45AM

Stuart Booth

Don't worry, See me when you arrive, and I'll book you in.

Friday, 17 Feb 2023 at 8:45AM

Peter Ellison

Please can I request leave from 22nd – 26th April?

Monday, 20 Feb 2023 at 9:10AM

Sarah Wilkinson

Yes. I'll authorise that immediately.

Monday, 20 Feb 2023 at 9:20AM

Alan Marshall

My overtime isn't right.

Wednesday, 22 Feb 2023 at 10:16AM

Jess Barratt

Which day is wrong?

Wednesday, 22 Feb 2023 at 10:18AM

Alan Marshall

Sunday.

Wednesday, 22 Feb 2023 at 10:19AM

Jess Barratt

OK - did you forget to book in?

Wednesday, 22 Feb 2023 at 10:22AM

Alan Marshall

Yes - 6am

Wednesday, 22 Feb 2023 at 10:24AM

Jess Barratt

OK

Wednesday, 22 Feb 2023 at 10:25AM

The Marketplace...

A streamlined way to notify your workforce about available shifts and overtime opportunities.

The Marketplace functions as a central hub for advertising available shifts and overtime, easily accessible to your workforce through their ESS app. This intelligent feature matches available work patterns with qualified employees, ensuring the right individuals are paired with the right opportunities. Included as a standard feature, the Marketplace serves as the ideal digital notice board for promoting and filling open shifts efficiently.

Available shifts

Monday 8th March	Tuesday 9th March	Wednesday 10th March	Saturday 11th March
16:30 > 20:30	**16:30 > 20:30**	**16:30 > 20:30**	**08:30 > 17:30**
4hr	4hr	4hr	8hr 60m unpaid

Laura Maynard

I'll work the Tuesday 9th March shift please.

Friday, 17 Feb 2023 at 7:45AM

Stuart Booth

Confirmed, thank you.

Friday, 17 Feb 2023 at 8:45AM

Alan Marshall

I'll work the Monday 8th March shift please.

Friday, 17 Feb 2023 at 7:45AM

Jess Barratt

Confirmed, thank you.

Friday, 17 Feb 2023 at 8:45AM

Peter Ellison

I'll work the Wednesday 10th March shift please.

Monday, 20 Feb 2023 at 9:10AM

Sarah Wilkinson

Confirmed, thank you.

Monday, 20 Feb 2023 at 9:20AM

Paul Hilden

I'll work the Saturday 11th March shift please.

Monday, 20 Feb 2023 at 9:10AM

Angela Taylor

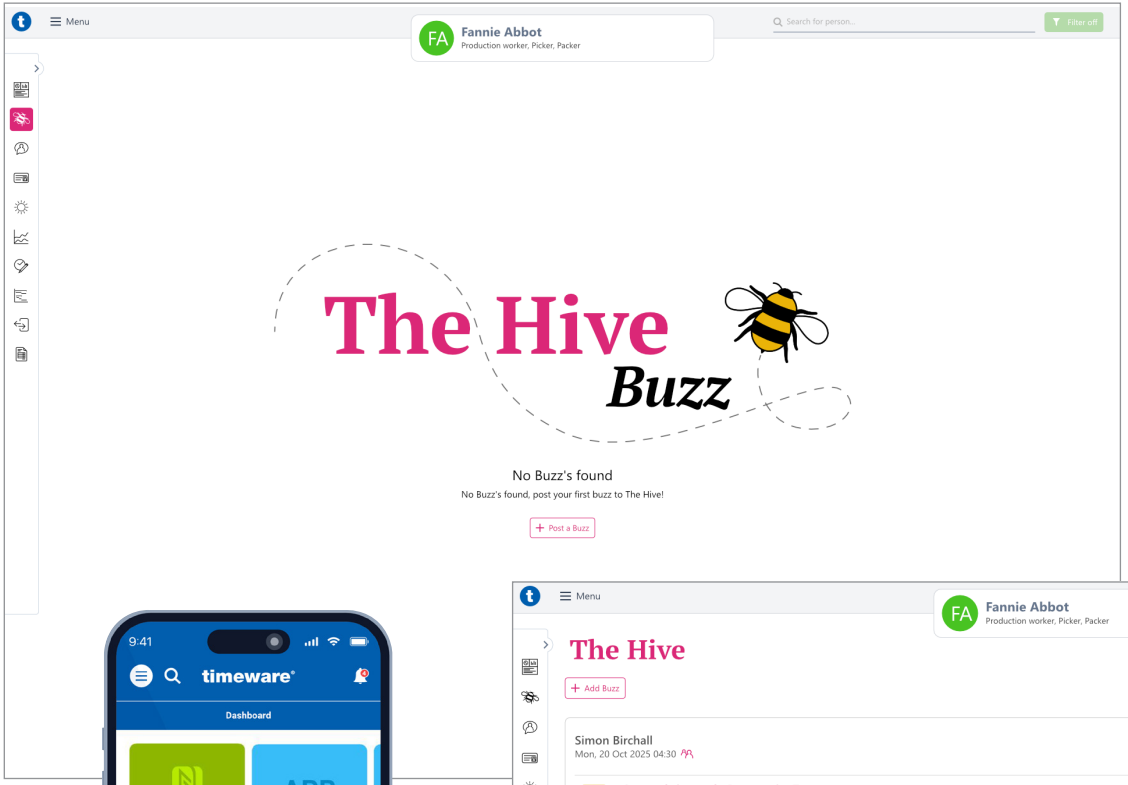
Confirmed, thank you.

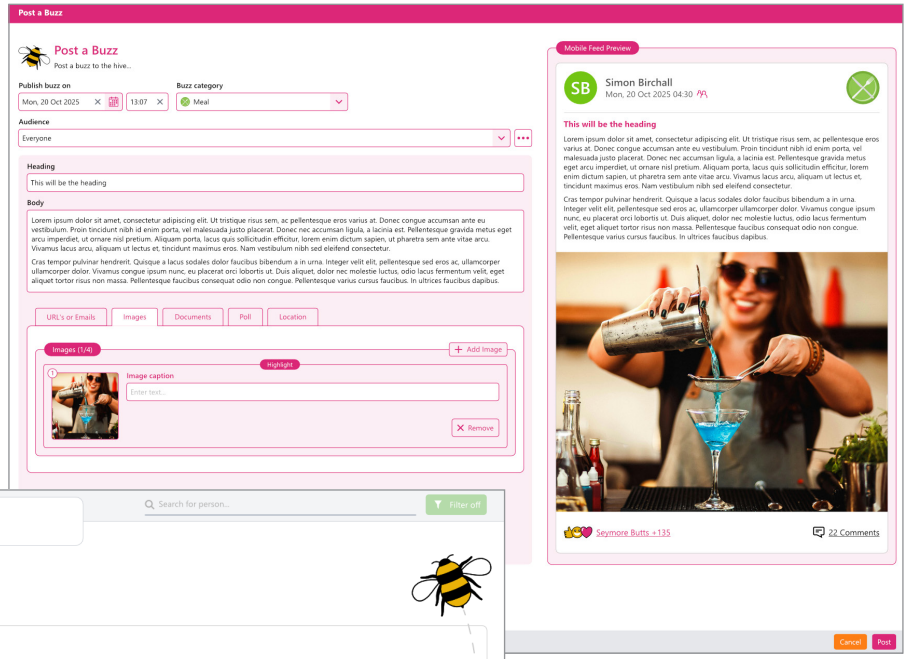
Monday, 20 Feb 2023 at 9:20AM

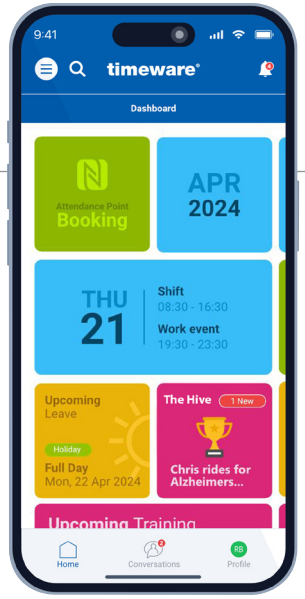
The timeware® Hive...

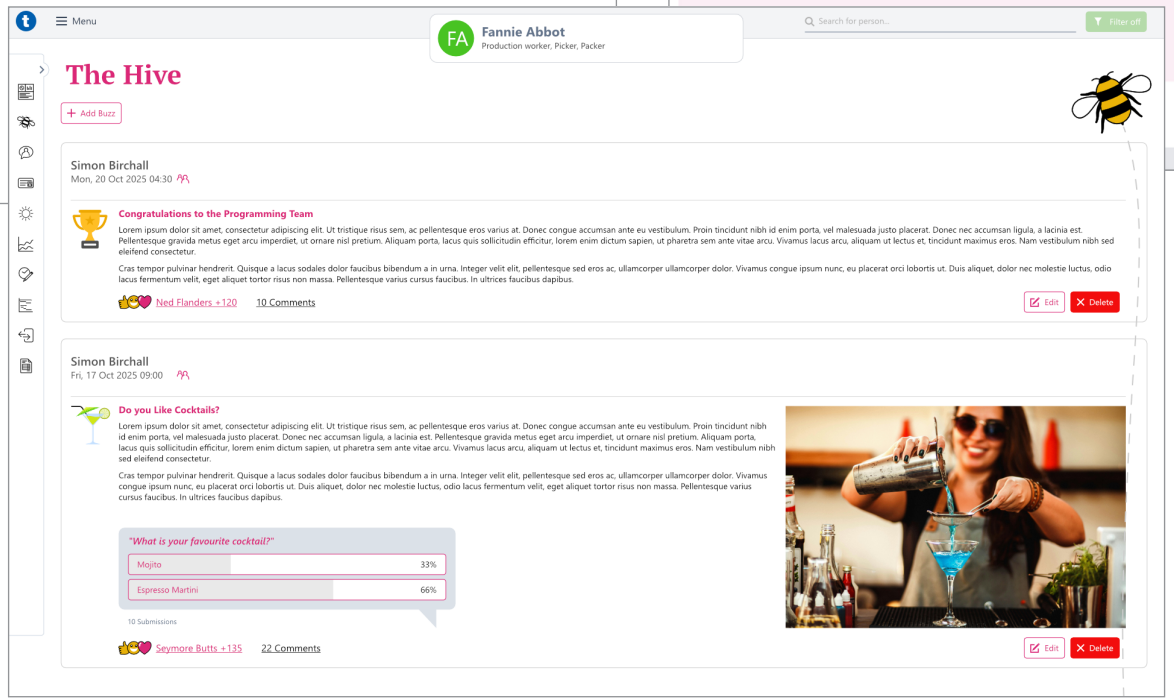
Create that buzzing environment.

Many companies struggle with teams feeling disconnected, but The Hive feature within timeware® Cloud is here to bring everyone together. It's a fun, interactive platform where management can share wins, and staff can react, comment, and celebrate together. The Hive creates that buzzing environment where everyone feels connected, making teamwork something people genuinely enjoy being part of.


Menu
Fannie Abbot
Production worker, Picker, Packer
Search for person...
Filter off
The Hive
Buzz
No Buzz's found
No Buzz's found, post your first buzz to The Hive!
Post a Buzz


Post a Buzz
Post a Buzz
Post a buzz to the hive...
Publish buzz on
Mon, 20 Oct 2025
13:07
Buzz category
Meal
Audience
Everyone
Heading
This will be the heading
Body
URL's or Emails
Images
Documents
Poll
Location
Images (1/4)
Add Image
Highlight
Image caption
Remove
Mobile Feed Preview
Simon Birchall
Mon, 20 Oct 2025 04:30
This will be the heading
Seymore Butts +135
22 Comments
Cancel
Post


9:41
timeware
Dashboard
Attendance Point
Booking
APR
2024
THU
21
Shift
08:30 - 16:30
Work event
19:30 - 23:30
Upcoming
Leave
Holiday
Full Day
Mon, 22 Apr 2024
The Hive
1 New
Chris rides for Alzheimers...
Upcoming Training
Home
Conversations
Profile


Menu
Fannie Abbot
Production worker, Picker, Packer
Search for person...
Filter off
The Hive
Add Buzz
Simon Birchall
Mon, 20 Oct 2025 04:30
Congratulations to the Programming Team
Ned Flanders +120
10 Comments
Edit
Delete
Simon Birchall
Fri, 17 Oct 2025 09:00
Do you Like Cocktails?
"What is your favourite cocktail?"
Mojito
33%
Espresso Martini
66%
10 Submissions
Seymore Butts +135
22 Comments
Edit
Delete

Country and Features Localisation...

Enhances compliance and usability by tailoring experiences to local languages, regulations, and norms, improving accuracy and operational efficiency.

Localisation in timeware® Cloud entails tailoring the application or content to suit the specific linguistic, cultural, and regulatory needs of a target market. It goes beyond mere translation, incorporating various elements to ensure the product feels tailor-made for its users, regardless of their language, culture, or location.

Localisation currently includes:

Language Translation

The translation of the product's language to fit the language of the target market, including local dialects, idioms, and cultural nuances that might influence text interpretation.

Cultural Adaptation

Adjusting content to reflect local customs, values, and sensitivities. This adjustment may extend to the use of imagery, symbols, and even colours, which can have varied meanings across cultures.

Legal and Regulatory Compliance

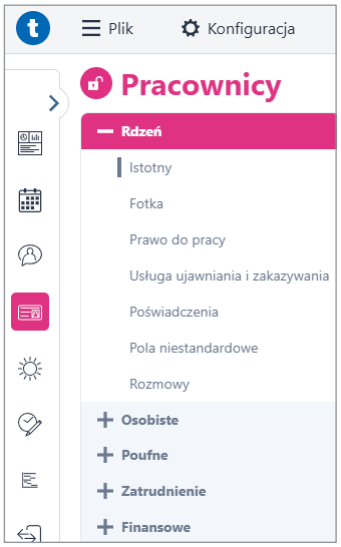
Adhering to local privacy and data protection laws, accessibility standards, and more, to make the product legally viable in different regions.

Technical Localisation

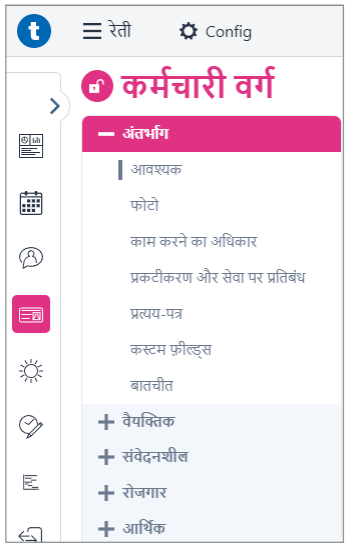
Accommodate local preferences, such as units of measurement, and the formatting of dates, times, currencies, addresses, and phone numbers.

Local User Interface (UI) Adaptation

Includes translating UI text and reconfiguring layouts to accommodate languages read from right-to-left, among other adjustments, to enhance usability.

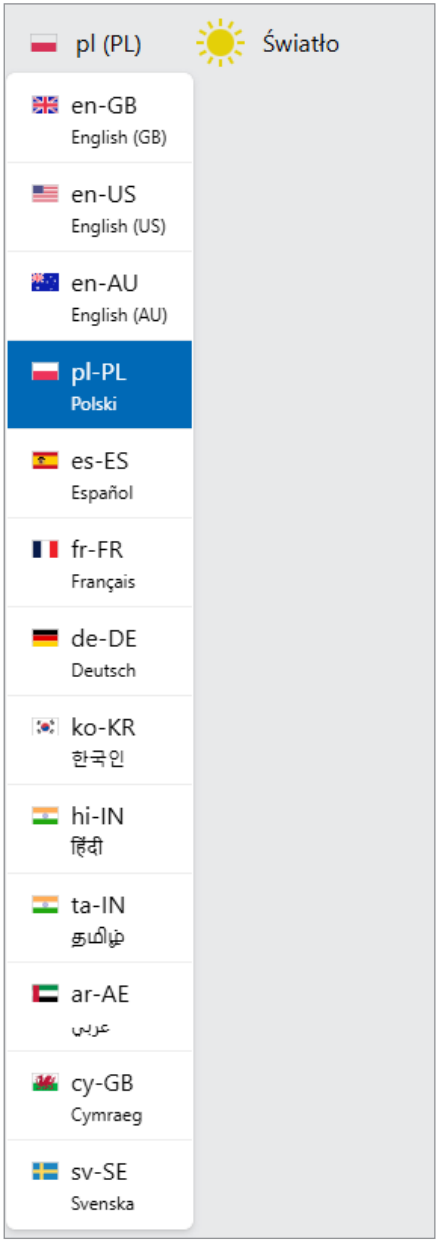


Polish language selected



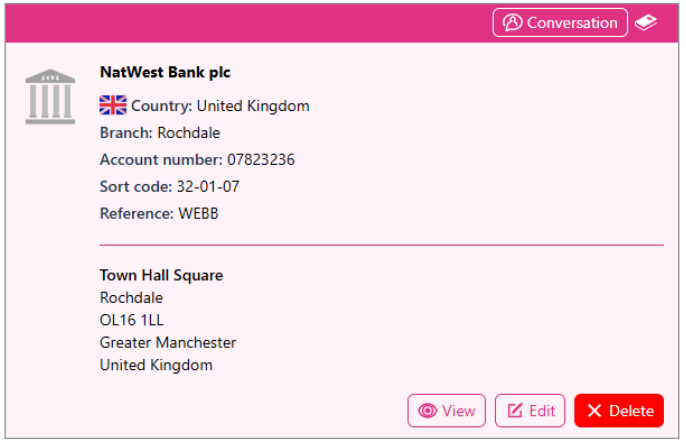
Hindi language selected

Arabic language selected (UAE right to left)



Reports language format

Republic of Ireland banking standard



United Kingdom banking standard

Integration...

timeware® Cloud seamlessly integrates with top HR, security, visitor management, and payroll systems through the use of APIs, ensuring compatibility with leading software and hardware solutions.

Integrating timeware® Cloud with HR, security, visitor management and payroll systems using APIs offers substantial benefits to your businesses. This seamless connectivity ensures that data flows effortlessly between systems, enhancing accuracy and reducing the need for manual data entry, which in turn minimises errors. For HR, it simplifies workforce management, providing real-time access to attendance records that help in tracking employee performance and compliance. Security systems benefit by synchronising access control with employee attendance, enhancing workplace safety. For payroll, accurate and automated data collection ensures employees are paid correctly and on time, adhering to labour laws and reducing administrative overhead. This integration fosters efficiency, improves regulatory compliance, and supports a more streamlined administrative process.

Security Integration

BioStar 2

Paxton | Net2

sensor ACCESS TECHNOLOGY GUARDPOINT 10

Genetec™

Payroll Integration

ADP

IRIS | Earnie IQ

pegasus

sage

HR Integration

bambooHR™

HiBob

access PeopleHR

Visitor Integration

INVENTRY SIGN IN SOLUTIONS

Device Integration

suprema SECURITY & BIOMETRICS

Web Application Integration

_zapier

Developer API and Webhooks...

API integration for your timeware® Cloud ensures seamless functionality, personalised solutions, improved efficiency, and access to innovative tools.

timeware® Developer API

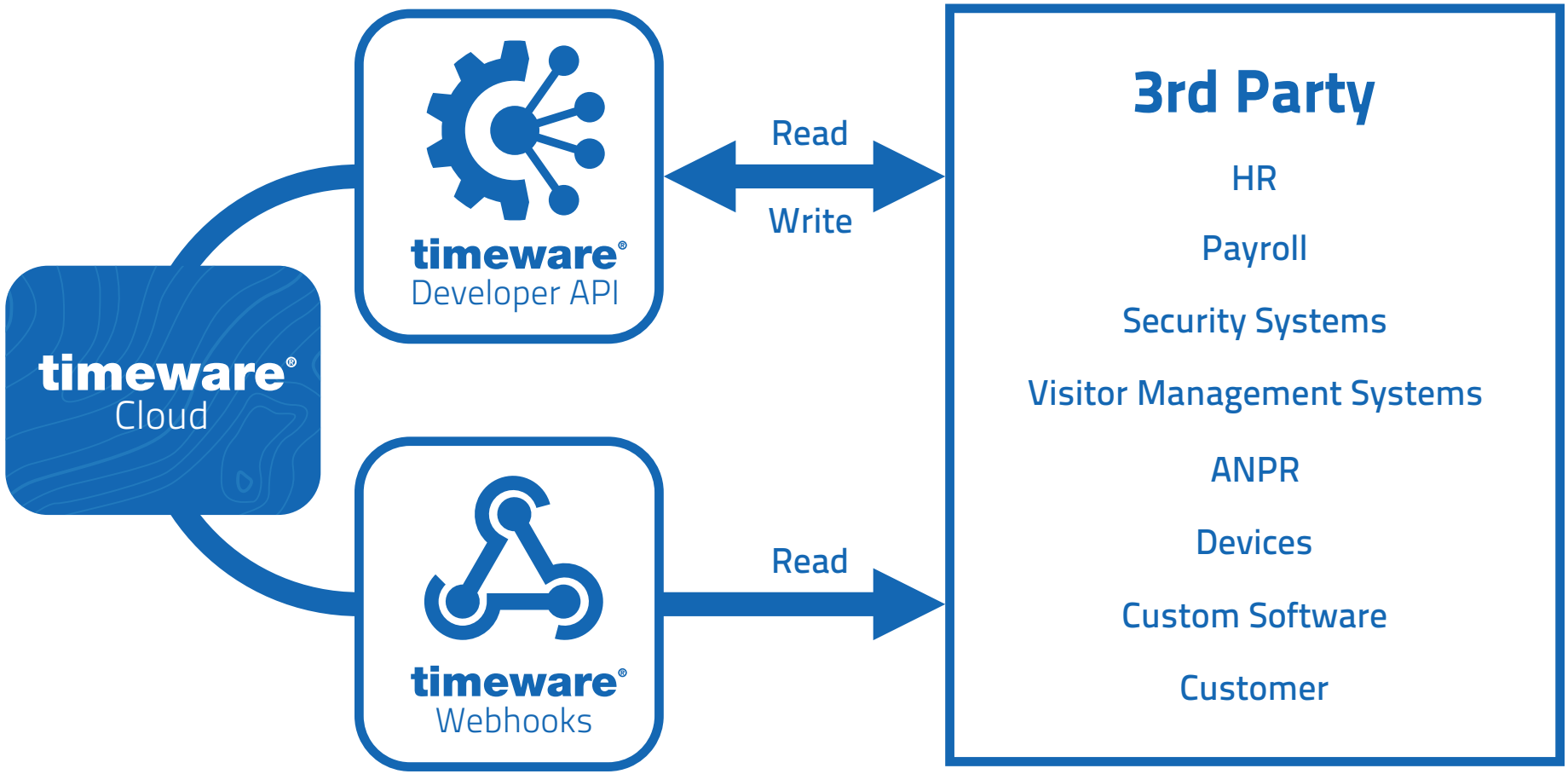
timeware® Webhooks

Developer API and Webhooks

Our Developer API and Webhooks open up a world of integration possibilities for timeware® Cloud users. By leveraging the Developer API, businesses can connect our time and attendance platform directly to their own software ecosystems, enabling custom automations and tailored workflows. This flexibility means they can synchronise employee data, manage shifts, or even integrate with HR and payroll systems effortlessly.

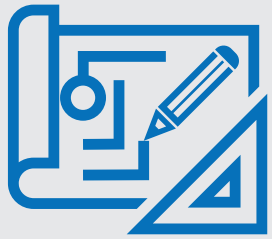
Webhooks, on the other hand, provide real-time notifications that allow our customers to receive instant updates whenever certain events occur, such as an employee record being added to the software. This means businesses can respond immediately to changes, maintain up-to-date records, and create a more dynamic and responsive workforce management environment.

In essence, these tools offer our clients the power to shape timeware® Cloud to fit their unique needs, ensuring a smoother and more personalised integration experience.


timeware®
Cloud
timeware®
Developer API
timeware®
Webhooks
Read
Write
Read
3rd Party
HR
Payroll
Security Systems
Visitor Management Systems
ANPR
Devices
Custom Software
Customer

Customisation...

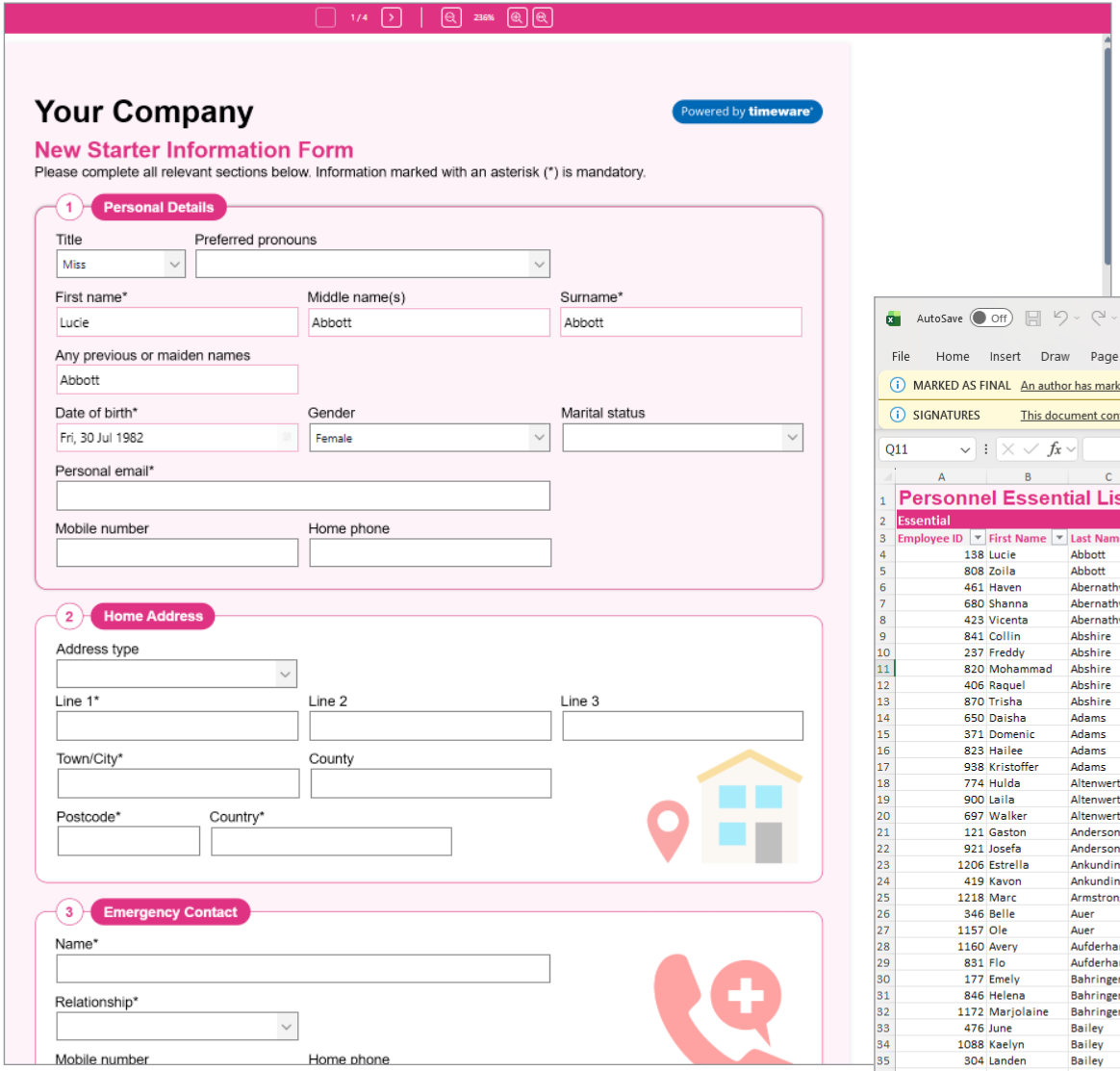
Customising timeware® Cloud means the system fits your forms, reports, overtime rules, and leave policies exactly to your needs.



When it comes to timeware® Cloud, customisation is at the core of making the software truly fit your organisation's needs. We provide the flexibility to tailor forms so that every piece of data you gather is perfectly aligned with your industry requirements. Our customisable reports mean you can generate the exact insights you need to support your operational goals.

We also make it simple to customise work patterns, particularly when it comes to complex overtime rules. This ensures that your system handles the nuances of overtime calculations effortlessly, reflecting your unique policies. And on top of that, you can customise leave management rules, ensuring that holiday entitlements and absence tracking are tailored to fit seamlessly into your existing processes.

In essence, customisation in timeware® Cloud means the technology moulds to your business, making sure it aligns perfectly with both your day-to-day operations and long-term strategic goals.



Your Company

Powered by timeware

New Starter Information Form

Please complete all relevant sections below. Information marked with an asterisk (*) is mandatory.

1 Personal Details

Title: Miss
Preferred pronouns:
First name*: Lucie
Middle name(s): Abbott
Surname*: Abbott
Any previous or maiden names: Abbott
Date of birth*: Fri, 30 Jul 1982
Gender: Female
Marital status:
Personal email*:
Mobile number:
Home phone:

2 Home Address

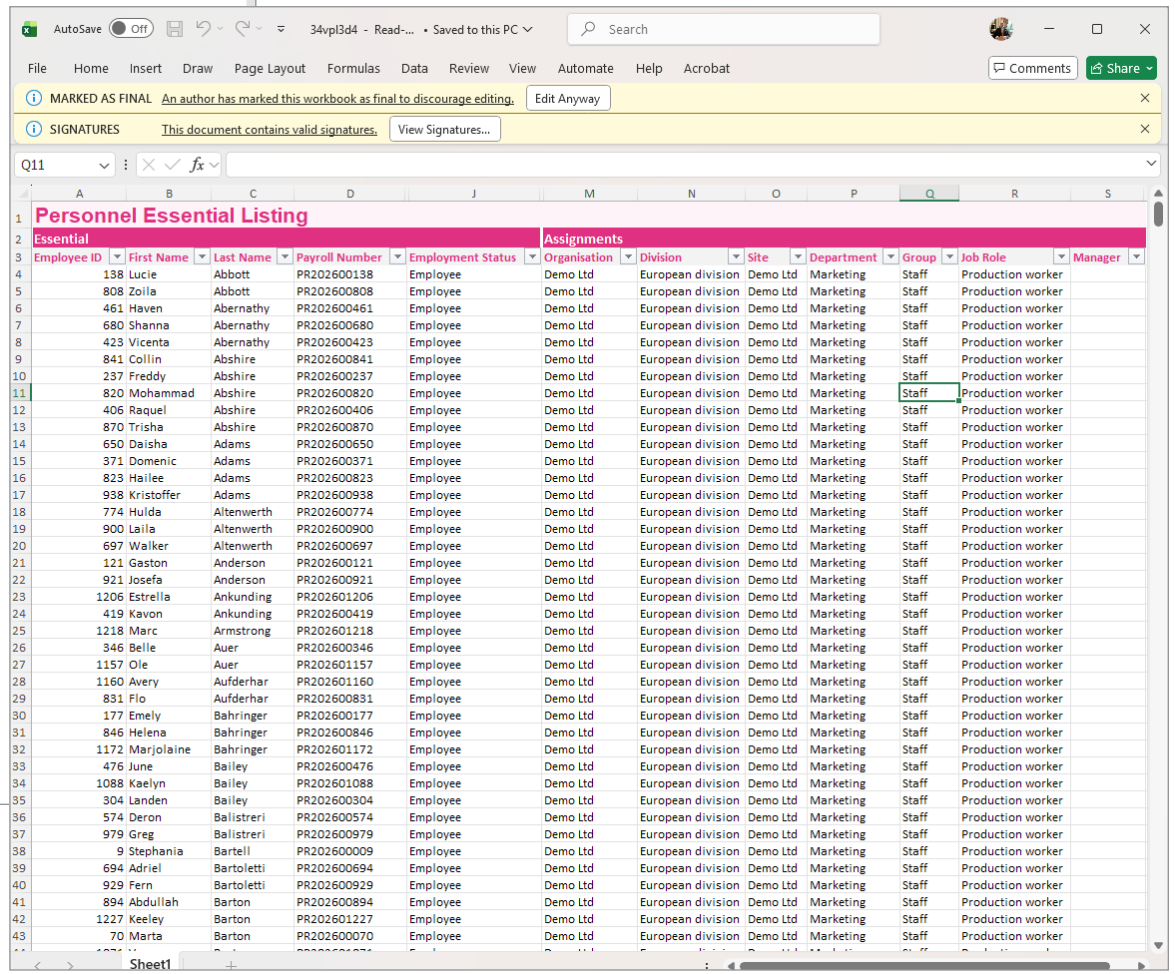
Address type:
Line 1*:
Line 2:
Line 3:
Town/City*:
County:
Postcode*:
Country*:

3 Emergency Contact

Name*:
Relationship*:
Mobile number:
Home phone:

Custom Form

Custom Report



Personnel Essential Listing

Essential					Assignments						
Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Site	Department	Group	Job Role	Manager
138	Lucie	Abbott	PR202600138	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
808	Zoila	Abbott	PR202600808	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
461	Haven	Abernathy	PR202600461	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
680	Shanna	Abernathy	PR202600680	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
423	Vicenta	Abernathy	PR202600423	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
841	Collin	Abshire	PR202600841	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
237	Freddy	Abshire	PR202600237	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
820	Mohammad	Abshire	PR202600820	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
406	Raquel	Abshire	PR202600406	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
870	Trisha	Abshire	PR202600870	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
650	Daisha	Adams	PR202600650	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
371	Domenic	Adams	PR202600371	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
823	Hailee	Adams	PR202600823	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
938	Kristoffer	Adams	PR202600938	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
774	Hulda	Altenwerth	PR202600774	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
900	Laila	Altenwerth	PR202600900	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
697	Walker	Altenwerth	PR202600697	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
121	Gaston	Anderson	PR202600121	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
921	Josefa	Anderson	PR202600921	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1206	Estrella	Ankunding	PR202601206	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
419	Kavon	Ankunding	PR202600419	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1218	Marc	Armstrong	PR202601218	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
346	Belle	Auer	PR202600346	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1157	Ole	Auer	PR202601157	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1160	Avery	Aufderhar	PR202601160	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
831	Flo	Aufderhar	PR202600831	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
177	Emely	Bahringer	PR202600177	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
846	Helena	Bahringer	PR202600846	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1172	Marjolaine	Bahringer	PR202601172	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
476	June	Bailey	PR202600476	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1088	Kaelyn	Bailey	PR202601088	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
304	Landen	Bailey	PR202600304	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
574	Deron	Balistreri	PR202600574	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
979	Greg	Balistreri	PR202600979	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
9	Stephania	Bartell	PR202600009	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
694	Adriel	Bartoletti	PR202600694	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
929	Fern	Bartoletti	PR202600929	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
894	Abdullah	Barton	PR202600894	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
1227	Keeley	Barton	PR202601227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	
70	Marta	Barton	PR202600070	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Production worker	

timeware® ESS app...

Enhance efficiency and engagement. Manage schedules, submit leave, access documents, and communicate securely.

Introducing the timeware® ESS app, a cutting-edge solution designed to enhance the operational efficiency and engagement of your workforce. Accessible to all employees, this powerful tool enables your team to manage their schedules with ease. From reviewing timesheets and submitting leave requests to accessing shift details, the app simplifies these essential processes.

The timeware® Cloud app includes access to the Conversation Hub. This outstanding feature facilitates direct communication between the workforce and the company via a fully audited, GDPR-compliant platform, enhancing dialogue and transparency within the organisation.

Timesheets

Upcoming events

Leave requests

The Hive

Shift rota

Conversation hub

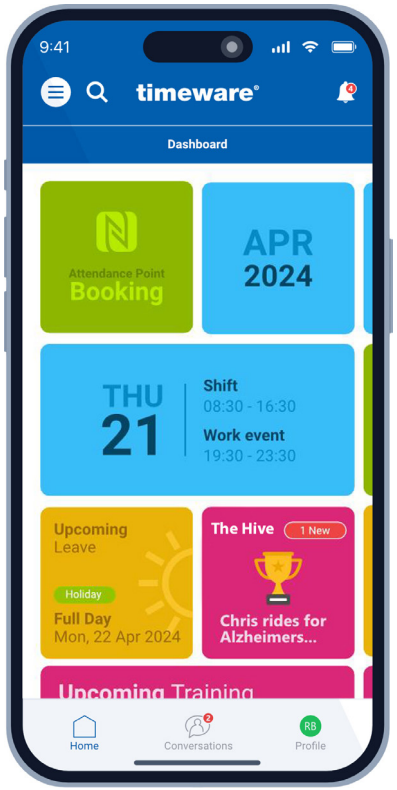
Leave entitlement

Training matrix

Timesheet status

Documents

Marketplace



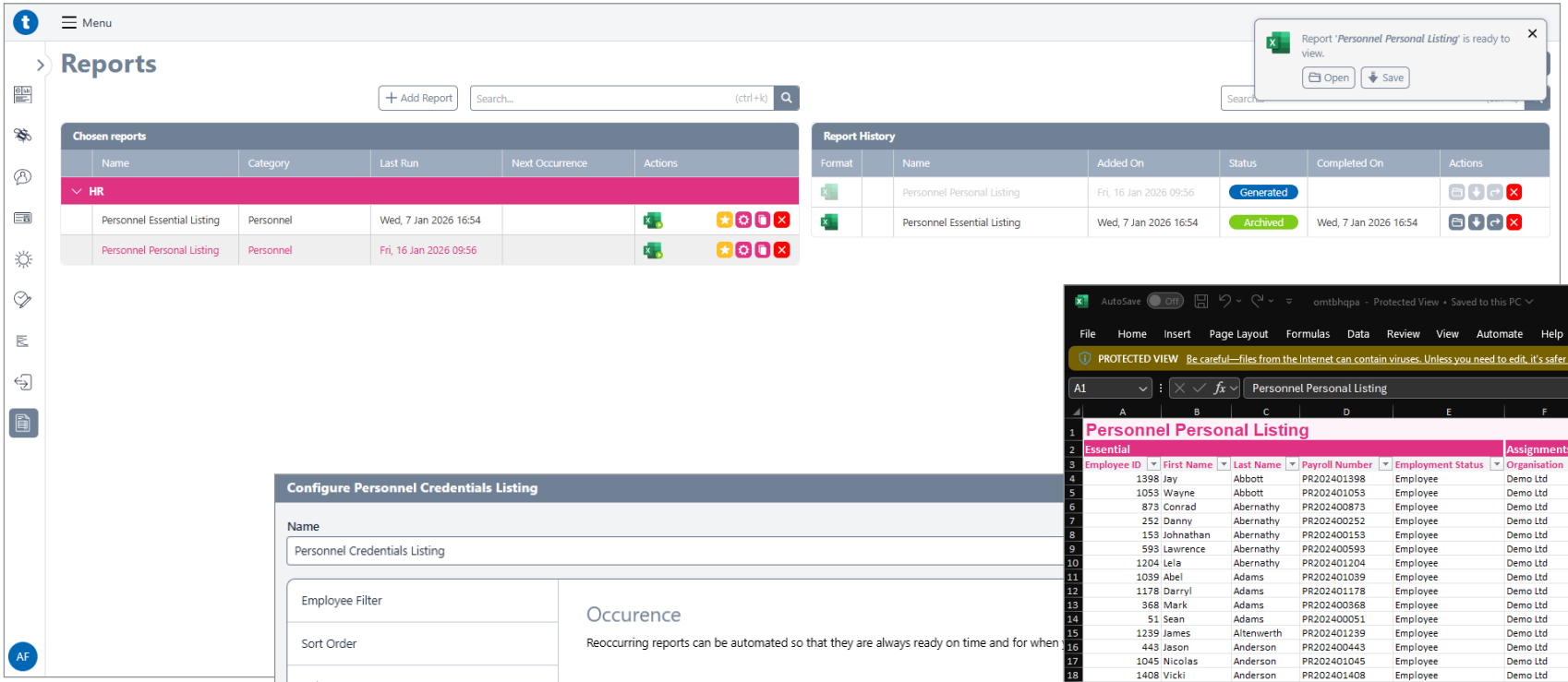
timeware® ESS app

timeware® Cloud

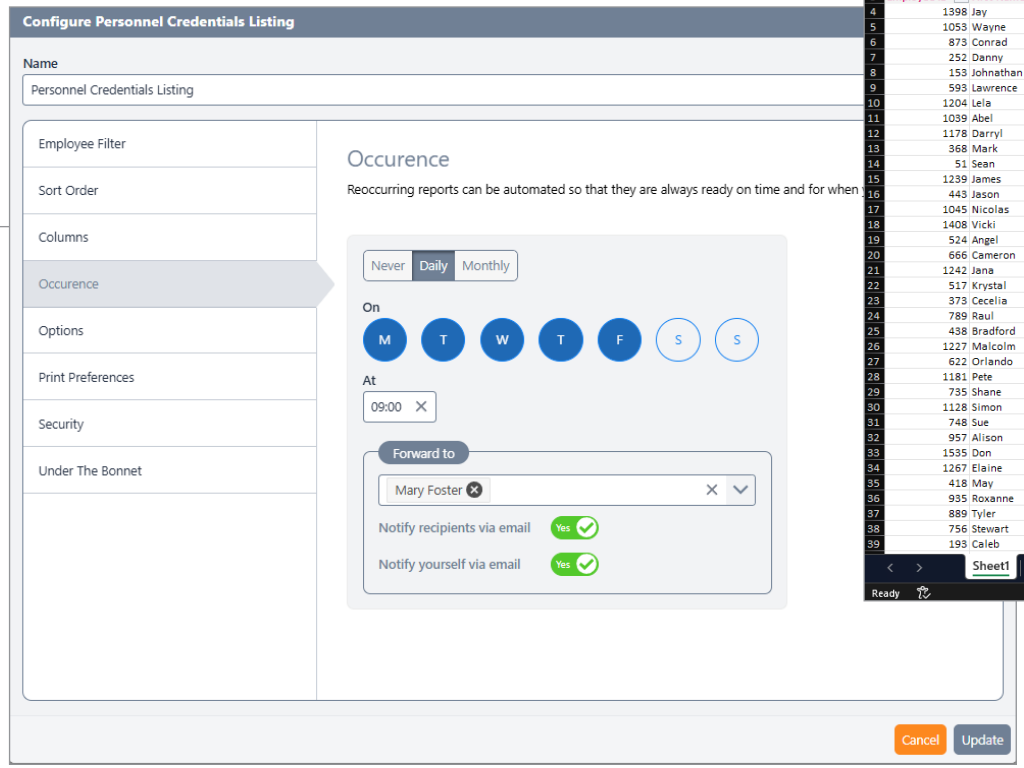
Reporting...

Real-time data accessible at a glance.

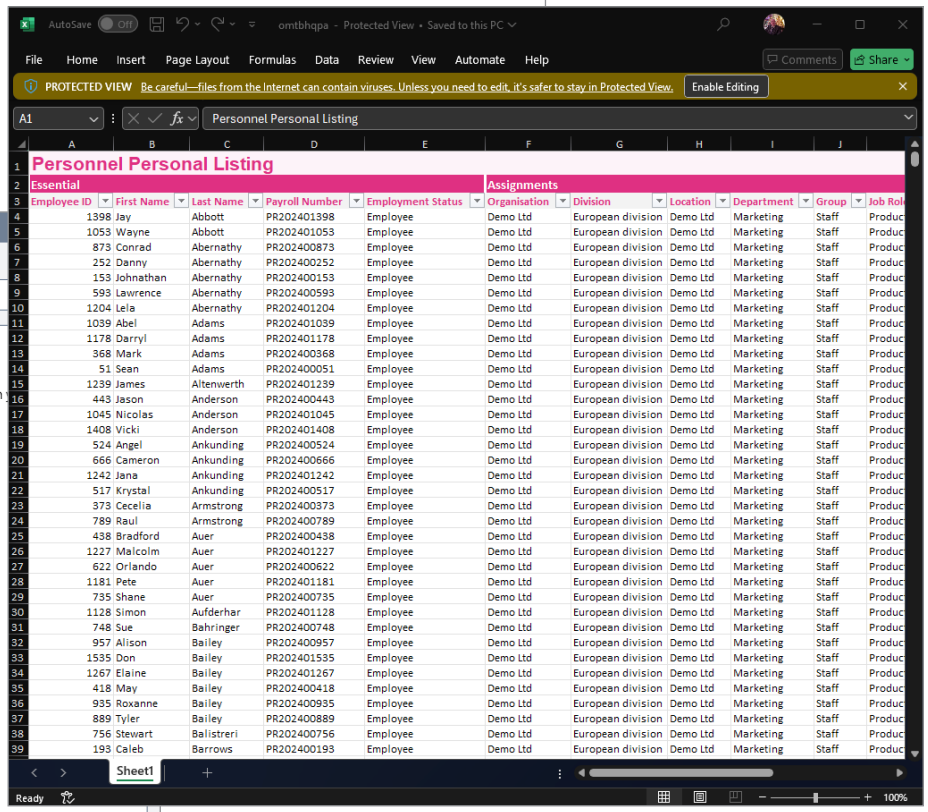
timeware® Cloud's reporting features provide managers with instant, detailed insights into workforce attendance, overtime, and absence trends. Reports are customisable, allowing businesses to focus on the metrics that matter most. With real-time data accessible at a glance, managers can make informed decisions swiftly. The system offers automated scheduling of reports - daily, weekly, or monthly - ensuring critical information is delivered when needed. Customers benefit from improved productivity and cost control, as patterns can be identified early, compliance is assured, and operational decisions are grounded in clear, reliable data. In short, it turns workforce data into actionable intelligence, ensuring businesses stay ahead.



Reports



Who else should receive a copy of this report?



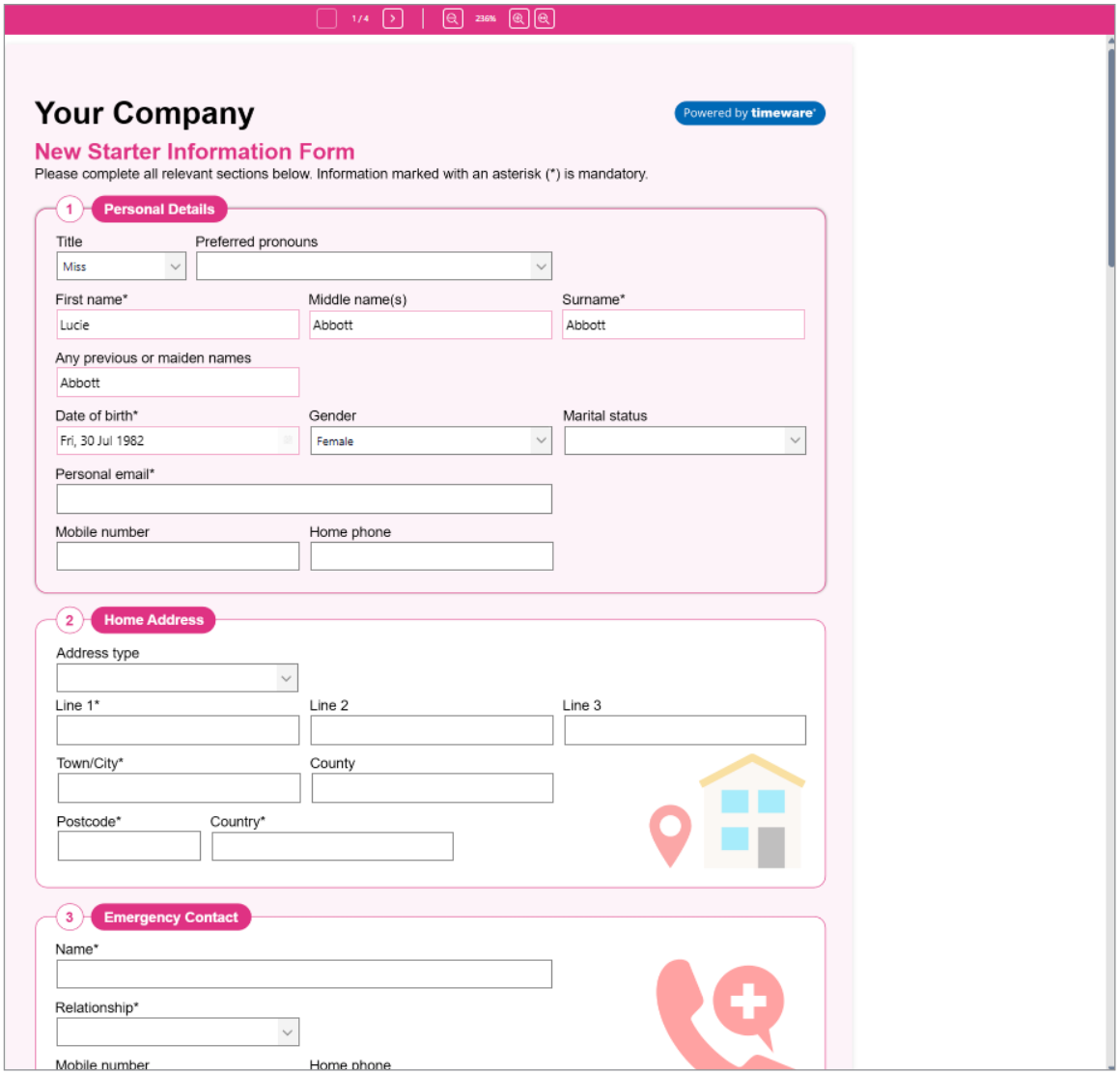
Example of an XLSX report

Document Management...

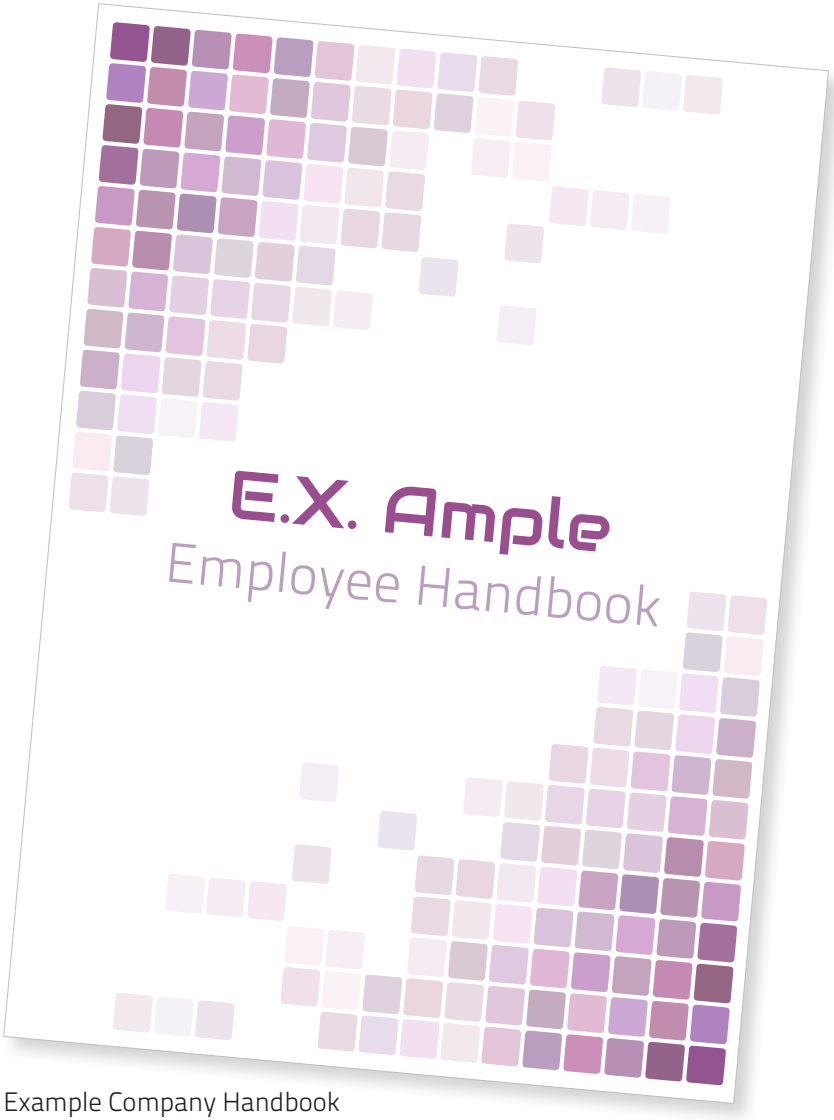
A fully integrated, efficient, document workflow.

In timeware® Cloud, document management streamlines both distribution and completion of key company materials. For documents needing acknowledgment, like company handbooks, timeware® delivers them directly to individuals via the ESS app or other personal devices. Employees confirm they've read these documents, creating an audited record of compliance. Meanwhile, interactive documents, such as onboarding forms, are also distributed, ready to be completed directly on the ESS app or any personal device.

These forms allow employees to submit their information electronically, keeping data collection seamless. Managers gain real-time oversight, ensuring everyone stays on track with mandatory reading and form submissions, creating a fully integrated, efficient, document workflow.



Custom Form



Example Company Handbook

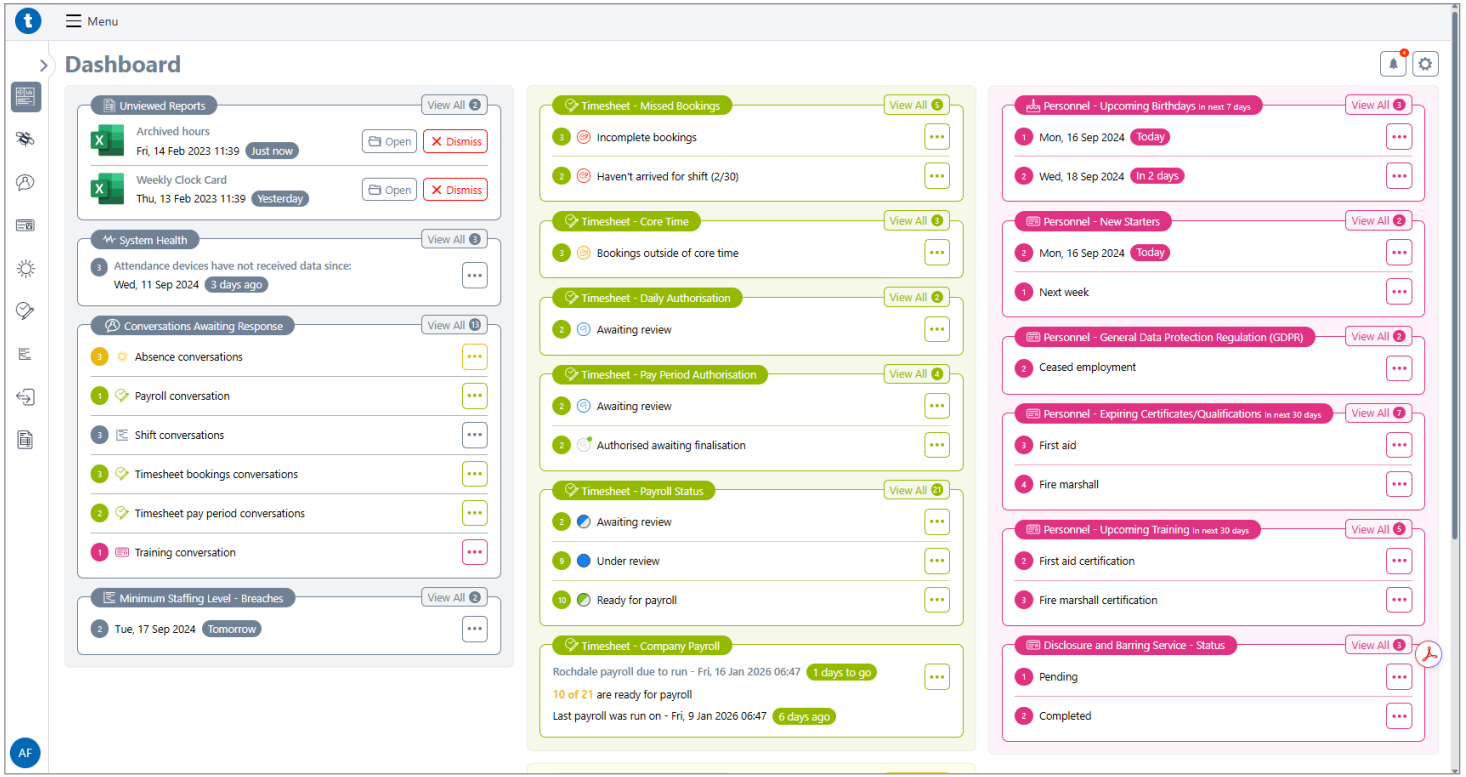
Dashboard...

Intuitive, comprehensive, real-time, customisable, efficient, and user-friendly.

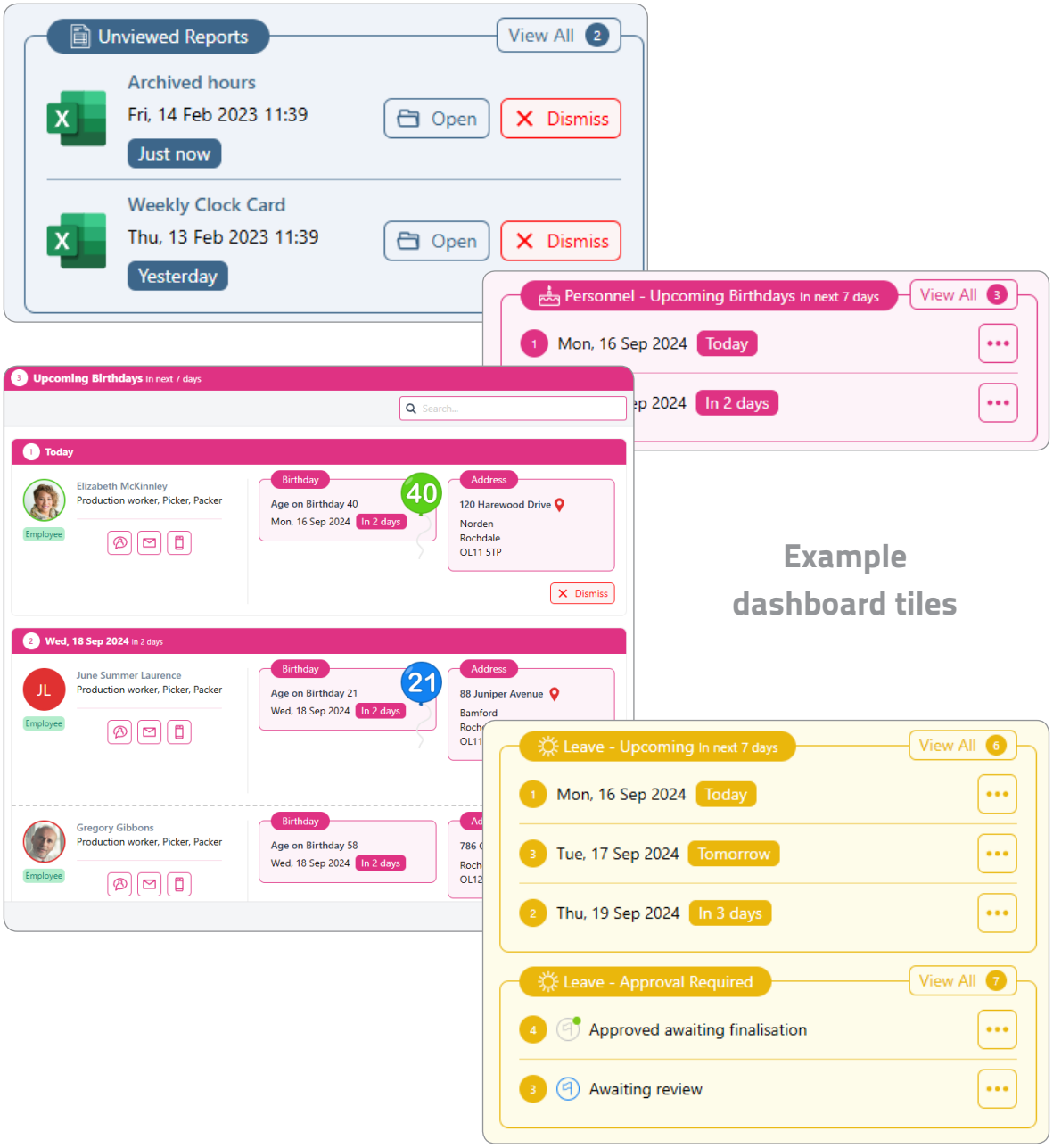
The timeware® Cloud dashboard removes the need to search for essential information by presenting key data in a clear, intuitive and easily readable format. At a glance, managers can see what matters most, enabling faster responses and more confident decision-making.

Each dashboard can be tailored to the individual user, ensuring that the information displayed is directly relevant to their role and responsibilities. This personalisation keeps teams focused on the metrics that drive performance, compliance and operational control.

As a core component of timeware® Cloud, the dashboard delivers proactive insight for team leaders overseeing day-to-day operations. It simplifies management, improves efficiency and ensures that the most important information is always immediately available, supporting better oversight, stronger accountability and a more responsive workforce.



Dashboard updates in real time



Example dashboard tiles

NEW

- **Grouped Categories:** All categories are now grouped according to the associated module. Panels can be reordered within the group as needed.
- **Action Tooltips:** Tooltips are embedded across dashboards, allowing quick access to teams, zoom, Google Maps, telephone, email, mobile, and other resources.
- **User Preferences:** The Cog Wheel on the dashboard allows users to set preferences, which are saved and applied across devices.

Personnel...

Core

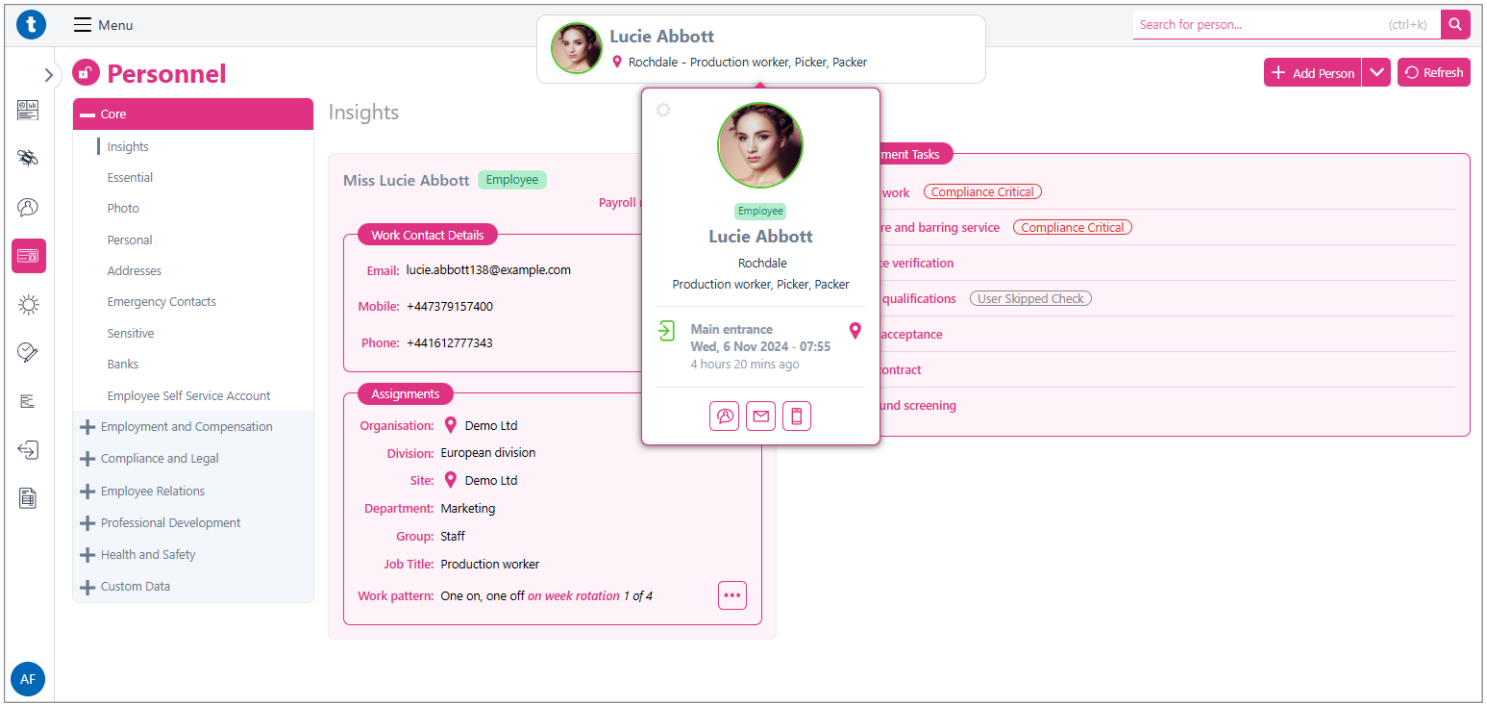
timeware® HR offers centralised HR records, seamless cloud integration, enhanced compliance, and a single secure view of workforce data.

timeware® HR brings all workforce information together in one secure, centralised system, giving you complete visibility across your organisation. From driving licence records and employer references to banking details and compliance documentation, everything is stored in a single, protected repository. Information is easy to view, search and report on, ensuring managers can access what they need quickly while maintaining the highest standards of data security and control.

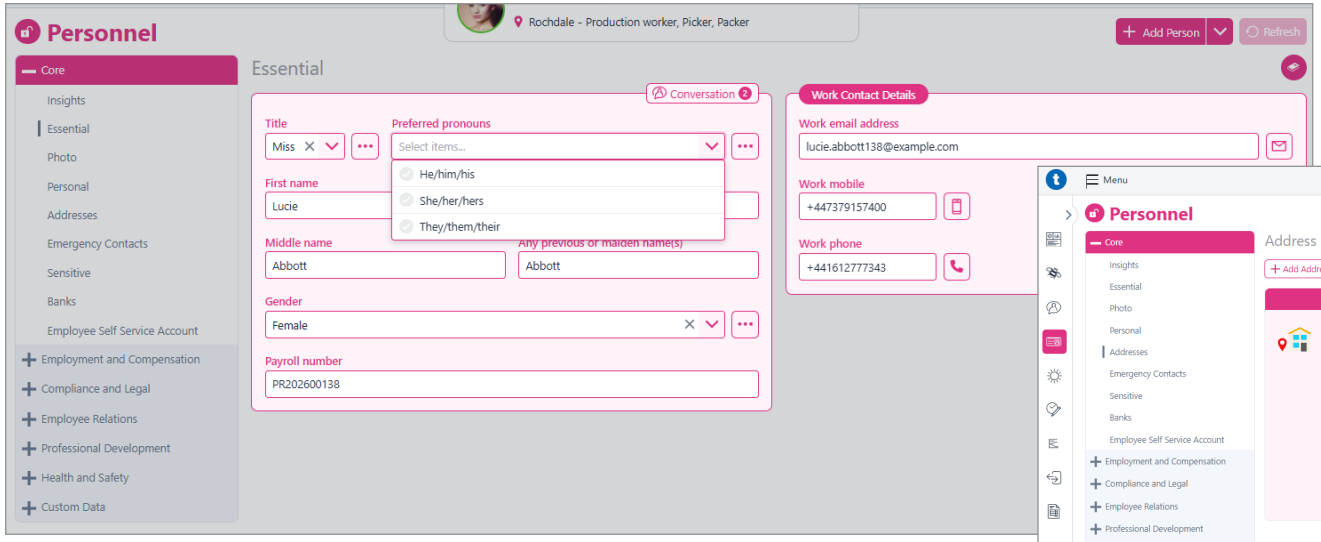
Built as part of timeware® Cloud, HR integrates seamlessly with key platform features including the Conversation Hub, Marketplace, Statistics and your Dashboard. This creates a connected environment where workforce data becomes actionable, delivering real-time insight that supports better decision-making, stronger compliance and more effective day-to-day management.

timeware® HR covers all essential personnel records, including core HR data, employment and contractual information, financial details, skills and qualifications, recruitment and interviews, vehicles, health and safety, working time regulations, company assets and employee self-service.

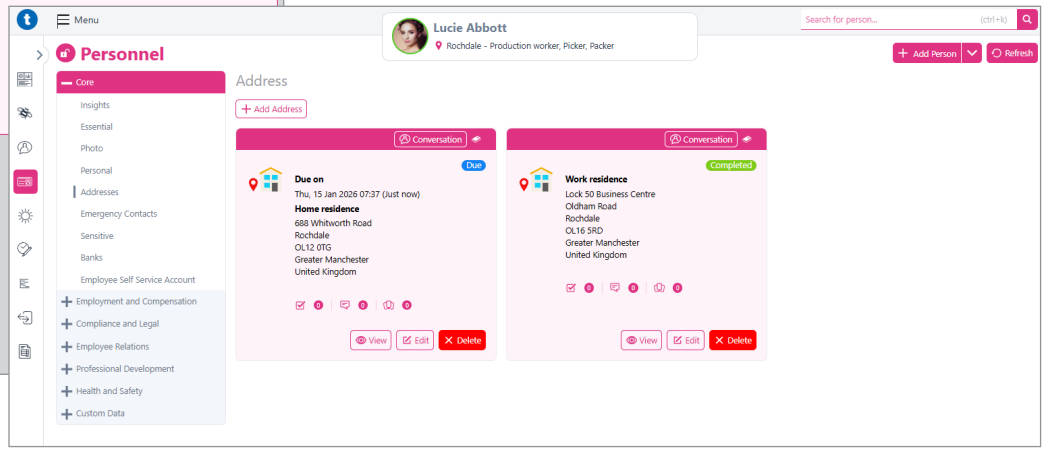
The result is a streamlined, future-ready HR solution that reduces administration, improves accuracy and gives you a complete, reliable picture of your workforce in one place.



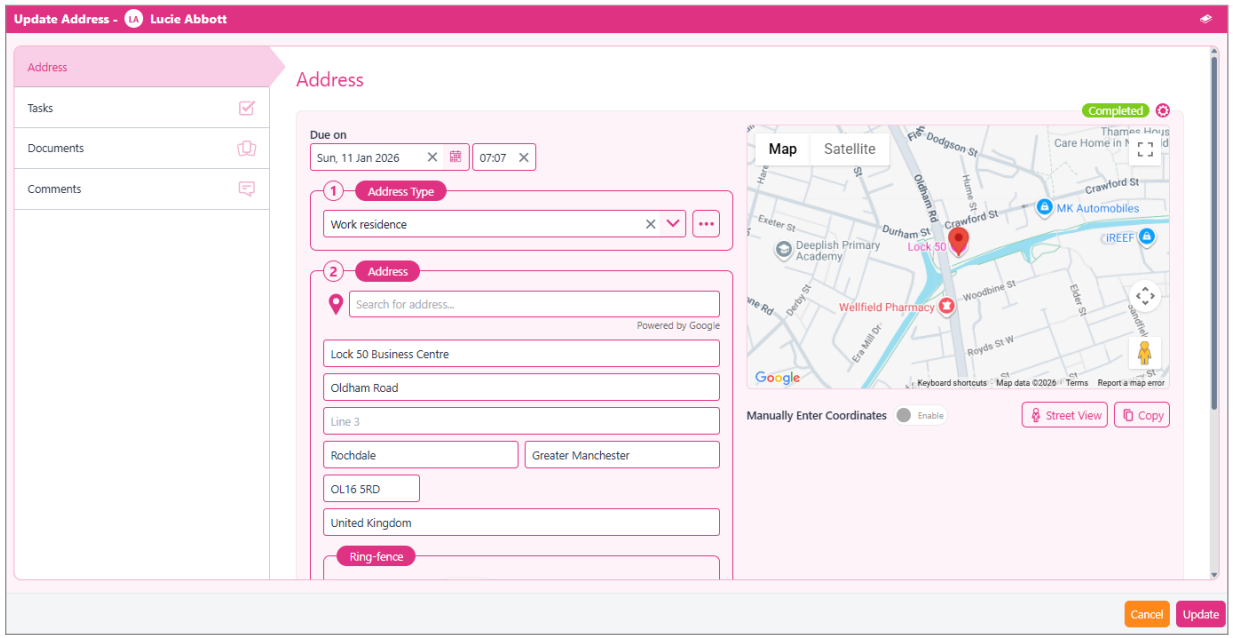
Personnel, Core, Insights



Personnel, Core, Essential



Personnel, Core, Essential



Update Address

Street View

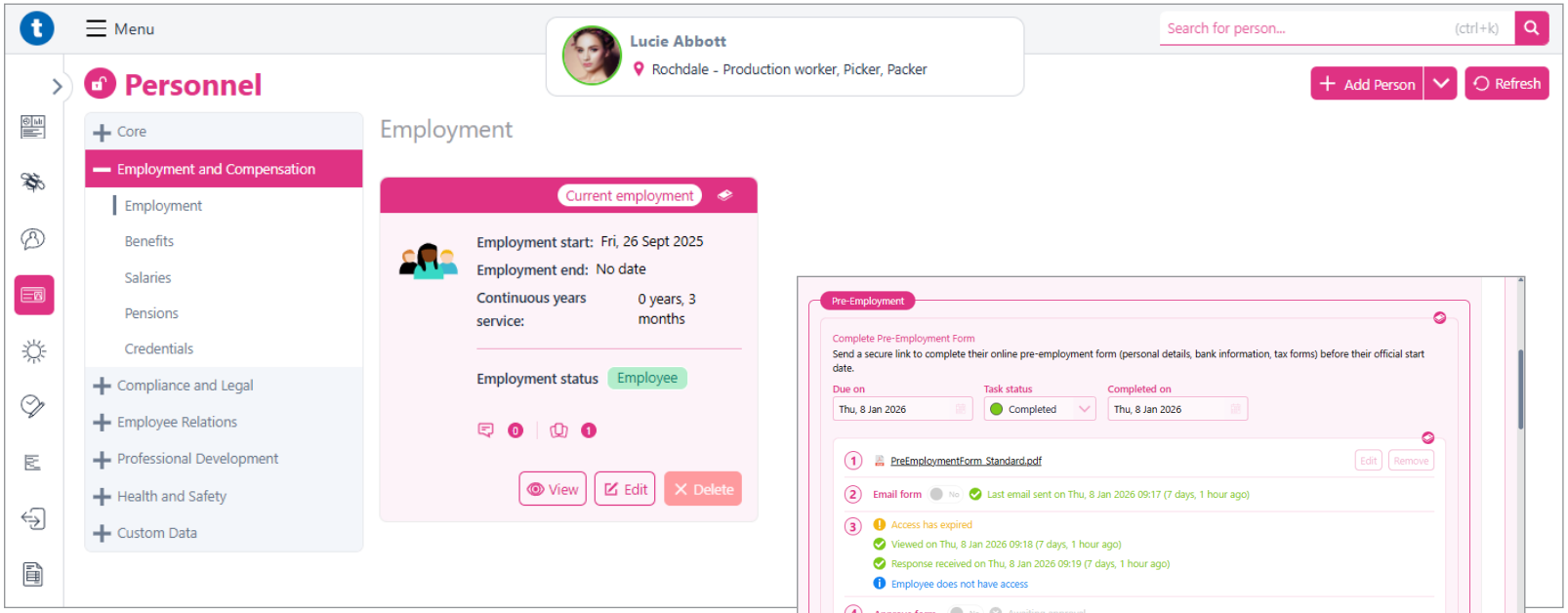
Personnel...

Employment and Compensation

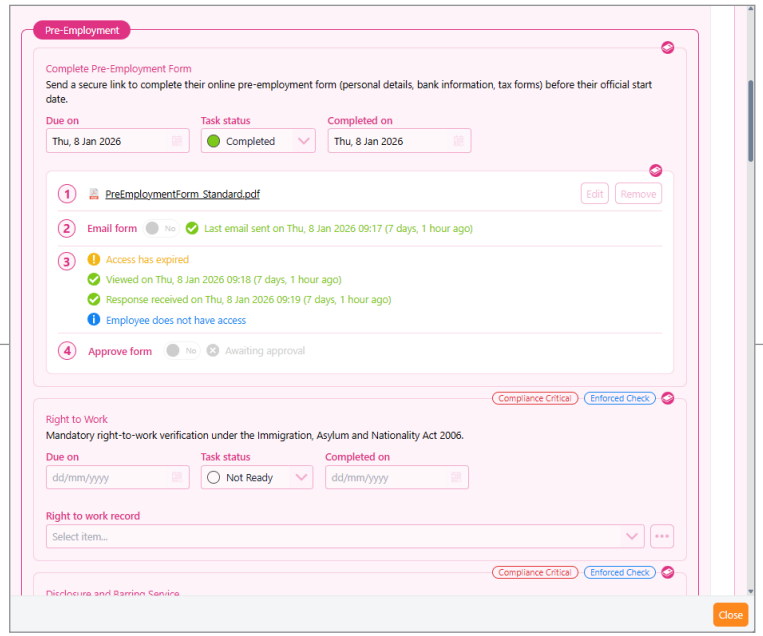
Employment details, contract records, financial data, and compensation insights in one secure system.

Under the Employment and Compensation section of timeware® Cloud, you'll find all the essential subcategories neatly organised. From managing individual employment details and overseeing salaries to handling benefits, pensions, and employee credentials, each subheading is designed to give you streamlined control.

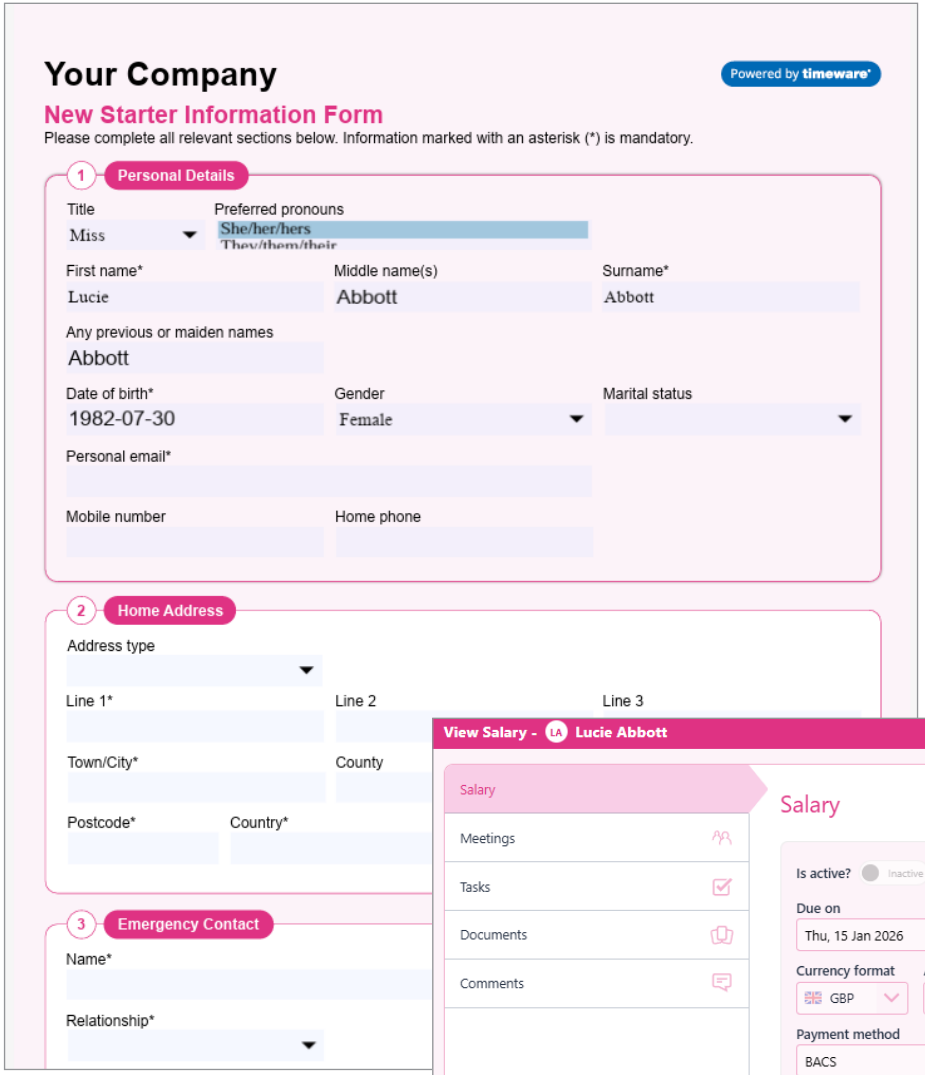
This structure ensures that all aspects of employment management are accessible in one place, making it easier than ever to oversee compensation and compliance.



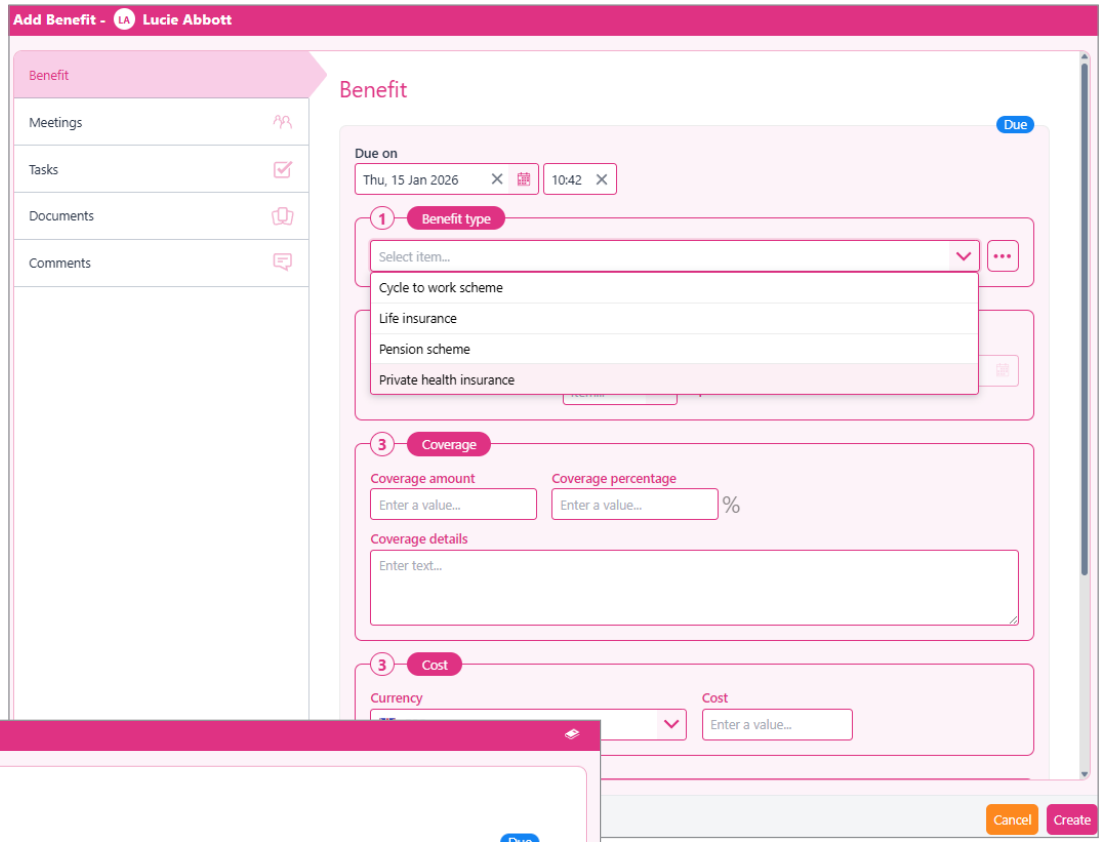
Personnel, Employment and Compensation, Employment



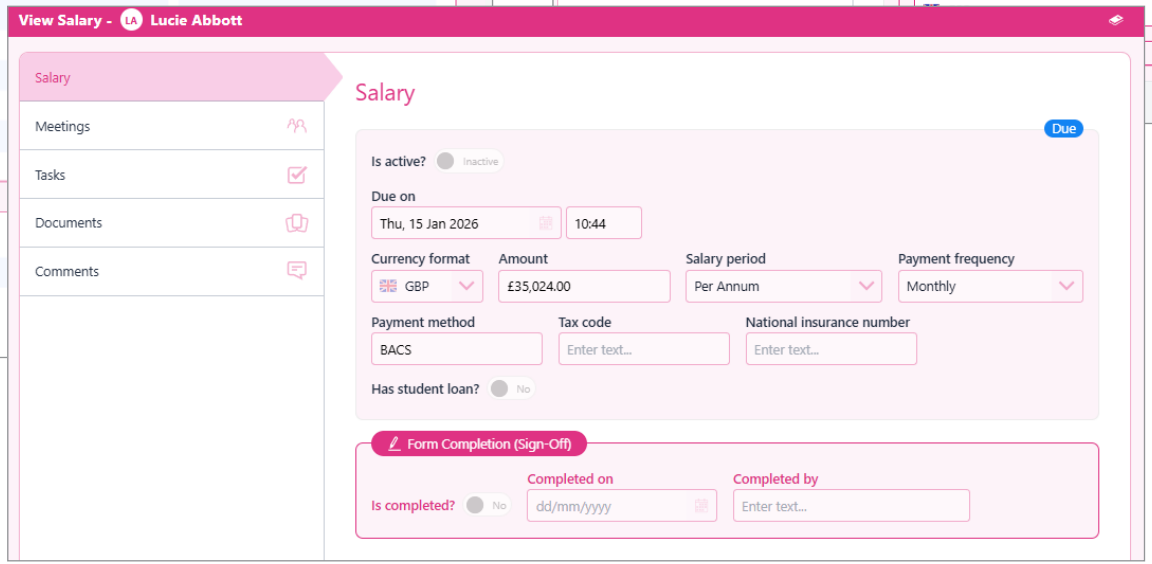
Pre-Employment



New Starter Information Form



Add Benefit



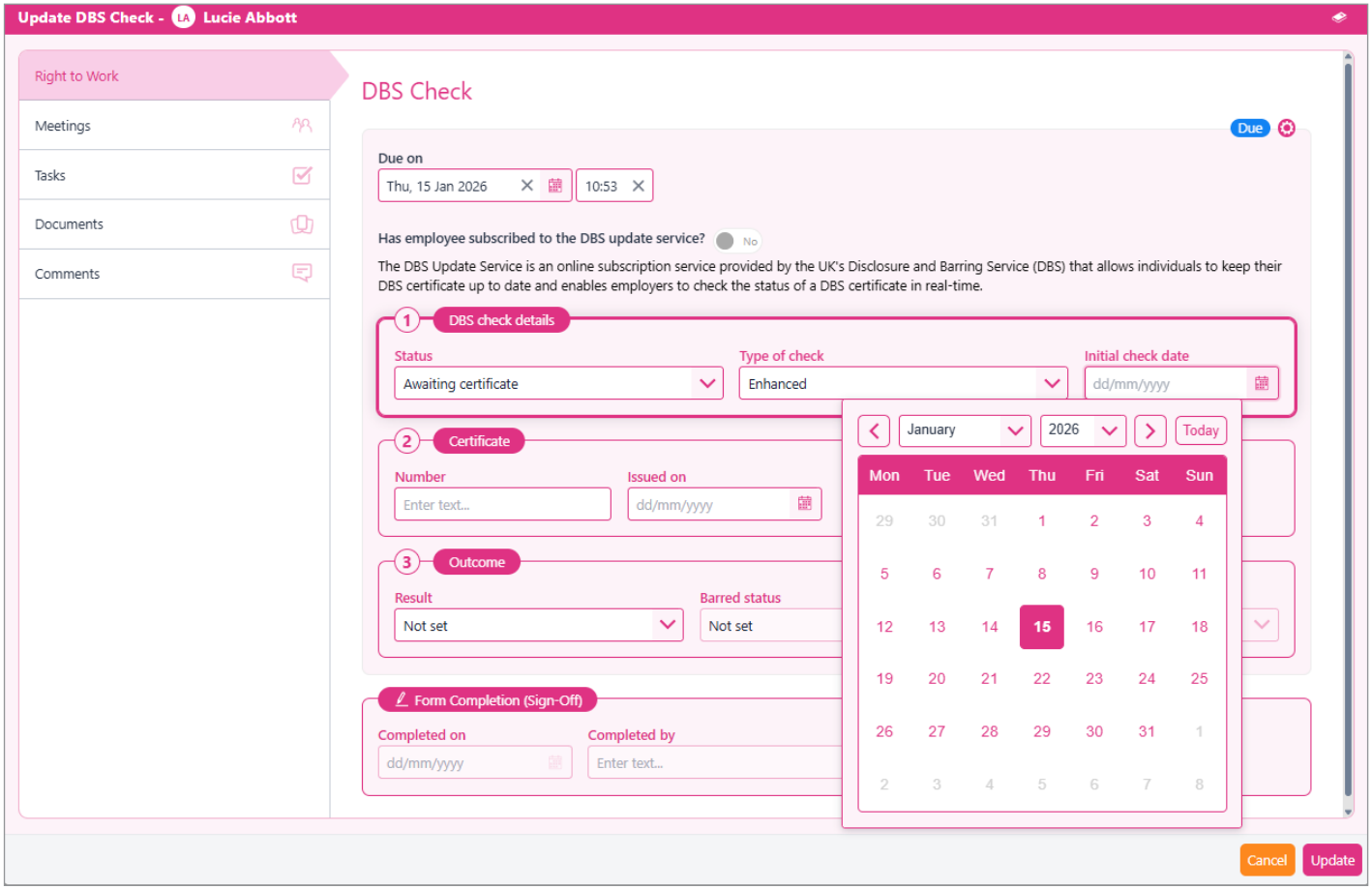
View Salary

Personnel...

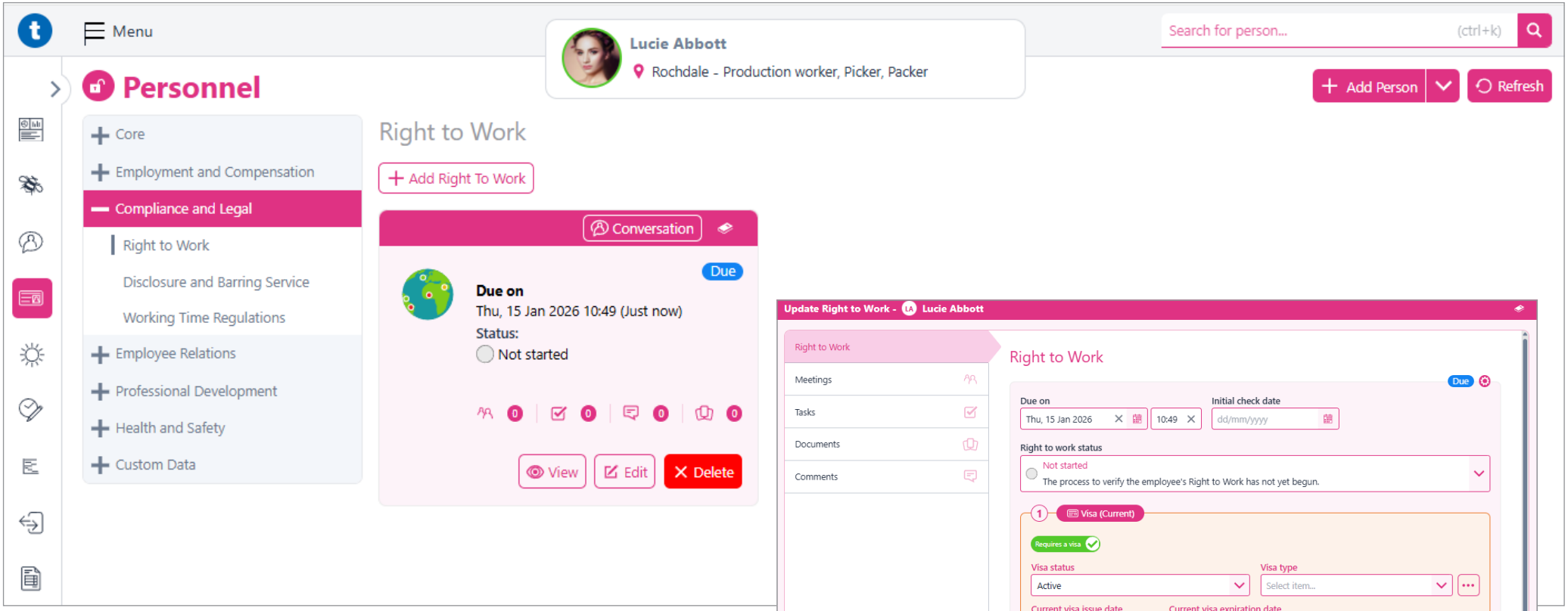
Compliance and Legal

It handles compliance data, legal documentation, and regulatory records in a single secure place.

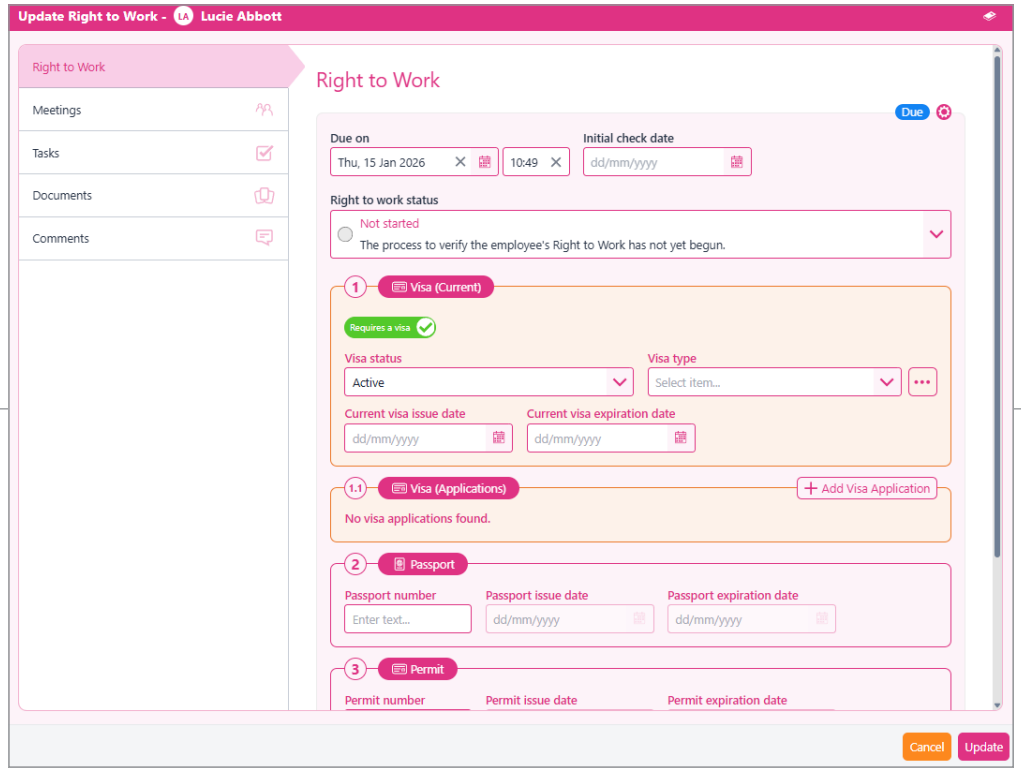
In the Compliance and Legal section of the timeware® Cloud brochure, we highlight how effortlessly you can handle essential legal requirements. From Right to Work checks to Working Time Regulations, every compliance detail is neatly organised and easy to access. This means your business can stay fully compliant with minimal effort, leaving you free to focus on what really matters.



Update DBS Check



Personnel, Compliance and Legal, Right to Work



Update Right to Work

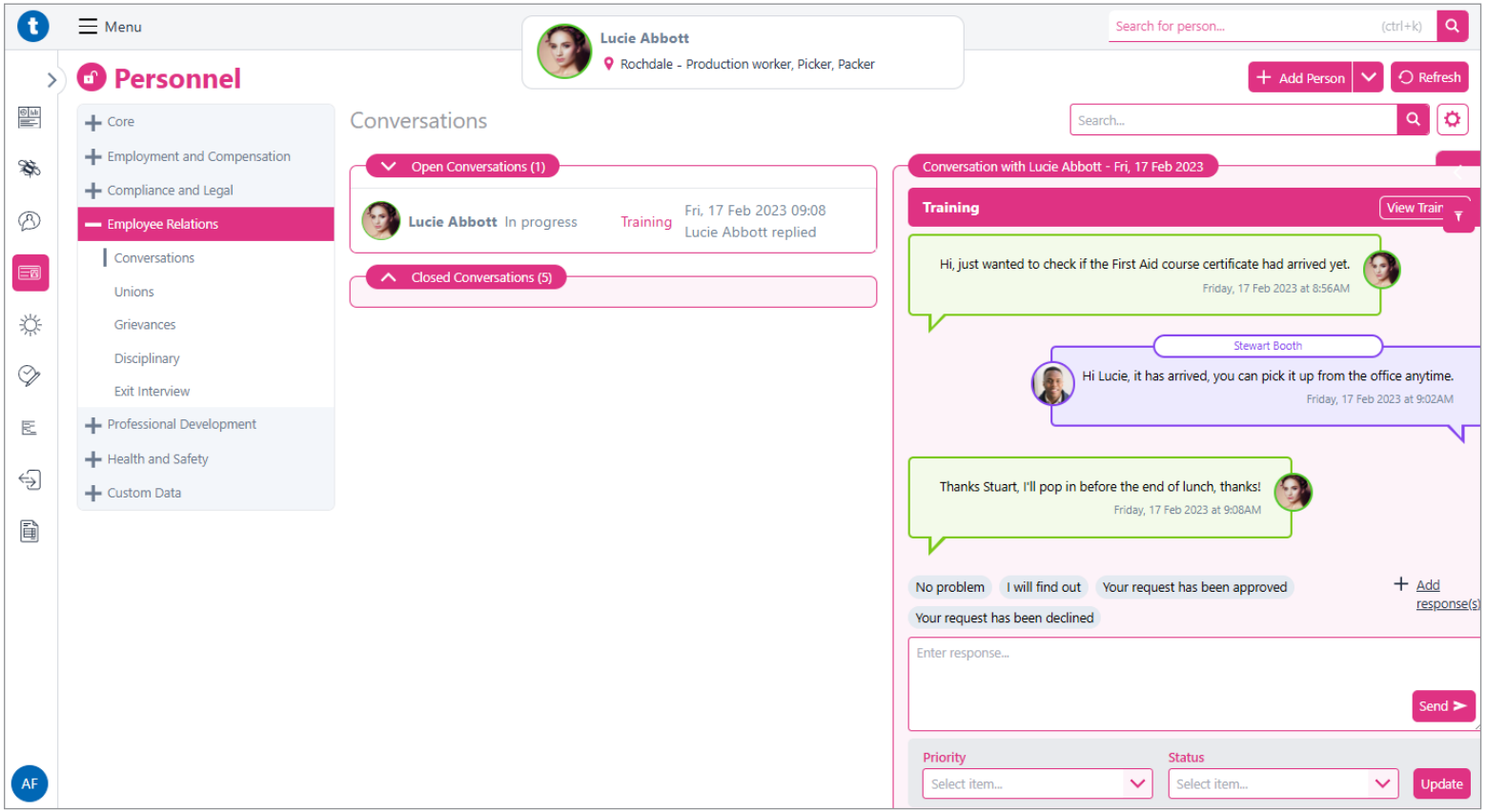
Personnel...

Employee Relations

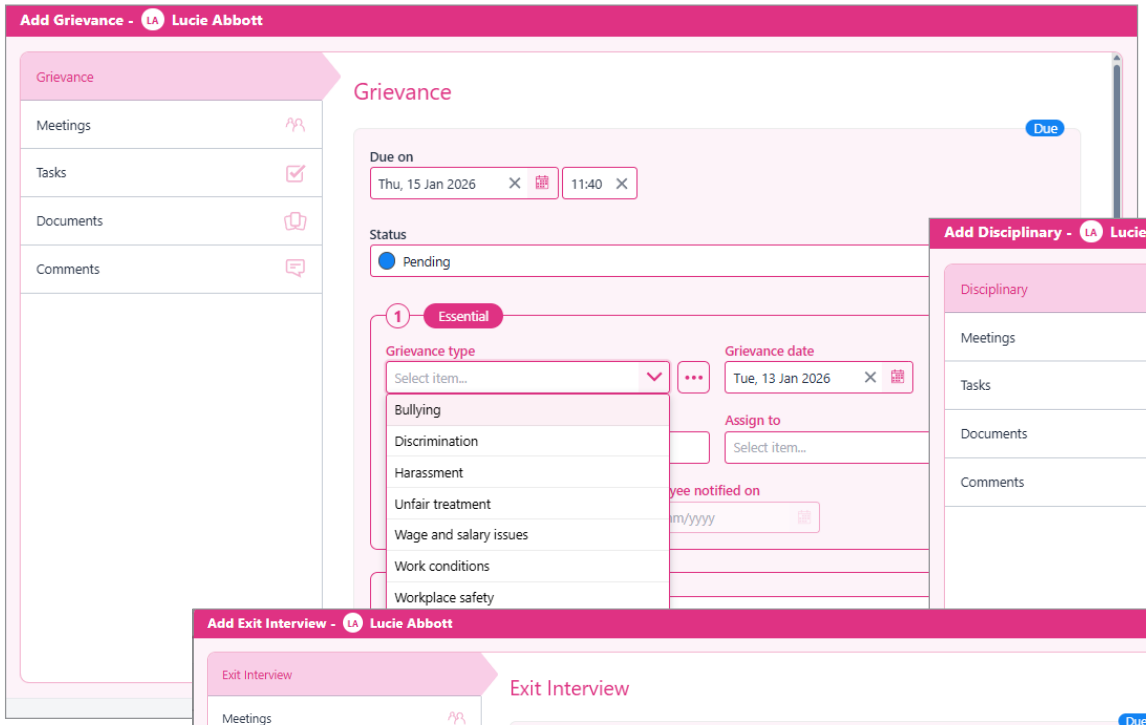
It covers employee relations by storing all HR communications, references, and related records securely in one system.

Within timeware® Cloud, the Employee Relations area provides a structured and professional way to manage every aspect of workplace communication and case handling. From day-to-day conversations and union engagement through to grievances, disciplinary processes and exit interviews, each element is clearly organised in one secure environment.

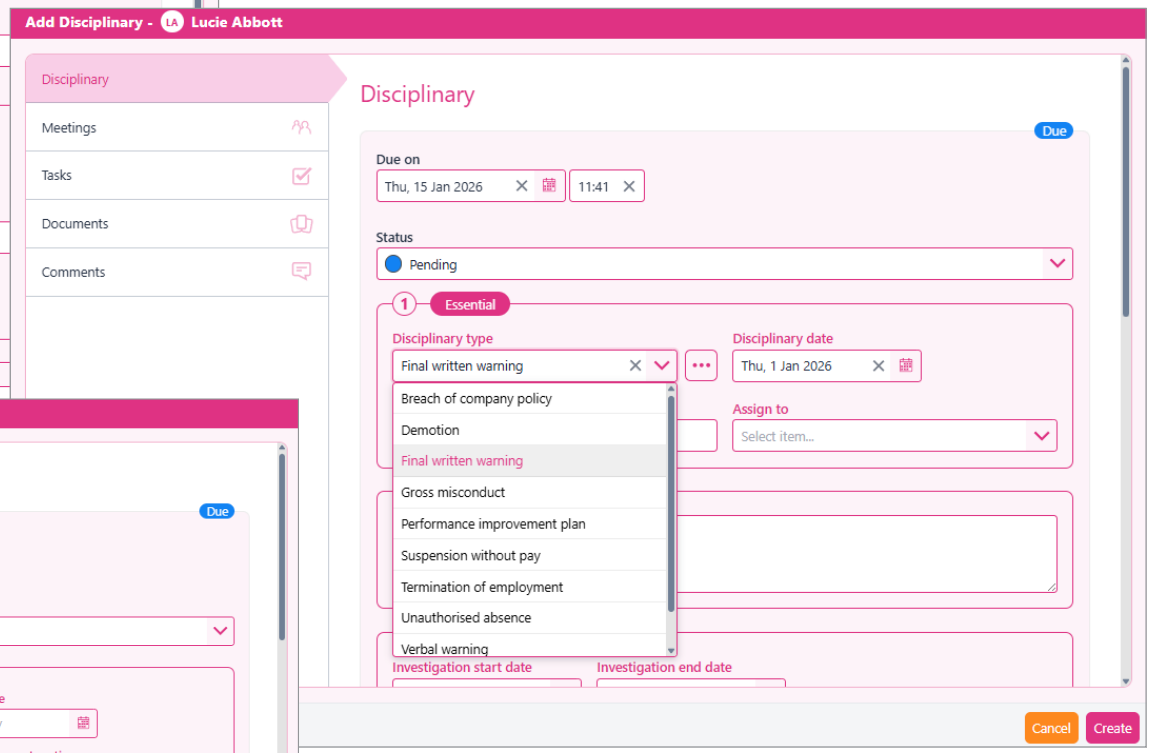
This ensures that sensitive matters are recorded accurately, actions are traceable, and outcomes are consistently applied. By bringing employee relations into a single, auditable framework, timeware® Cloud helps organisations resolve issues fairly, maintain transparency, and strengthen trust across the workforce while reducing administrative effort and risk.



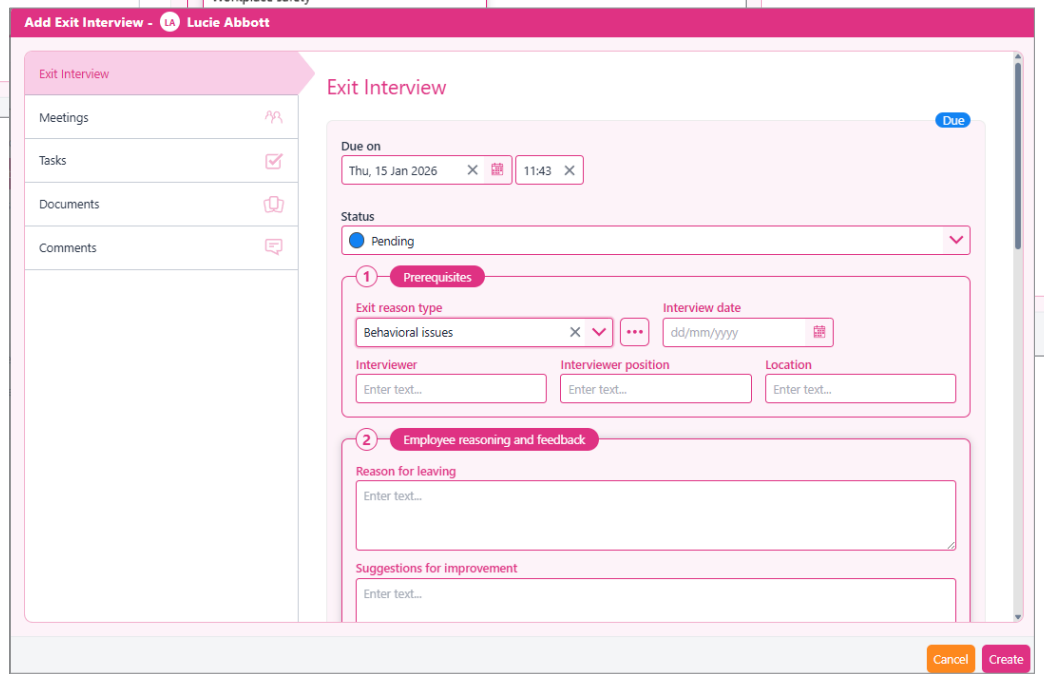
Personnel, Employee Relations, Conversations



Add Grievance



Add Disciplinary



Add Exit Interview

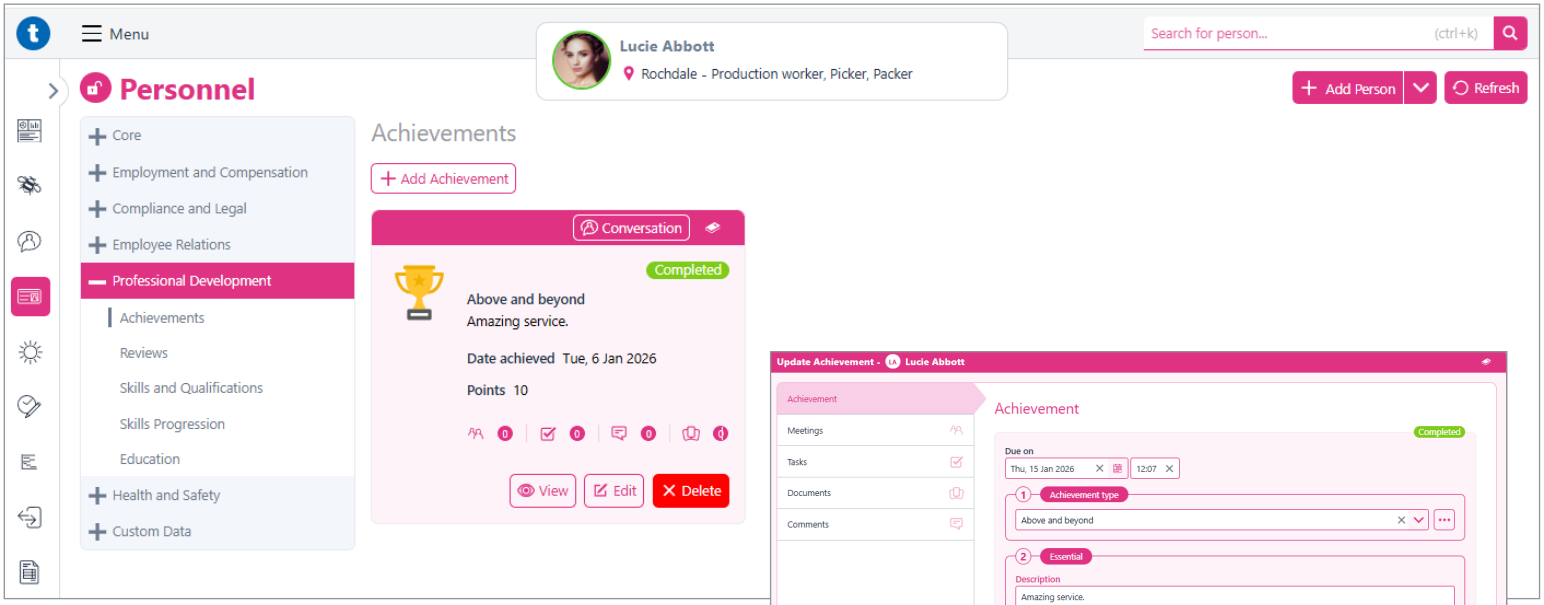
Personnel...

Professional Development

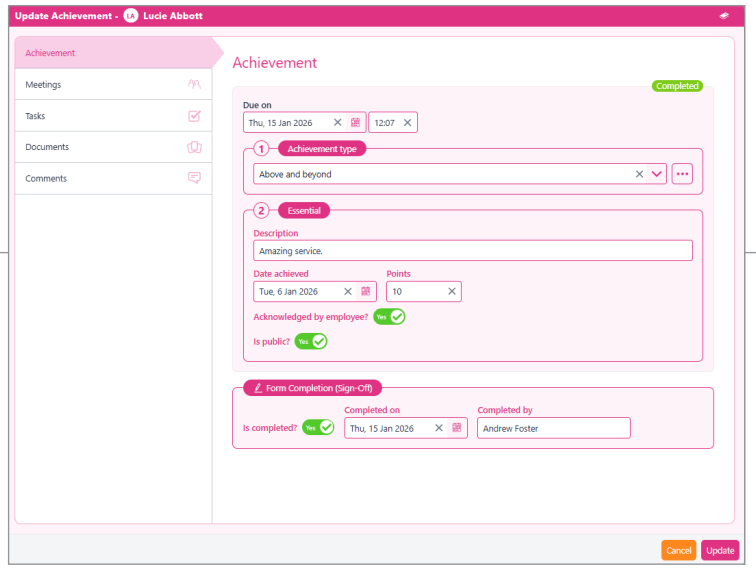
It supports professional development by tracking skills, qualifications, and training records all in one secure place.

The Professional Development area within timeware® Cloud gives organisations a clear, structured view of employee growth and capability. From recording achievements and managing performance reviews to tracking skills, qualifications, education, and long-term skills progression, every development milestone is captured in one secure location.

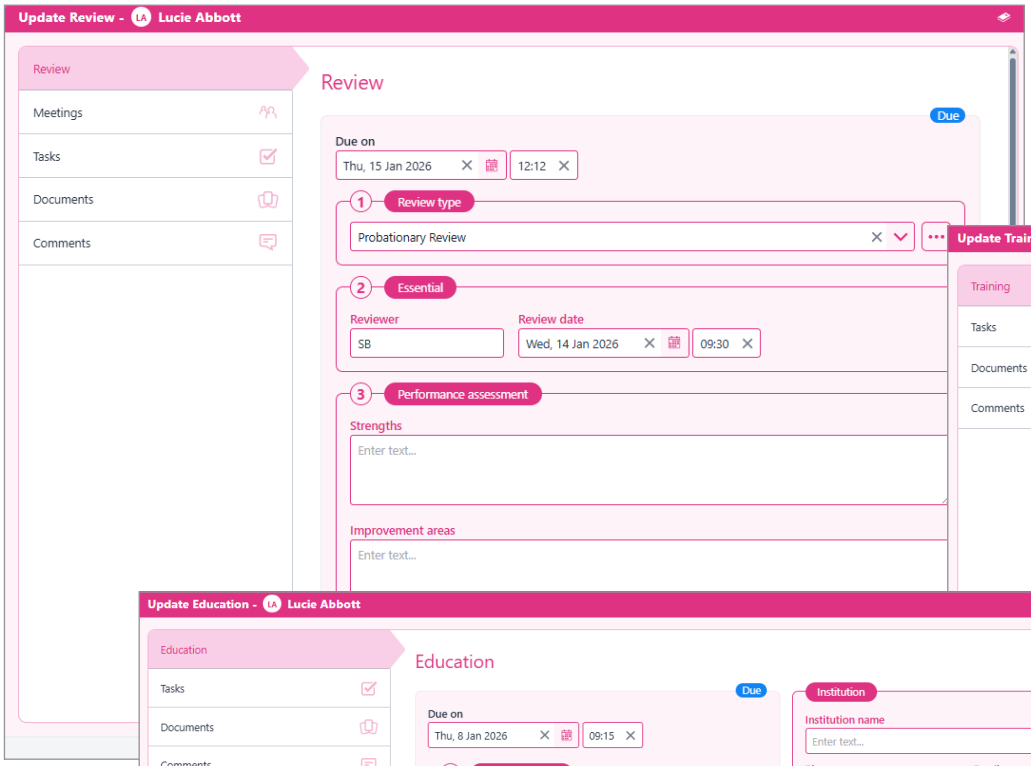
This enables managers to identify talent, plan training effectively, and support career development with confidence. By bringing learning, performance, and progression together, timeware® Cloud helps businesses build stronger teams, retain key people, and align individual development with organisational goals.



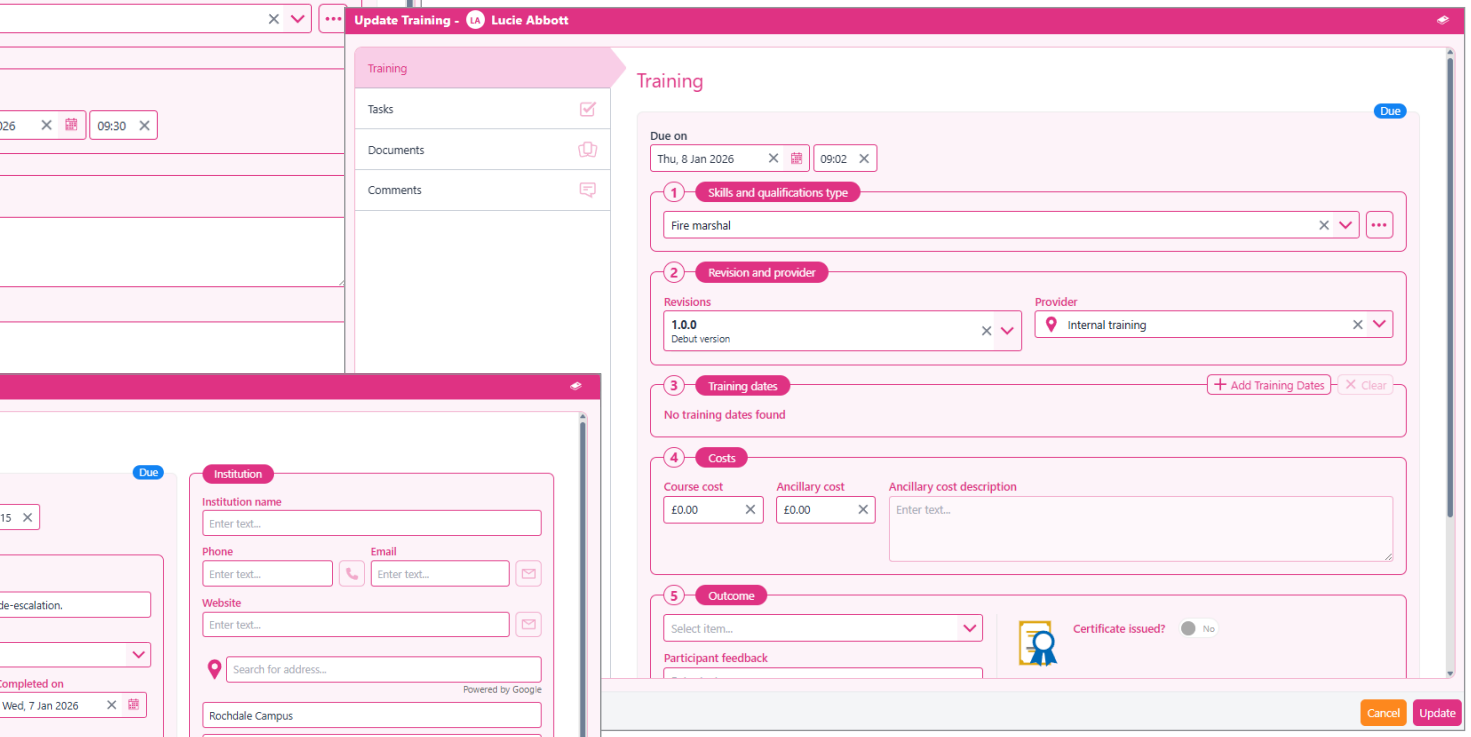
Personnel, Professional Development, Achievements



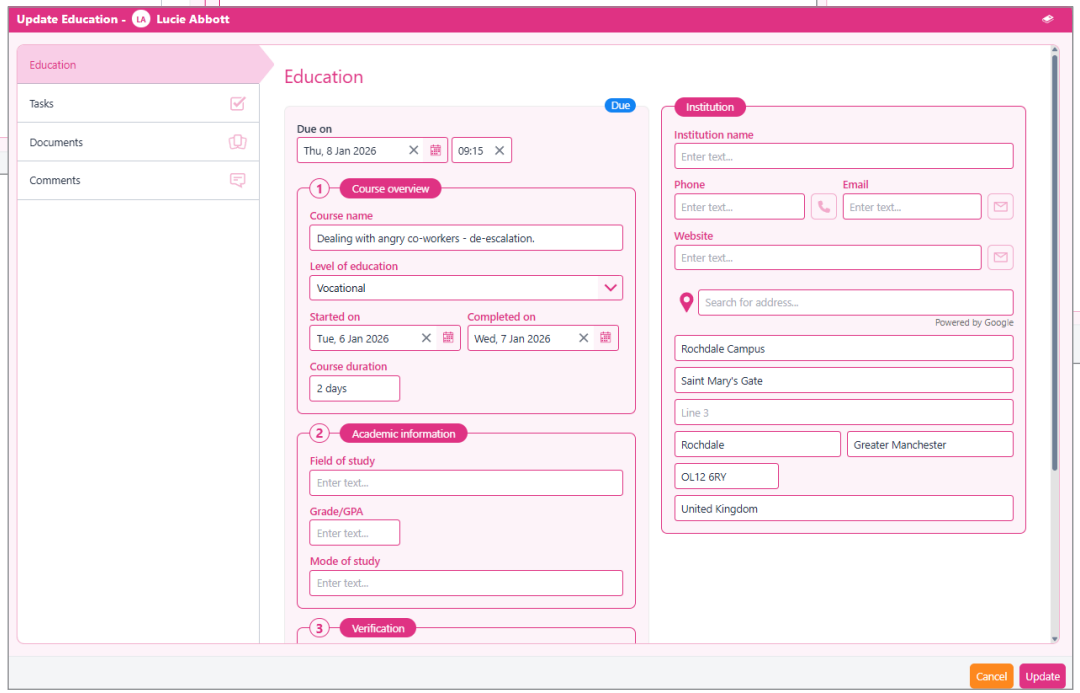
Update Achievement



Update review



Update Training



Update Education

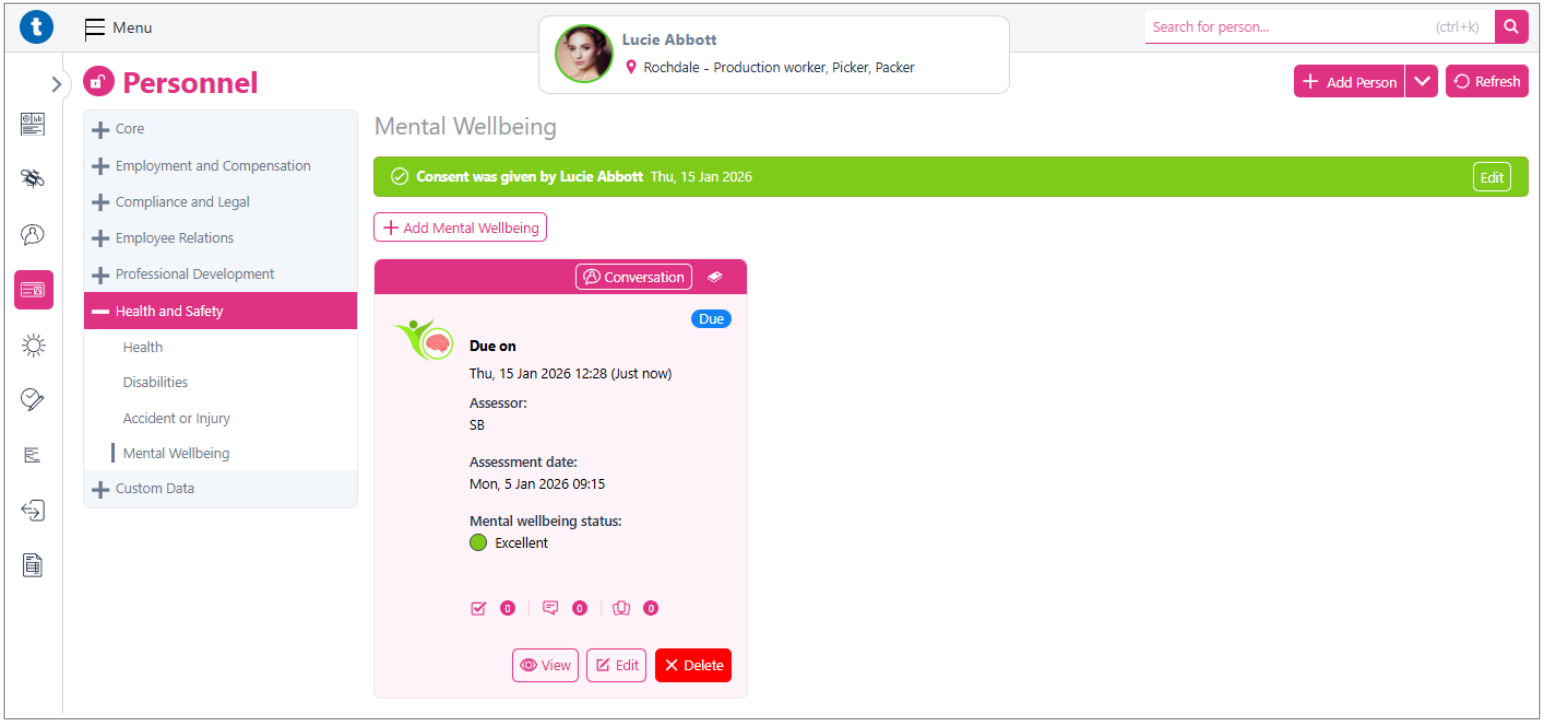
Personnel...

Health and Safety

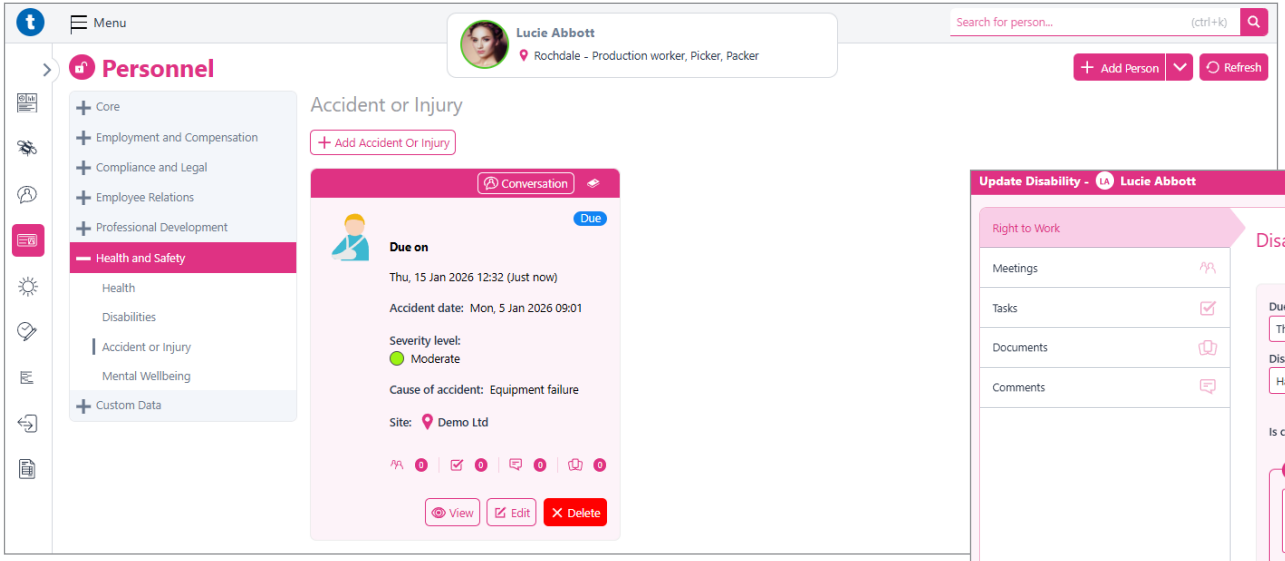
It manages health and safety records, ensuring all compliance and safety data is securely stored and easily accessible.

The Health and Safety area within timeware® Cloud provides a secure and structured way to manage employee wellbeing and workplace compliance. From recording health information and disabilities to documenting accidents, injuries, and mental wellbeing, every critical detail is stored in one central location.

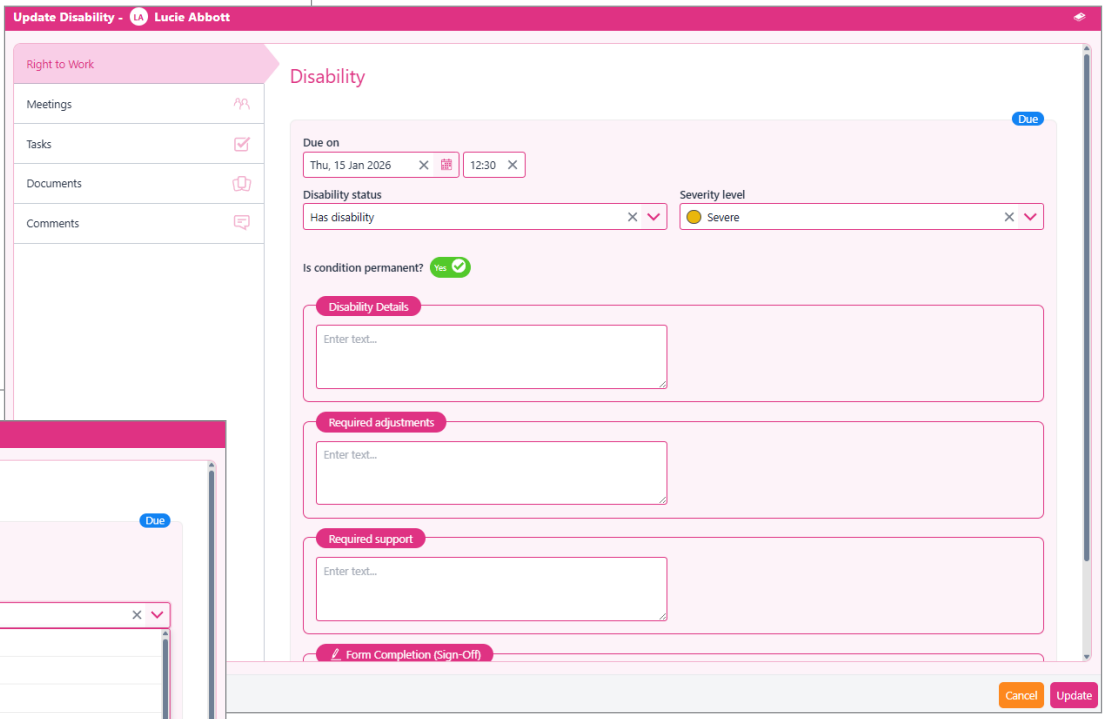
This ensures that organisations can respond quickly to incidents, meet their duty of care, and maintain clear records for audits and reporting. By bringing all health and safety information into a single, accessible framework, timeware® Cloud helps protect employees, reduce risk, and support a safer, more responsible working environment.



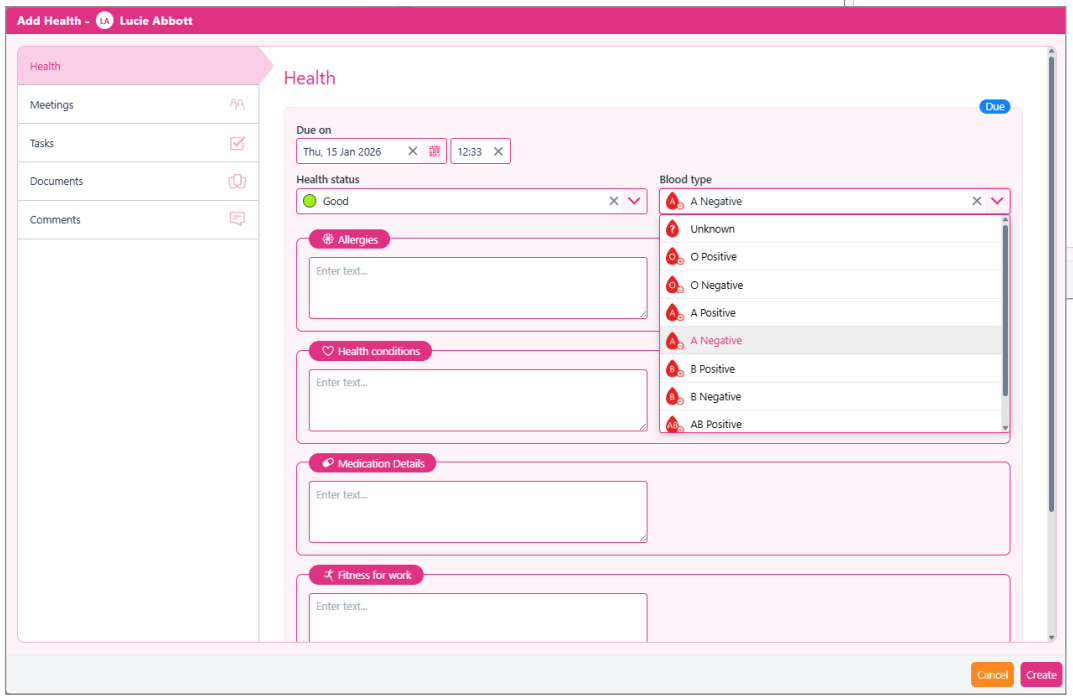
Personnel, Health and Safety, Mental Well Being



Personnel, Health and Safety, Accident or Injury



Update Disability



Add Health

Personnel...

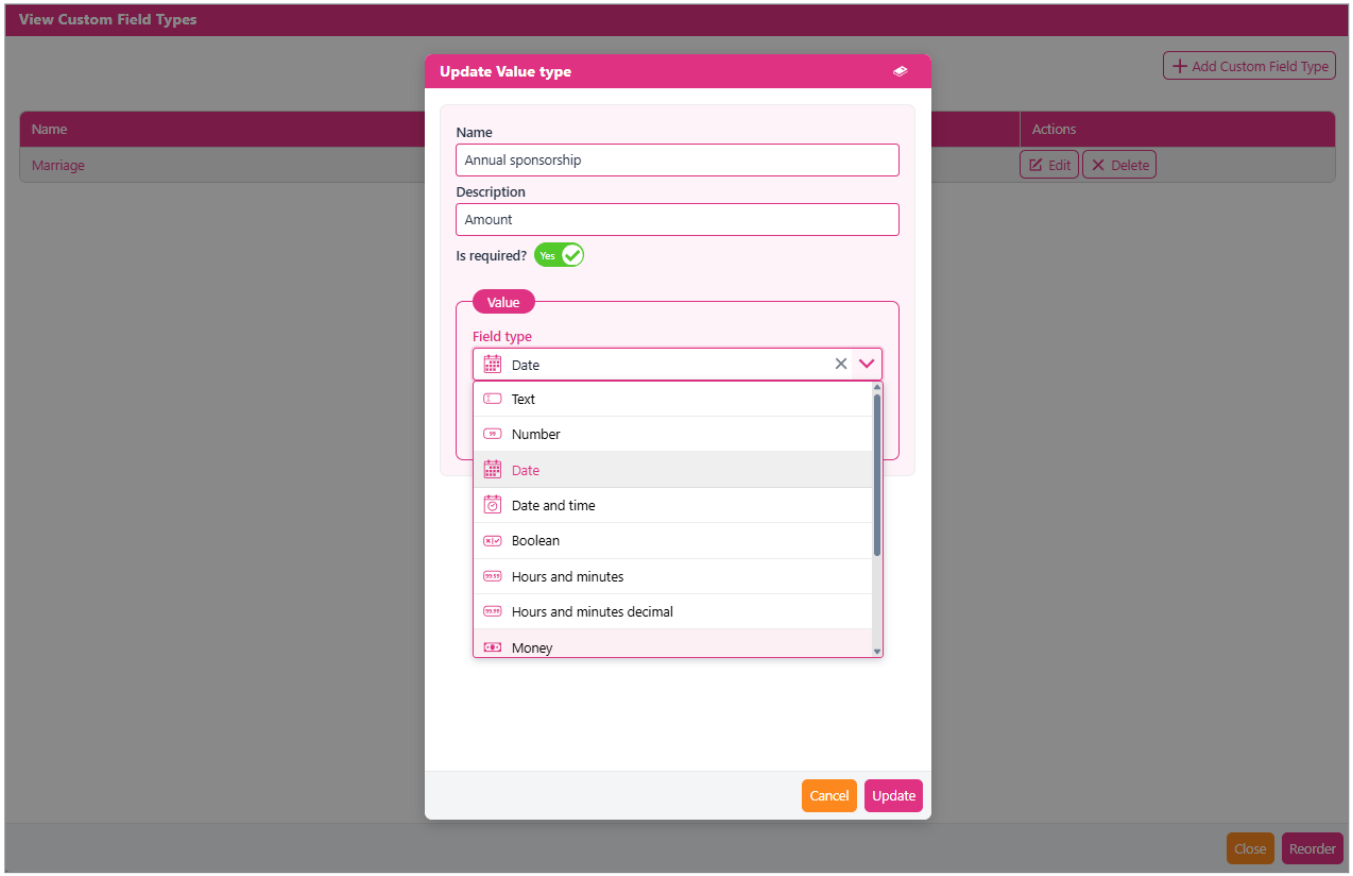
Custom Fields

It offers custom fields to tailor the system to your organisation's unique HR needs, all securely centralised.

The Custom Data area within timeware® Cloud gives organisations complete flexibility to tailor the system around their own operational needs.

By creating bespoke fields with defined formats such as text, numbers, dates, time, or monetary values, businesses can capture information that falls outside standard HR records, from sponsorships and allowances to internal references and specialist data. Each field can be made mandatory, ensuring consistency and accuracy across records.

This adaptable structure allows timeware® Cloud to reflect the unique way every organisation works, delivering a truly personalised workforce management platform without compromising control, security, or reporting clarity.



Custom Field Types

- **DBS Check Workflow:** The system includes a flow control feature (mini-wizard) that guides users through processes like DBS checks. This workflow technology will be expanded to other parts of the system.
- **Unlimited Document Storage:** Attach unlimited documents to each sub-personnel form.
- **Auditable Comments:** Comments added to sub-personnel forms are auditable for transparency.
- **Personal Identification:** Each sub-form clearly shows the employee's name, ensuring users know which individual they are viewing.
- **Credential Integration:** Credentials for employees brought in via third-party APIs are now visible within the personnel records, including the type of credential and when it was issued.
- **Custom Fields:** You can now create unlimited Custom Fields, an enhancement over the previous on-premises UDF (User Defined Fields) system.
- **Document and Conversation Storage:** Documents such as DBS checks, absences, or next of kin information can be securely stored. Conversations related to these records are also tracked.

IMPROVED

- **Core**
  - Insights
  - Essential
  - Photo
  - Personal
  - Addresses
  - Emergency Contacts
  - Sensitive
  - Banks
  - Employee Self Service Account
- **Employment and Compensation**
  - Employment
  - Benefits
  - Salaries
  - Pensions
  - Credentials
- **Compliance and Legal**
  - Right to Work
  - Disclosure and Barring Service
  - Working Time Regulations
- **Employee Relations**
  - Conversations
  - Unions
  - Grievances
  - Disciplinary
  - Exit Interview
- **Professional Development**
  - Achievements
  - Reviews
  - Skills and Qualifications
  - Skills Progression
  - Education
- **Health and Safety**
  - Health
  - Disabilities
  - Accident or Injury
  - Mental Wellbeing
- **Custom Data**
  - Custom Fields

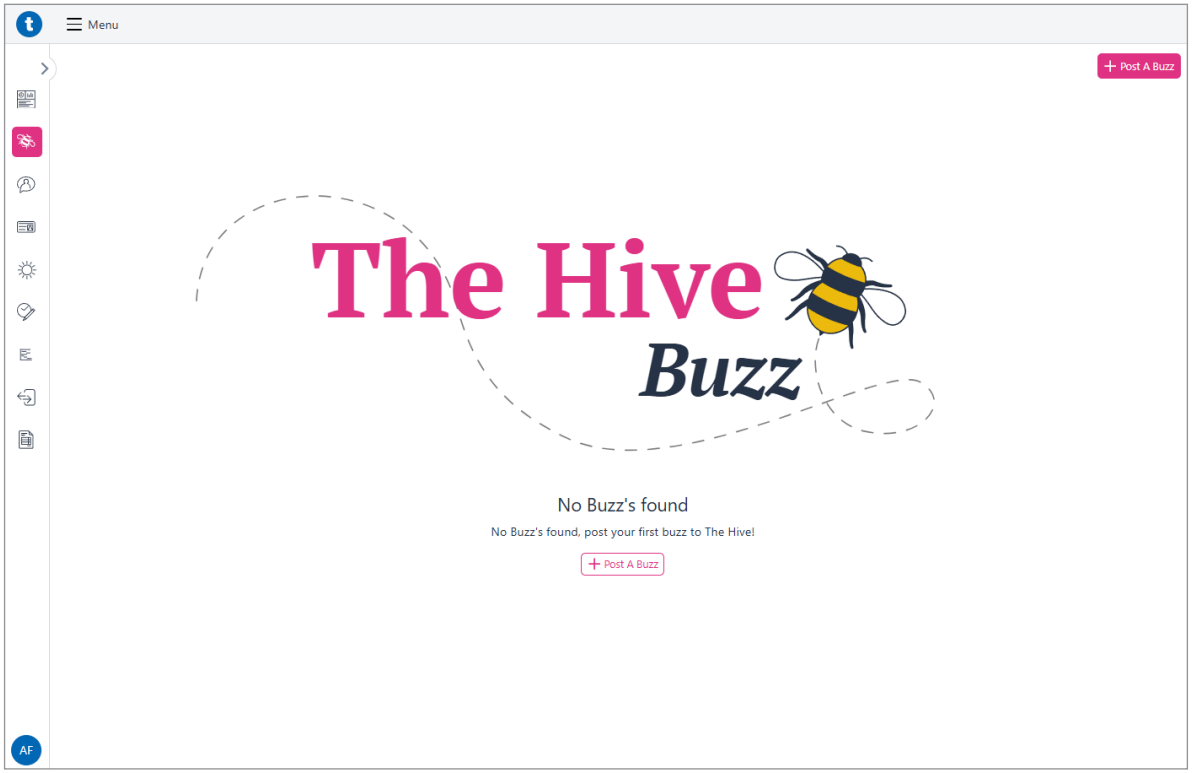
The timeware® Hive...

timeware's internal communications hub.

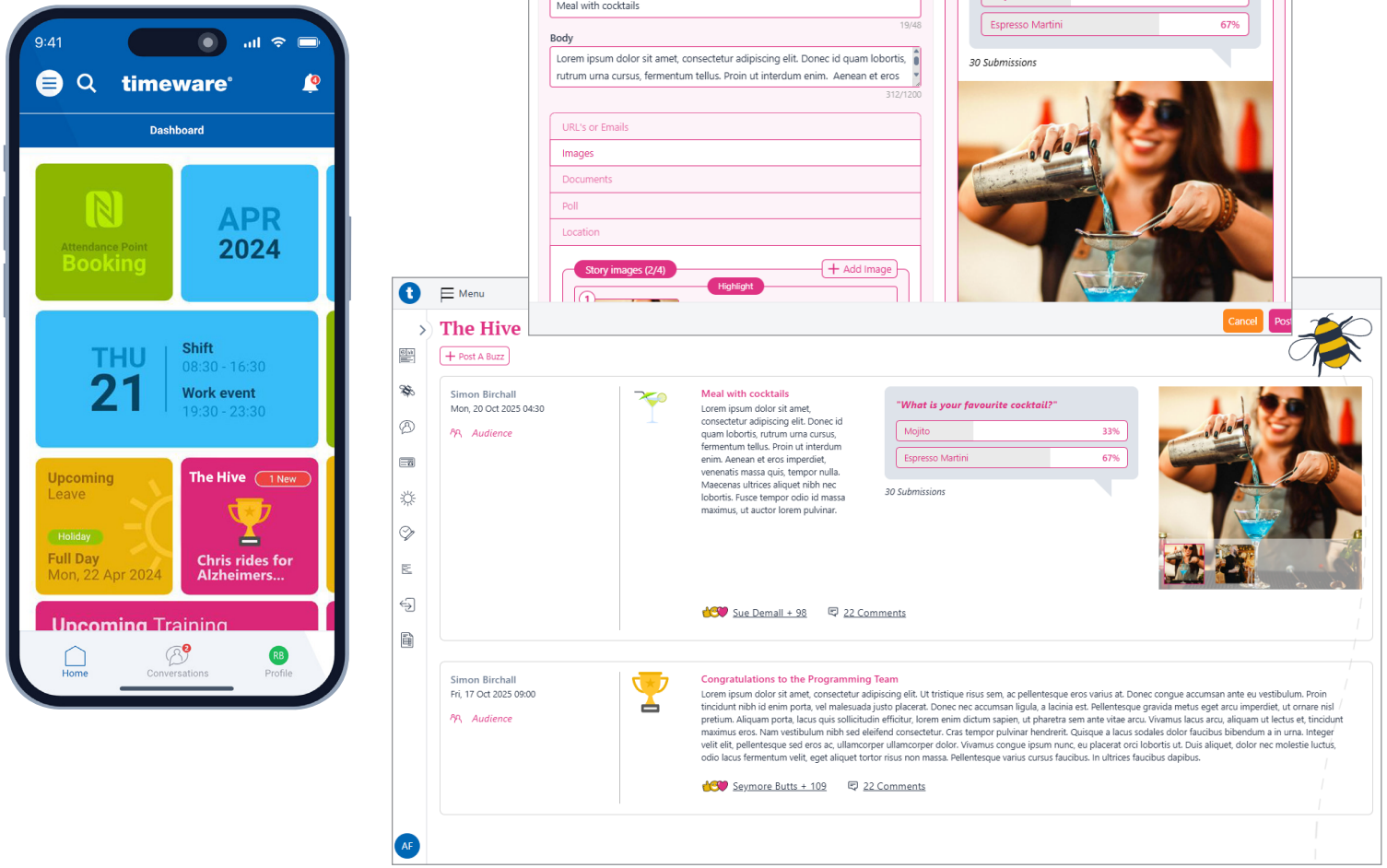
timeware® Hive is timeware's internal communications hub, designed to bring people, information and engagement together in one simple, secure space. Through quick, targeted posts known as Buzz, managers can share updates, recognise achievements, promote events and gather instant feedback across the organisation. Whether announcing a policy change, celebrating a team success or running a short poll, timeware® Hive ensures every message reaches the right audience at the right time.

With a clean, intuitive interface and a mobile friendly presentation, employees stay connected wherever they are, reducing reliance on email and improving day to day visibility. Rich content such as images, documents, locations and interactive polls can be added in seconds, while comments and reactions encourage genuine two way communication rather than one way announcements.

As a core part of the timeware® Cloud platform, timeware® Hive integrates seamlessly with workforce data, dashboards and HR features, creating a central point for both information and interaction. The result is a more informed and engaged workforce, clearer internal communication and a stronger connection between management and staff. timeware® Hive turns routine updates into meaningful conversations, helping organisations build culture, improve awareness and keep everyone aligned with what matters most.



Posting a Buzz



NEW

- **Upcoming Events:** Display all upcoming events within the company, viewable by employees in the app.
- **Stories:** Highlight events or employee achievements, such as charity work or milestone celebrations.
- **Messages:** Used to target specific groups (e.g., office staff, shop floor teams) for announcements or updates.

Leave Management...

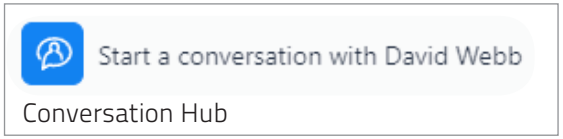
timeware® Cloud Leave Management allows custom holiday policies, carry-over limits, two-tier approvals, and alerts for breaches in leave rules.

timeware® Cloud Leave Management is designed to simplify and centralise the way organisations manage employee absences. It provides a clear, efficient method for recording and tracking all types of leave, including holiday, sickness, compassionate leave and personal days, ensuring that every request is captured accurately and consistently.

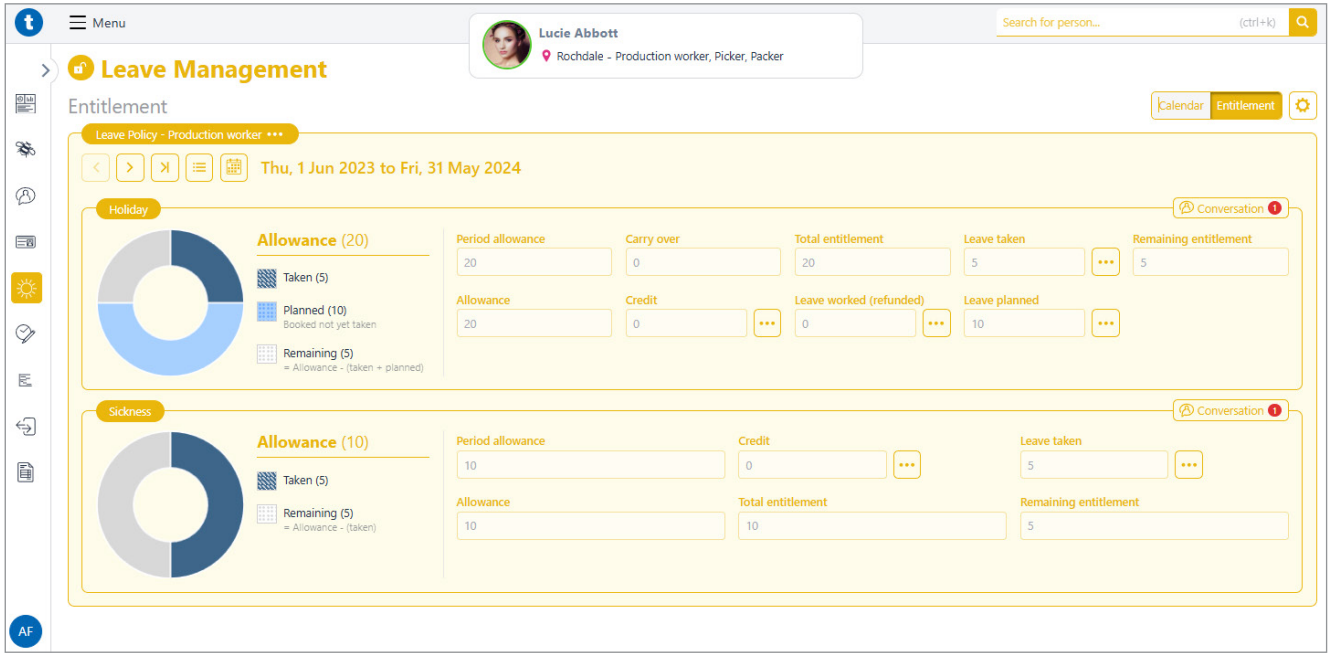
Managers can review and approve requests in seconds, with full visibility of individual entitlements, remaining balances and team availability. This allows workforce planning to be handled with confidence, helping departments maintain appropriate cover while supporting employees in taking time away when needed. Real time reporting highlights absence patterns and trends across the organisation, enabling informed decisions and proactive management.

The intuitive interface makes it easy for both managers and employees to access the information they need without complexity. Requests can be submitted quickly, approvals are clear and auditable, and all activity is automatically recorded for future reference.

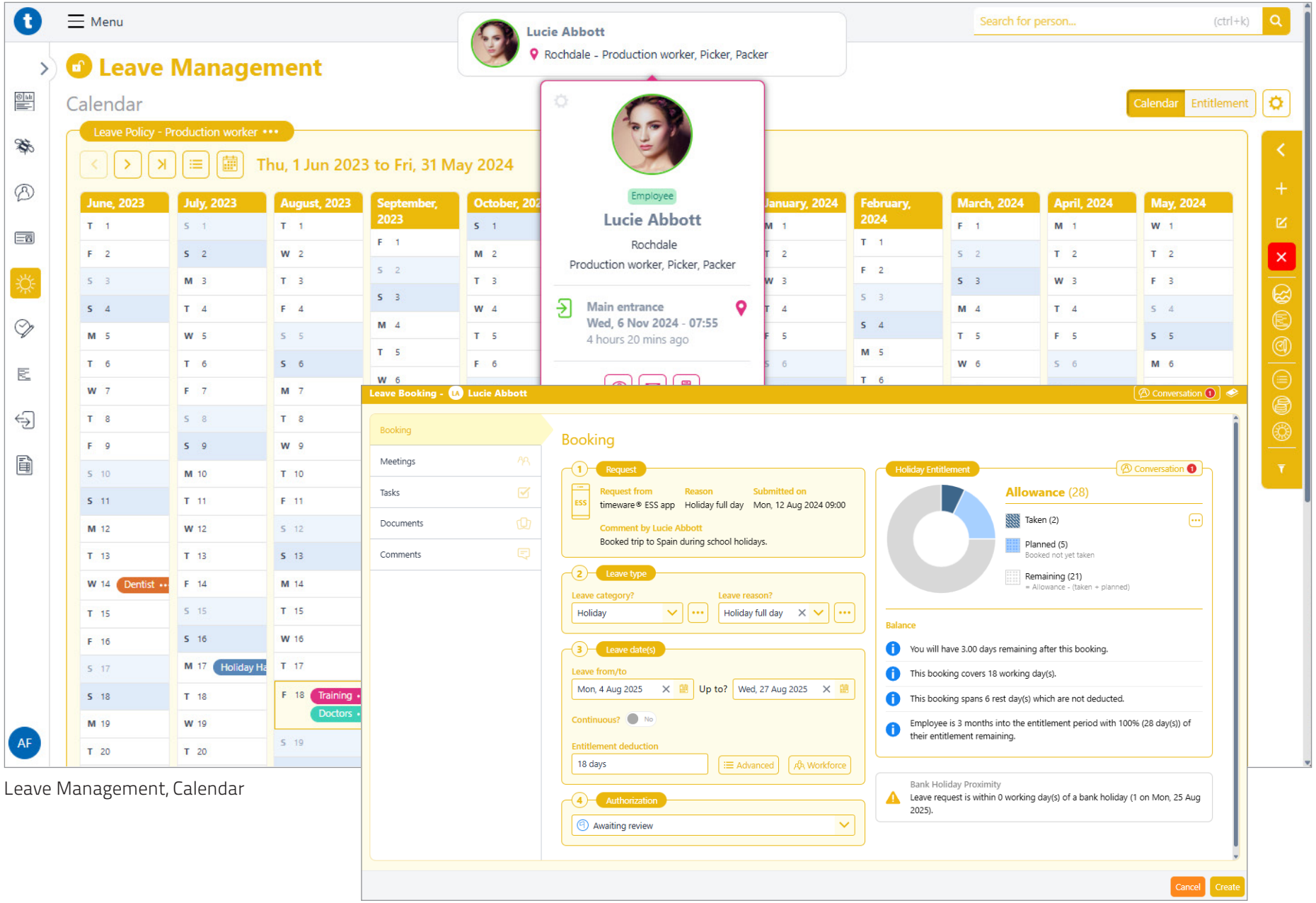
As a fully integrated part of timeware® Cloud, Leave Management works seamlessly alongside time and attendance, dashboards and HR features. This ensures that attendance data is always synchronised and up to date, supporting accurate records, payroll preparation and compliance with internal policies and employment legislation. The result is a streamlined, reliable and professional approach to managing absence across the entire organisation.



Conversation Hub

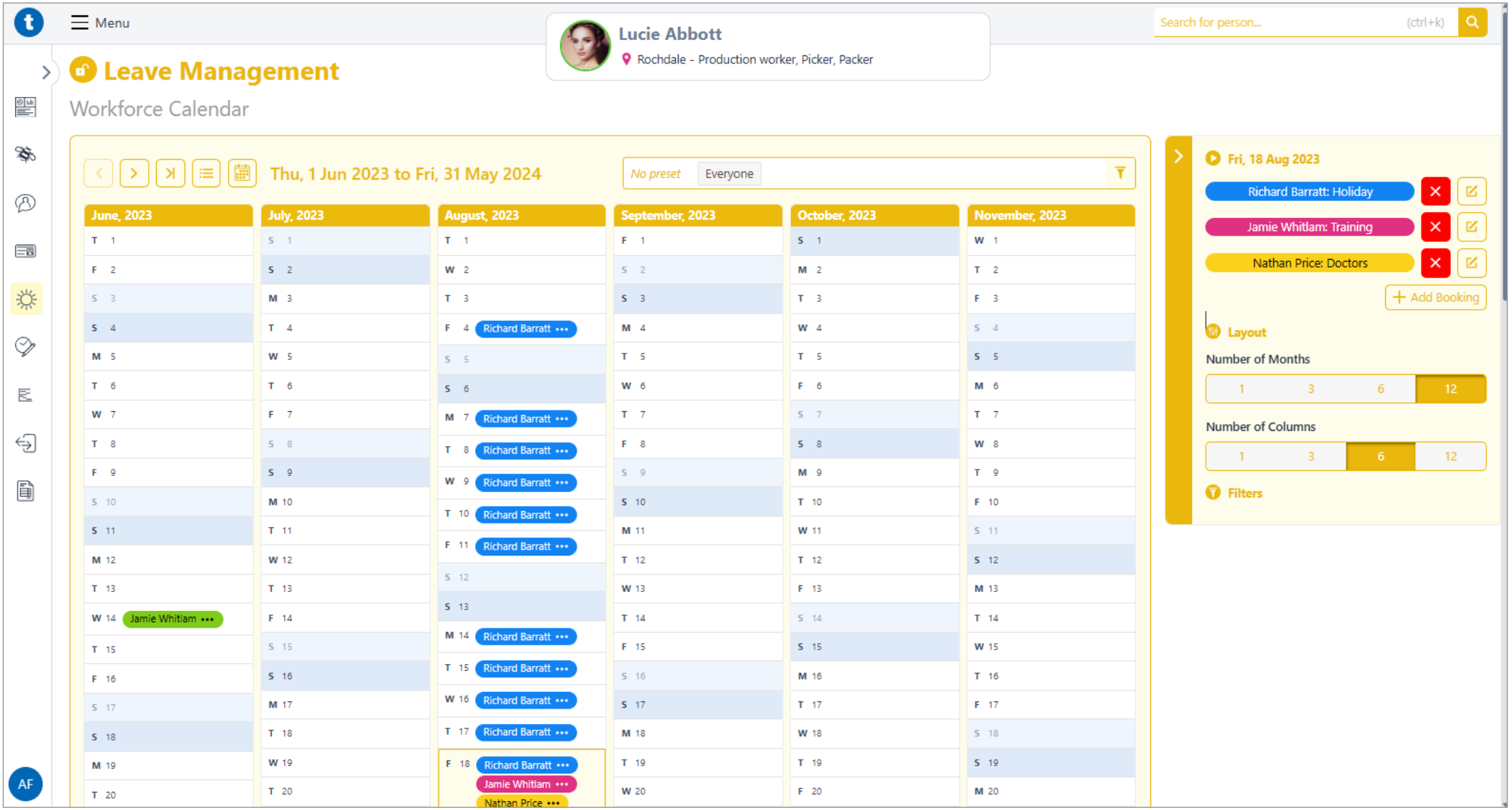


Leave Management, Entitlement



Leave Management, Calendar

Leave Management...



Leave Management, Workforce

IMPROVED

- **Absence Control:** Full control over leave management, including the ability to modify individual days (e.g., half-days) and manage absence spells more effectively.
- **Leave Statistics:** View a calendar that shows leave statistics for multiple employees at once.
- **Workforce View:** View which employees in a specific assignment group (e.g., department) are off on leave.

- **Individual calendar**
- **Individual entitlement**
- **Workforce calendar**
- **Multiple absences on a day**
- **Tactical absences**
- **Continuous absences**
- **Conversation Hub**
- **Comments**

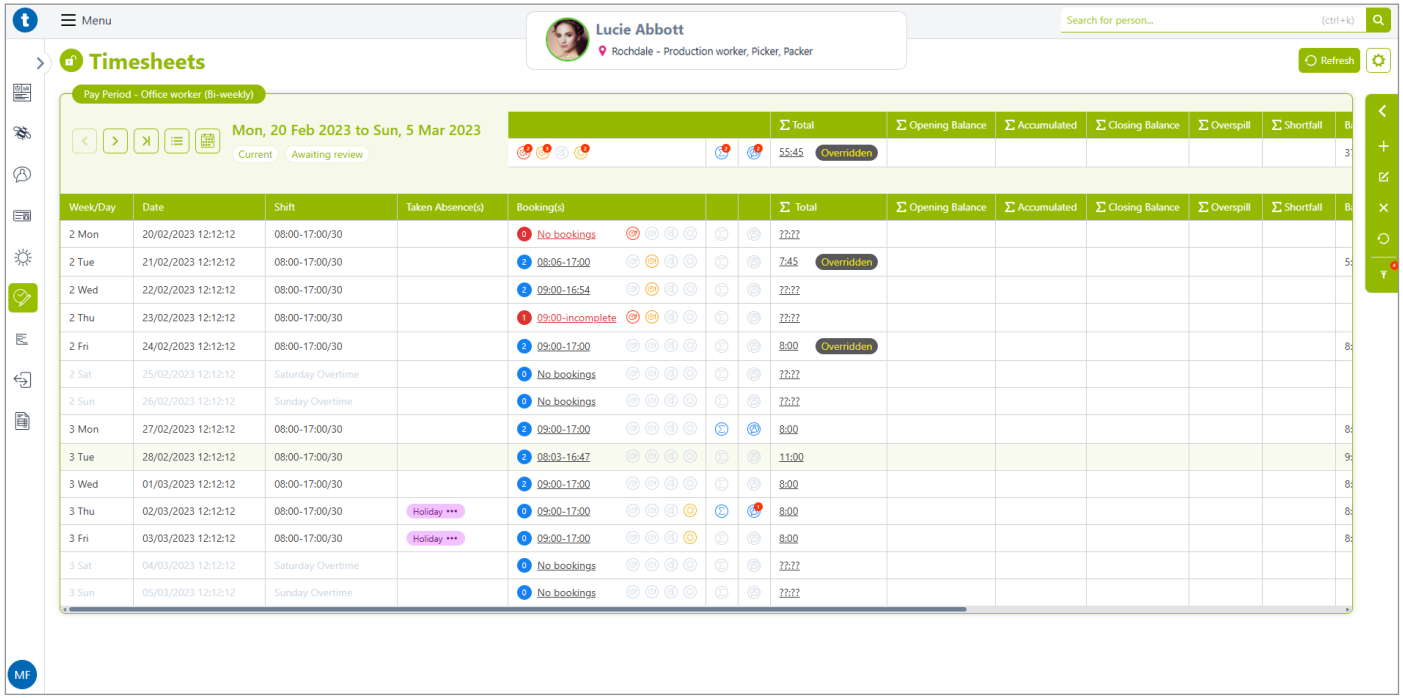
Attendance...

Flexible scheduling, extensive overtime calculations, real-time calculations and alerts.

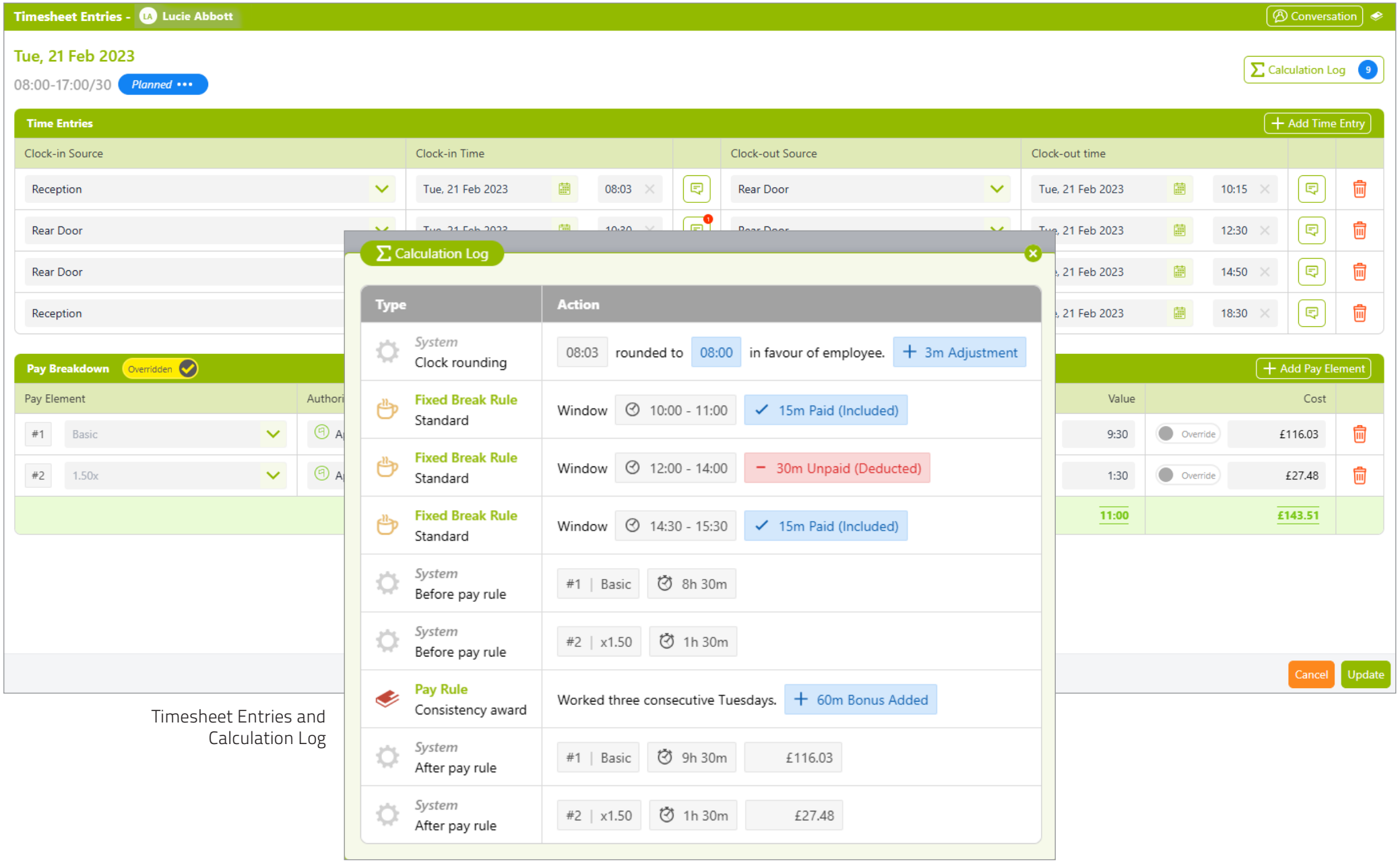
timeware® Cloud Attendance is designed to support a wide range of established working patterns, including standard hours, flexitime and complex rotating shifts. Schedules can be created and managed up to a full year in advance, giving organisations long-term visibility and control over workforce planning. Built-in grace periods and rounding rules ensure accurate, consistent time capture, while flexible break classifications allow different working practices to be reflected precisely within the system.

The platform supports an extensive range of overtime calculation methods, making it ideal for organisations with bespoke pay rules or industry-specific requirements. Overtime can be authorised using multiple approval routes, ensuring that policies are applied correctly and transparently across departments. Automated email notifications and on-screen alerts keep managers informed, highlighting pending approvals and helping prevent delays in payroll processing.

By combining robust scheduling, precise time recording and intelligent overtime management in a single, integrated solution, timeware® Cloud Attendance delivers both operational efficiency and absolute confidence in workforce data. It provides managers with the tools they need to maintain compliance, control labour costs and respond quickly to changing business demands, all within a secure, cloud-optimised environment.

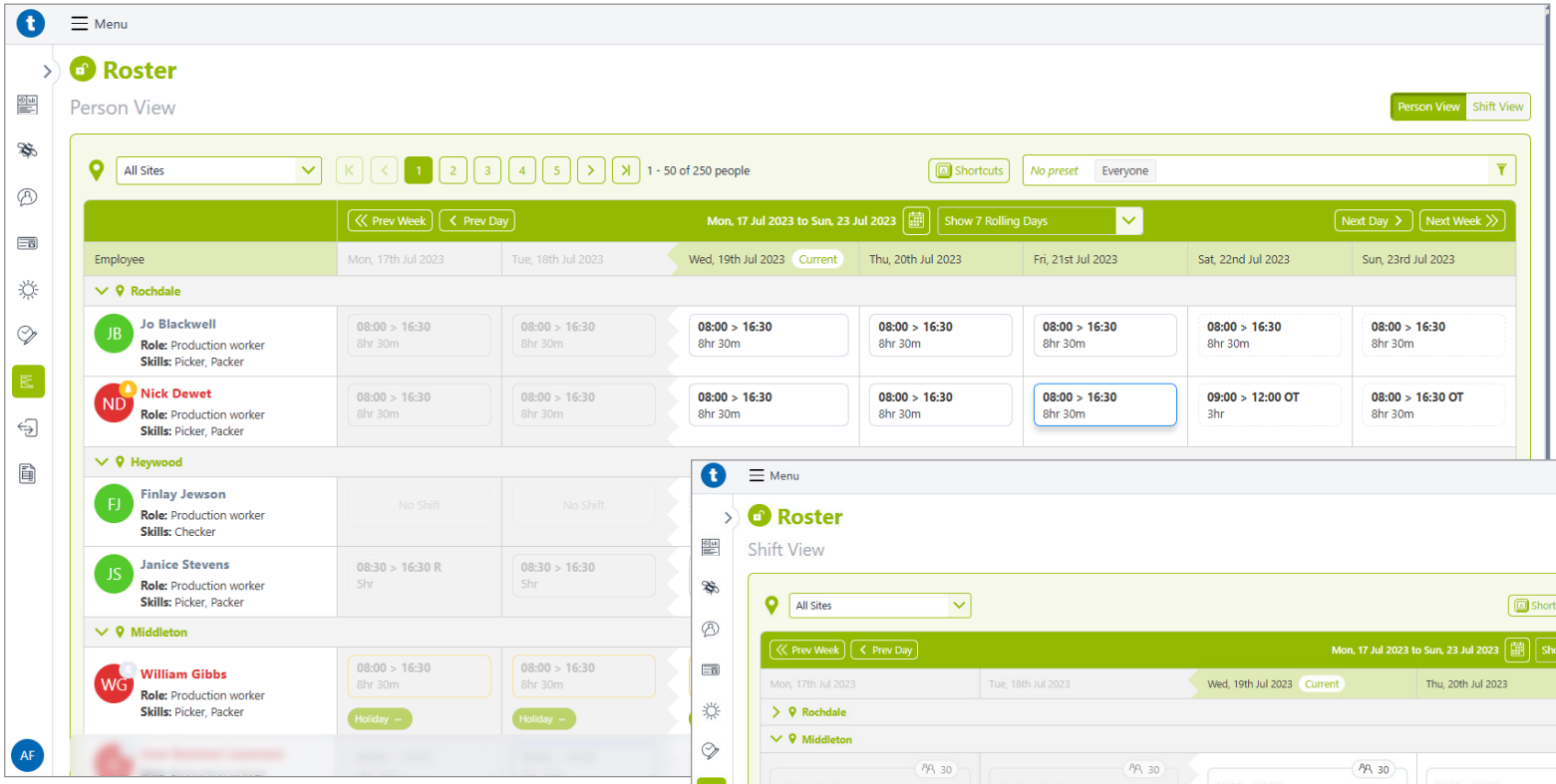


Timesheet

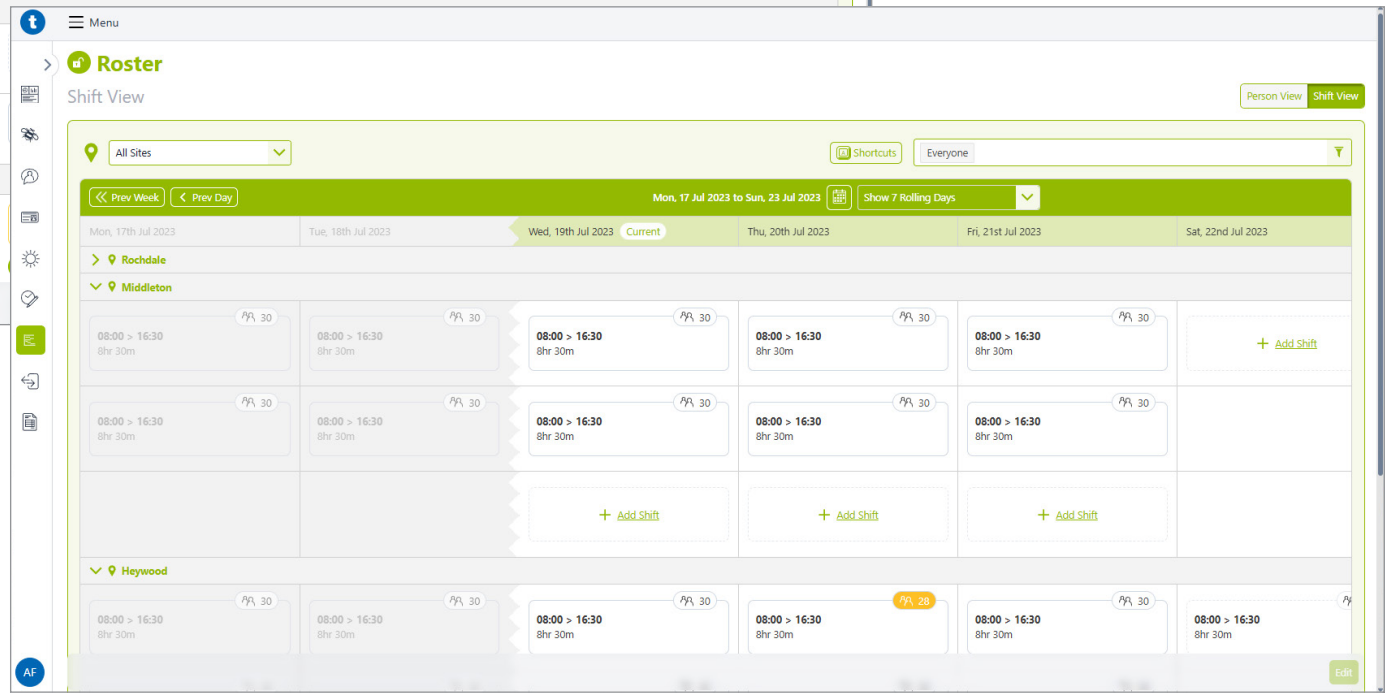


Timesheet Entries and Calculation Log

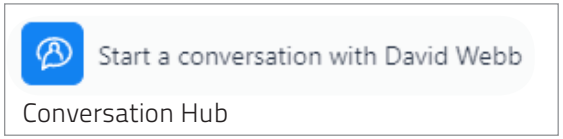
Attendance...



Roster, Person View



Roster, Shift View



Conversation Hub

IMPROVED

Timesheet Management

- **Timesheet Approval Workflow:** The timesheet approval process now includes multiple phases–Awaiting Review, Pending Payroll, and Passed to Payroll–giving greater control over timesheet management.
- **Pay Elements:** The system supports up to 60 pay elements, capped for reporting purposes.
- **Pay Element Types:** Each pay element can be configured as hours, minutes, decimal hours, or boolean figures.
- **Enhanced Approval Process:** The timesheet approval process has been redefined to provide deeper control compared to the old premise model.

Planner

- **Two View Modes:**

1. **Person View:** A traditional planner view that integrates staffing levels, similar to the on-premise model.

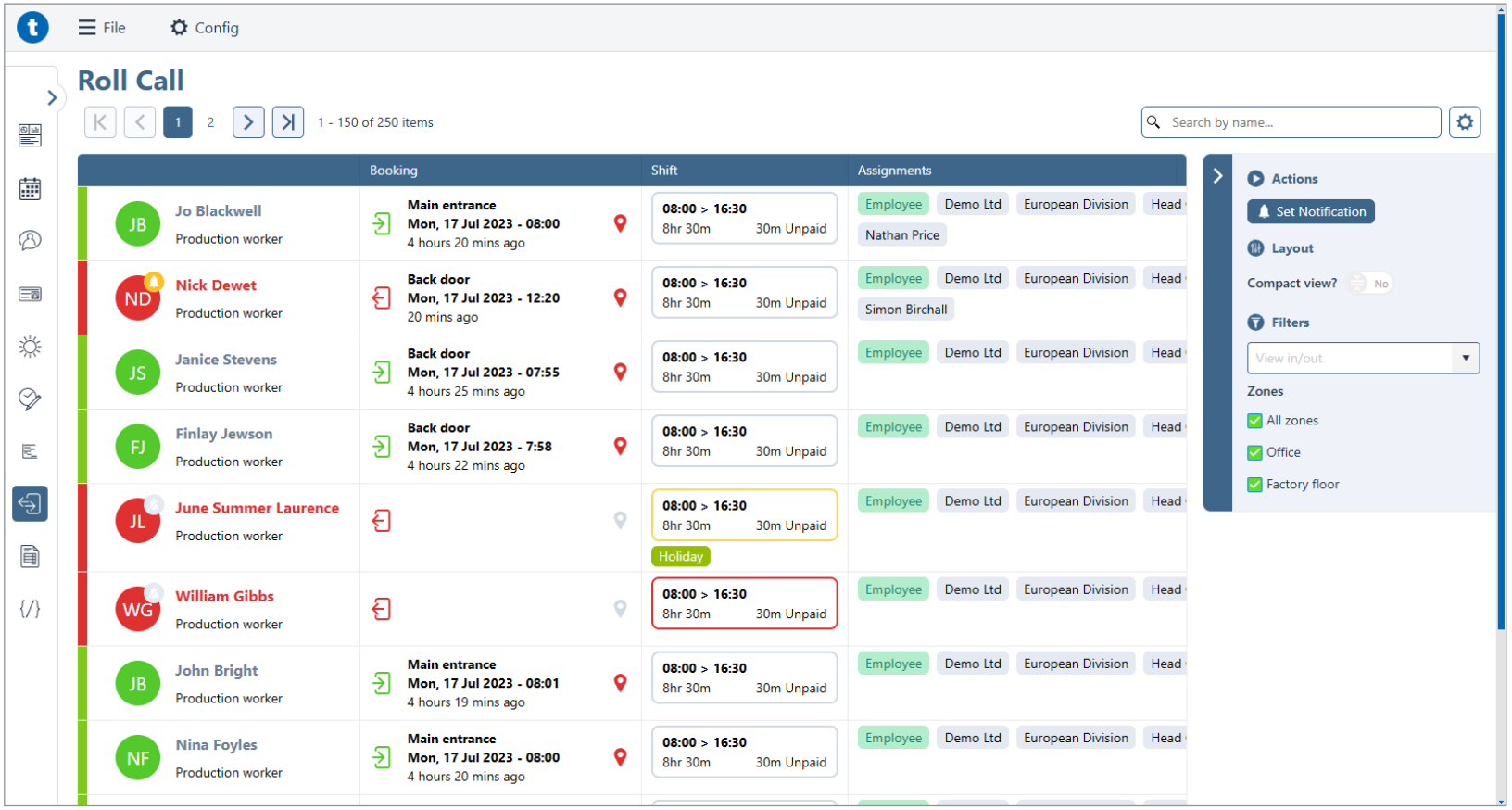
2. **Shift View:** This view focuses on shifts within a day, highlighting potential staffing level breaches. It also allows the creation of new shifts on-demand, in addition to existing shifts.

Roll Call...

timeware® Cloud's Roll Call feature boosts workplace safety and efficiency, offering real-time on-site presence visibility during emergencies.

The timeware® Cloud Roll Call feature offers an unparalleled advantage for enhancing workplace safety and efficiency.

This powerful tool provides real time visibility of who is present on-site, crucial during emergencies or unexpected events.



Roll Call

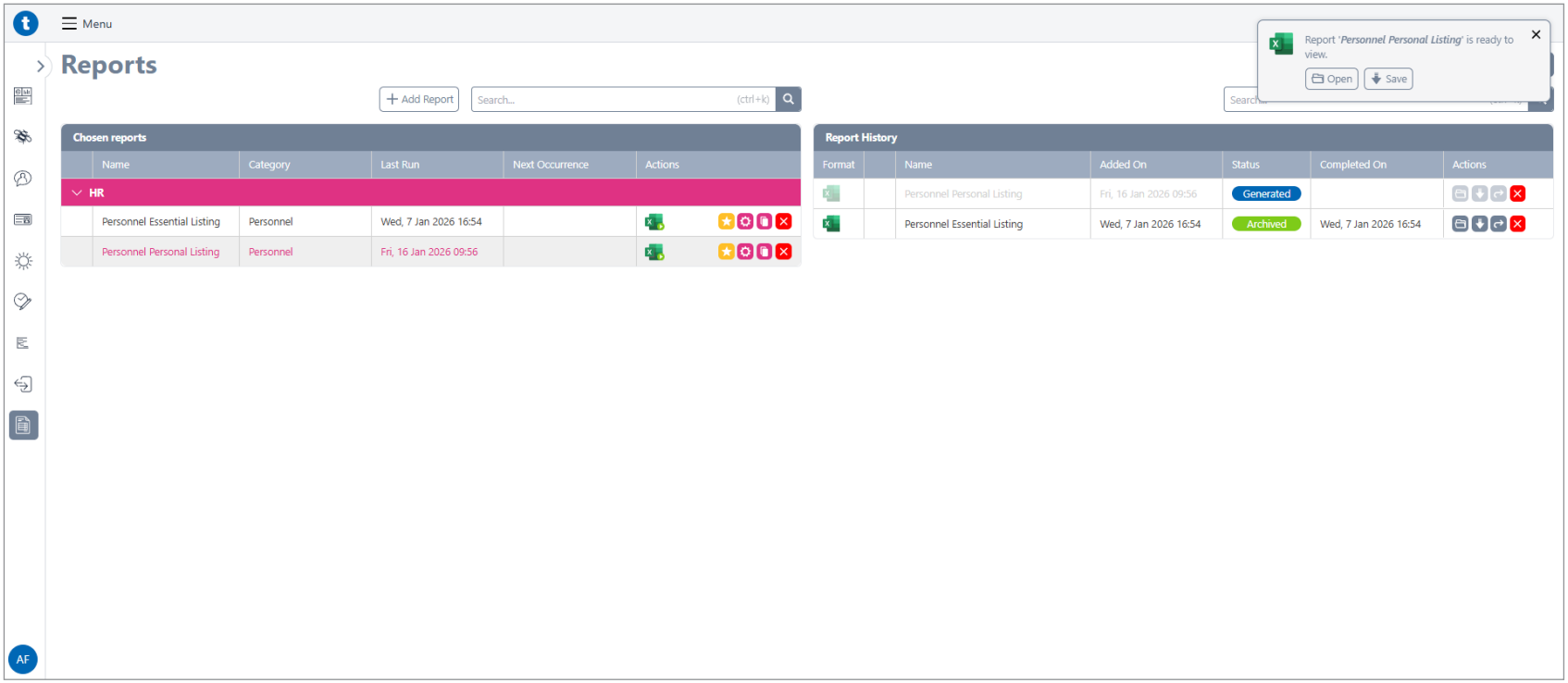
IMPROVED

- **Multi-site support**
- **Multiple filters and sort orders**

Reports...

timeware® Cloud Reports provide essential insights for tracking attendance, overtime, and absences, enhancing decision-making and operational efficiency. Available in PDF or Excel format.

Elevate your operations with the powerful reporting capabilities of timeware® Cloud. Detailed, easy-to-understand reports give you precise visibility of employee attendance, overtime, and absence trends, enabling managers to act quickly and make informed decisions that improve productivity and reduce operational costs. With real-time data always available, you gain immediate insight into workforce performance without delay. Reports can be run instantly or scheduled to generate automatically at set times during the week or month, ensuring that critical information is delivered exactly when it is needed for confident planning, compliance, and effective management.

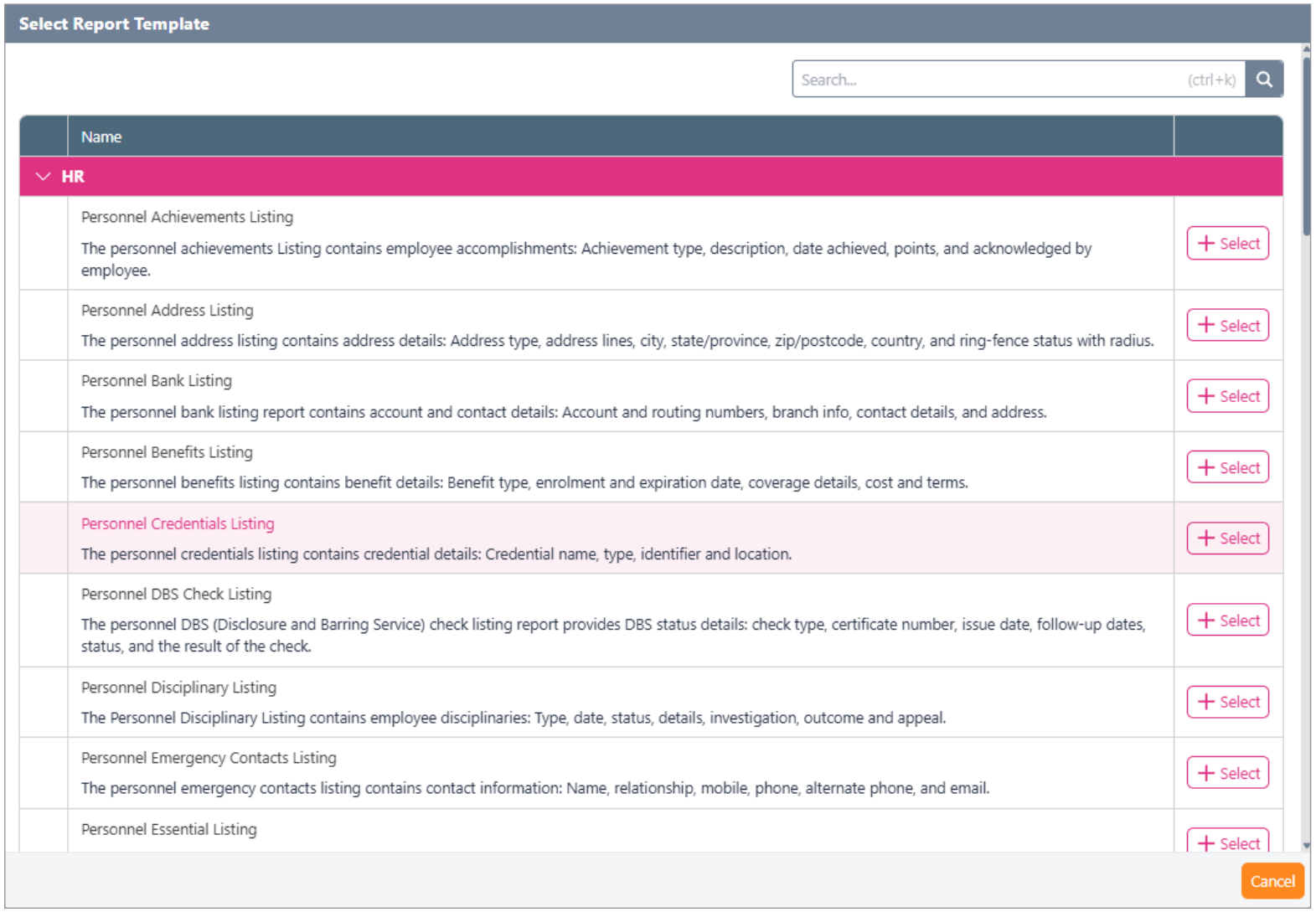


Reports

Reports are designed to provide a detailed breakdown of key data.

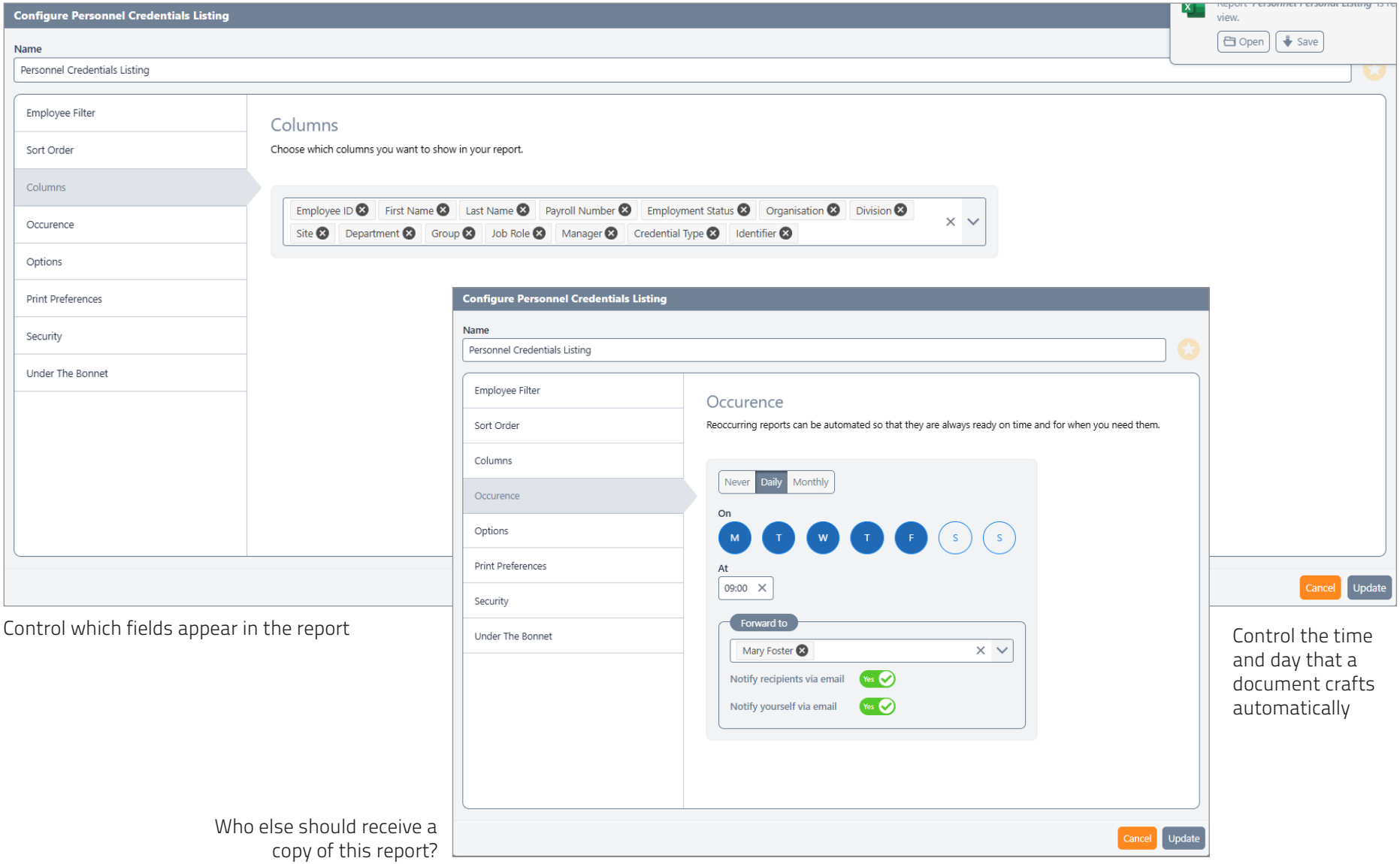
- Personnel
- Leave management
- Attendance
- Roll call
- GDPR
- Working time regulations

All reports may be crafted as PDFs or Excel format for further manipulation and analysis.



An extensive range of reports, each with clearly identifiable permissions

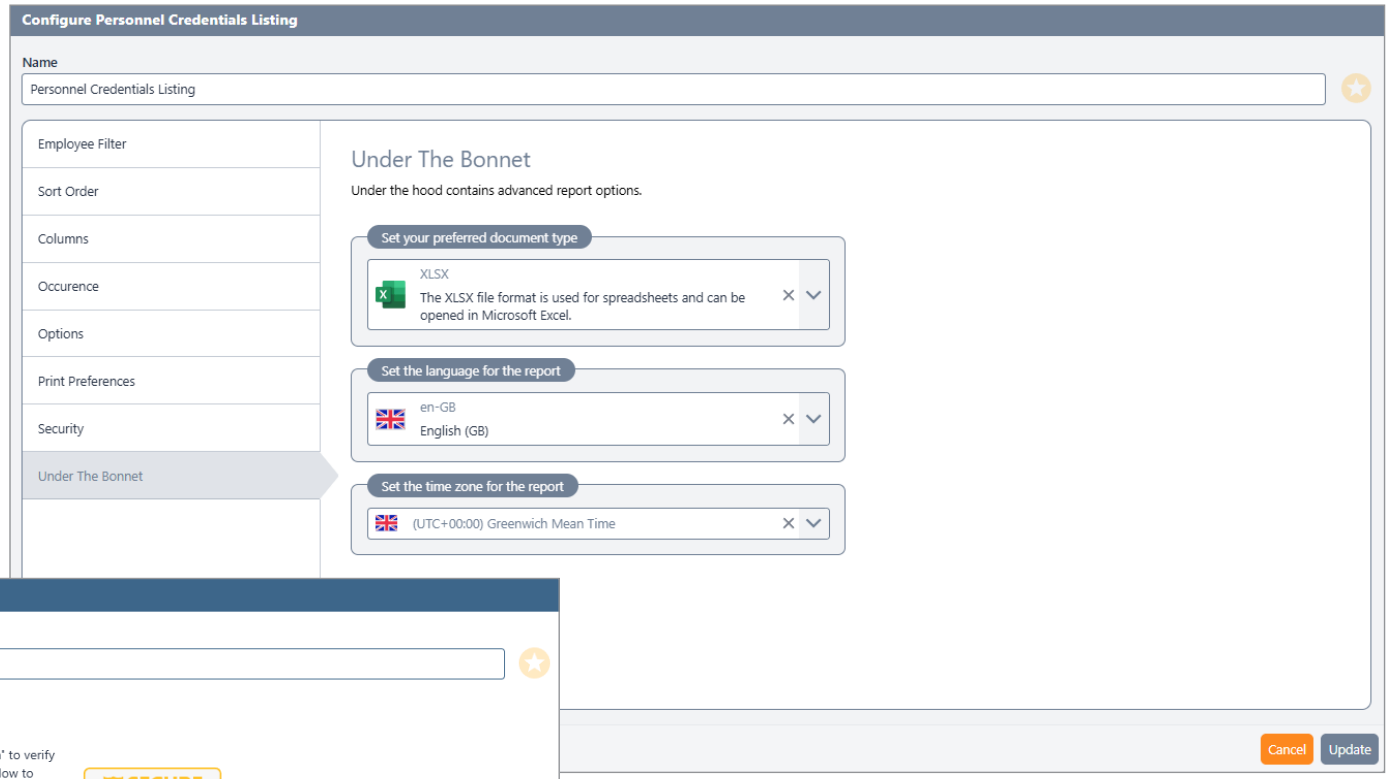
Reports...



Control which fields appear in the report

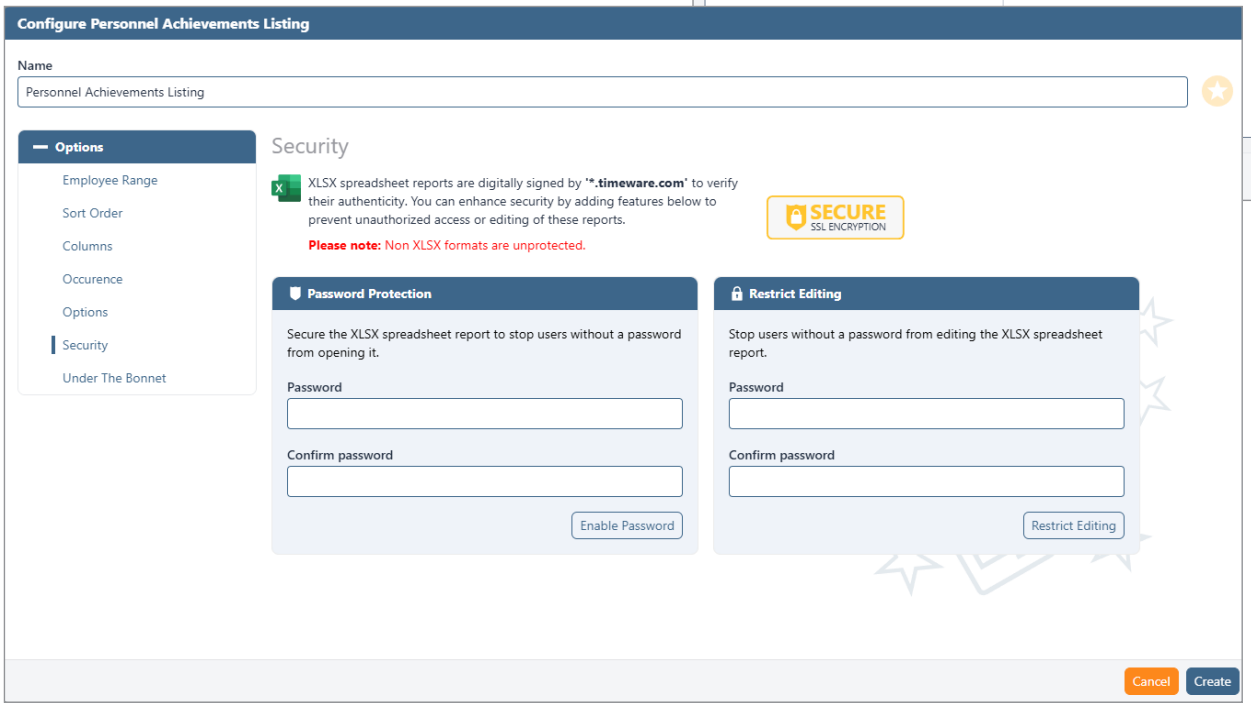
Control the time and day that a document crafts automatically

Who else should receive a copy of this report?

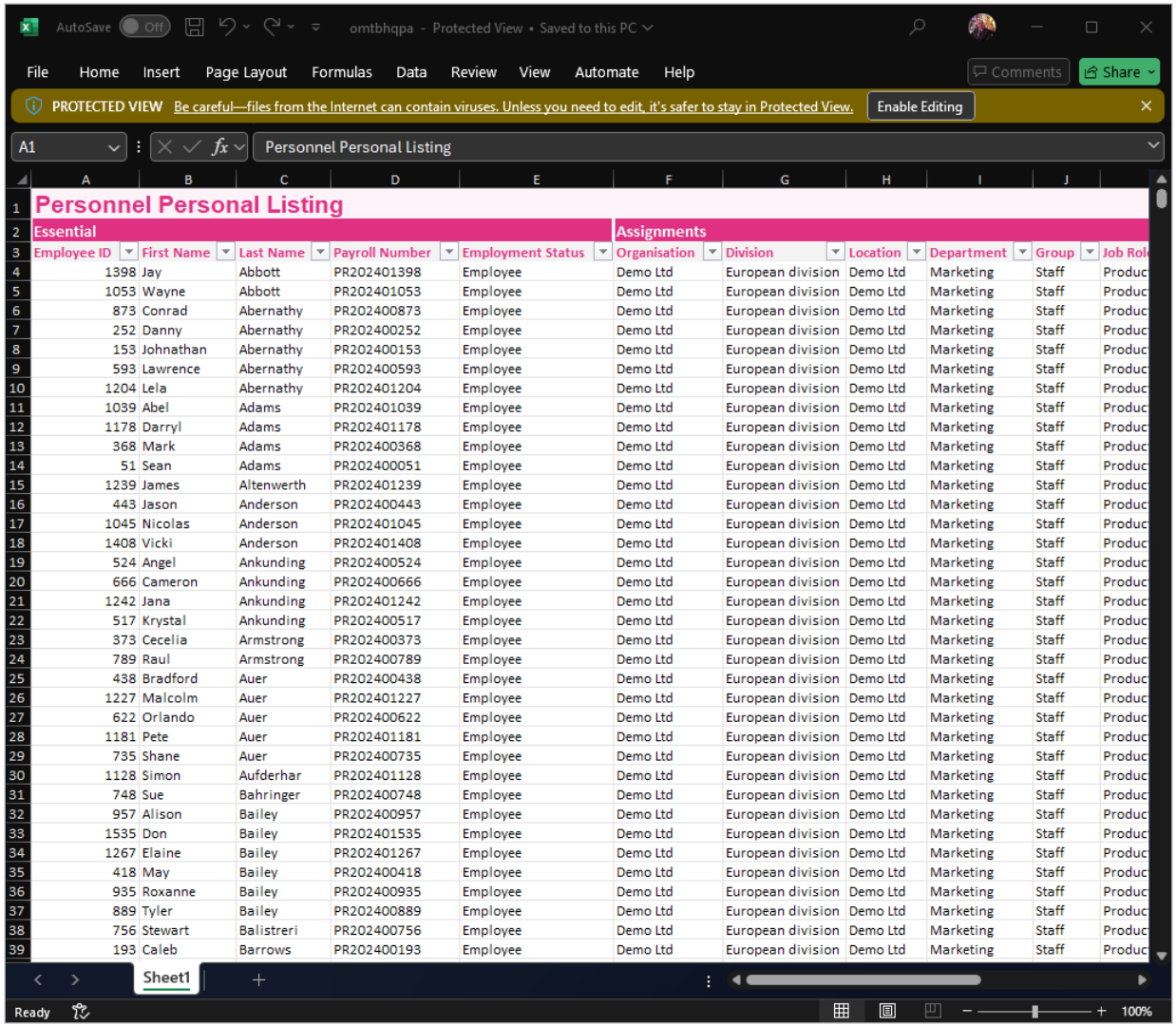


Specify document type, language and a time zone for automatically generated reports

XLSX spreadsheet reports are digitally signed and can be password protected

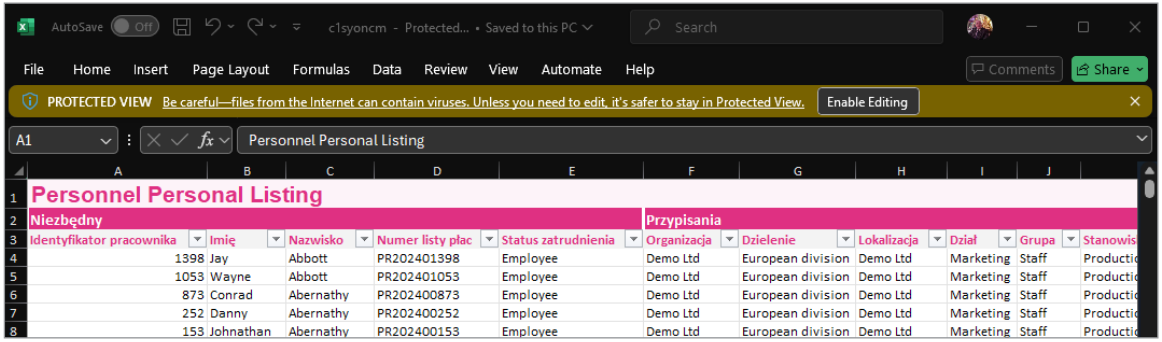


Reports...

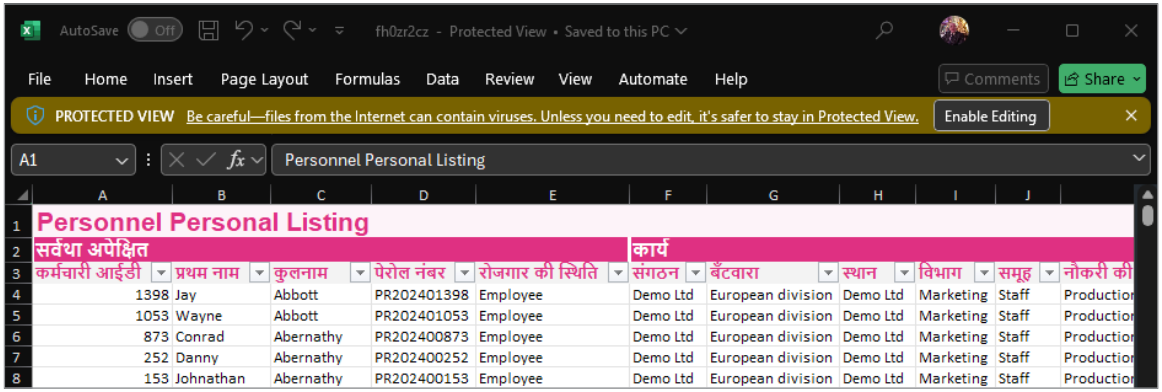


Personnel Personal Listing										
Essential					Assignments					
Employee ID	First Name	Last Name	Payroll Number	Employment Status	Organisation	Division	Location	Department	Group	Job Rol
1398	Jay	Abbott	PR202401398	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1053	Wayne	Abbott	PR202401053	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
873	Conrad	Abernathy	PR202400873	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
252	Danny	Abernathy	PR202400252	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
153	Johnathan	Abernathy	PR202400153	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
593	Lawrence	Abernathy	PR202400593	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1204	Lela	Abernathy	PR202401204	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1039	Abel	Adams	PR202401039	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1178	Darryl	Adams	PR202401178	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
368	Mark	Adams	PR202400368	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
51	Sean	Adams	PR202400051	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1239	James	Altenwerth	PR202401239	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
443	Jason	Anderson	PR202400443	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1045	Nicolas	Anderson	PR202401045	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1408	Vicki	Anderson	PR202401408	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
524	Angel	Ankunding	PR202400524	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
666	Cameron	Ankunding	PR202400666	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1242	Jana	Ankunding	PR202401242	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
517	Krystal	Ankunding	PR202400517	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
373	Cecelia	Armstrong	PR202400373	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
789	Raul	Armstrong	PR202400789	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
438	Bradford	Auer	PR202400438	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1227	Malcolm	Auer	PR202401227	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
622	Orlando	Auer	PR202400622	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1181	Pete	Auer	PR202401181	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
735	Shane	Auer	PR202400735	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1128	Simon	Aufderhar	PR202401128	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
748	Sue	Bahringer	PR202400748	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
957	Alison	Bailey	PR202400957	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1535	Don	Bailey	PR202401535	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
1267	Elaine	Bailey	PR202401267	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
418	May	Bailey	PR202400418	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
935	Roxanne	Bailey	PR202400935	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
889	Tyler	Bailey	PR202400889	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
756	Stewart	Balistreri	PR202400756	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc
193	Caleb	Barrows	PR202400193	Employee	Demo Ltd	European division	Demo Ltd	Marketing	Staff	Produc

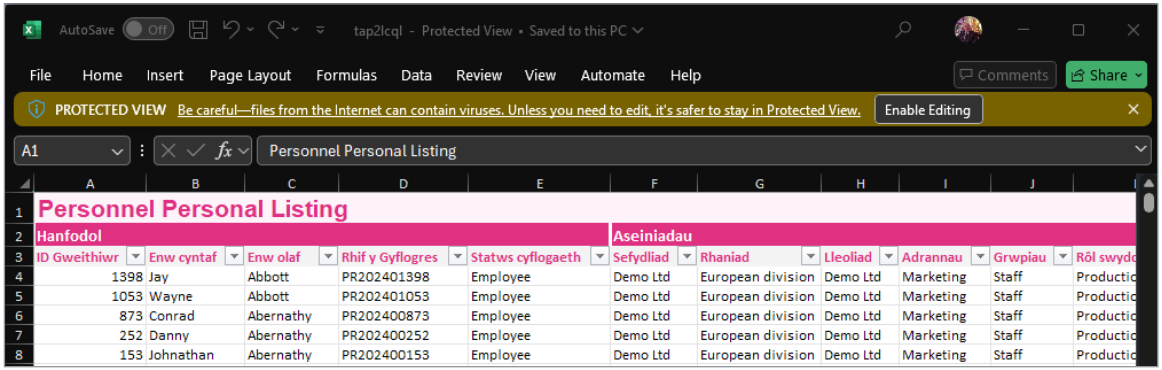
Example of an XLSX report



Report language set to Polish



Report language set to Hindi



Report language set to Welsh

IMPROVED

- **Ready-to-Use Templates:** All reports are complete and available in the report templates.
- **Enhanced Security:** SSL certification and encryption applied to Excel reports, ensuring report integrity and verification via timeware.com.
- **Password Protection:** Reports can now be password-protected for both viewing and editing. Editing restrictions are set through a separate password for added data security.
- **Password Management:** No passwords are stored within the cloud; forgotten passwords can be reset without requiring the previous one.

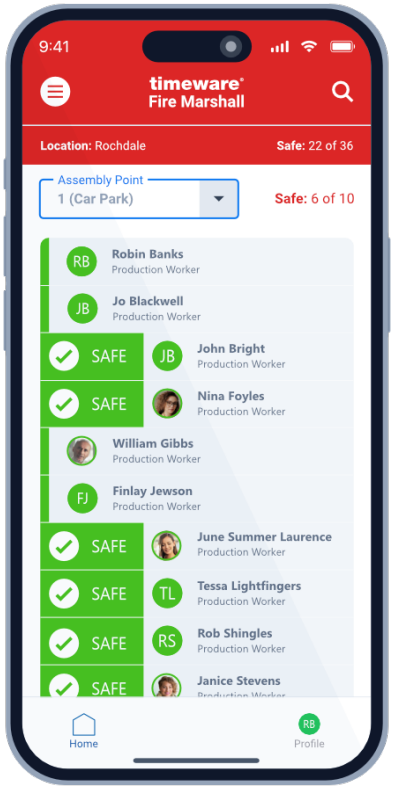
- **Excel and PDF format**
- **Multi language**
- **Report history**
- **Employee range**
- **Sort order**
- **Columns**
- **Occurrence**
  - Instant
  - Daily
  - Monthly

timeware® Fire Marshall app...

timeware® Cloud Fire Marshall App ensures staff safety during emergencies, offering real-time updates across marshal devices for efficient coordination.

timeware® Cloud Fire Marshall App is an essential solution for ensuring that staff members have safely evacuated during a fire emergency. This innovative app is specially tailored for installation on devices held by designated fire marshals, enabling marshals to swiftly verify the presence of individuals at safe locations. As it operates on a cloud-based platform, the app synchronises in real-time across all devices used by the marshals, thereby providing an exceedingly accurate and up-to-date status of each staff member with minimal latency. This feature ensures that every marshal is informed of the current situation, significantly enhancing the efficacy and coordination of emergency response efforts.

List of staff with pictures



timeware® fire marshall app

Swipe right to confirm sight of team member

android iOS

NEW

- Supports multi-location businesses
- Supports multiple Fire Marshalls
- Supports multiple assembly locations
- Swipe right to confirm sight of team member
- Swipe left to cancel
- Multiple view sorts

General Data Protection Regulation (GDPR)...

GDPR affects every business in the UK. timeware's customisable GDPR controls ensure companies work within their own data protection rules.

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

What does this mean for a company using timeware® Cloud?

We will discuss how long certain information needs to be kept by the company for people classed as employed or as a leaver. We will then create a series of GDPR housekeeping scripts that will ensure these rules are upheld.

Please note that the timeware® software will never automatically delete any personal data. We think it is much safer that timeware® operates within your data controller's policies and highlights data that requires deletion. This will always be completed by your data controller and is fully audited.

Some example GDPR housekeeping rules:

If timeware® Cloud is not being used as the primary HR system do not allow address information to be recorded.

If timeware® Cloud is not being used as the primary HR system do not allow National Insurance data to be recorded.

When an employee leaves the company, remove their biometric data within 24 hours.

When an employee leaves the company, remove all records of their future holidays and medical appointments within 24 hours.

When an employee leaves the company, disable access to the timeware® app and the ESS GO app with immediate effect.

When an employee has left the company and after the statutory period, remove all attendance and absence information and personal data.

Working Time Regulations (WTR)...

The Working Time Regulations (1998) implement the European Working Time Directive into GB law.

timeware® Cloud is designed to ensure that your workforce operates within the strict confines of the Working Time Directive. Managers benefit from real-time notifications on their dashboard, alerting them when staff members are nearing or have exceeded regulatory limits. This proactive feature is essential for maintaining compliance and preventing any breaches that could lead to penalties or legal challenges.

Rule 1

Maximum weekly working time

Workers have a statutory right to a maximum average working week of 48 hours.

Rule 2

Rest period

Workers are entitled to a rest break in each shift lasting more than six hours.

Rule 3

Daily rest period

Workers are entitled to 11 hours' consecutive rest between shifts each day.

Rule 4

Weekly rest period

Workers are entitled to one day off each week, or two days off every two weeks.

Rule 5

Night workers

Night workers should not exceed an average of eight hours in each 24-hour period.

Rule 6

Holidays

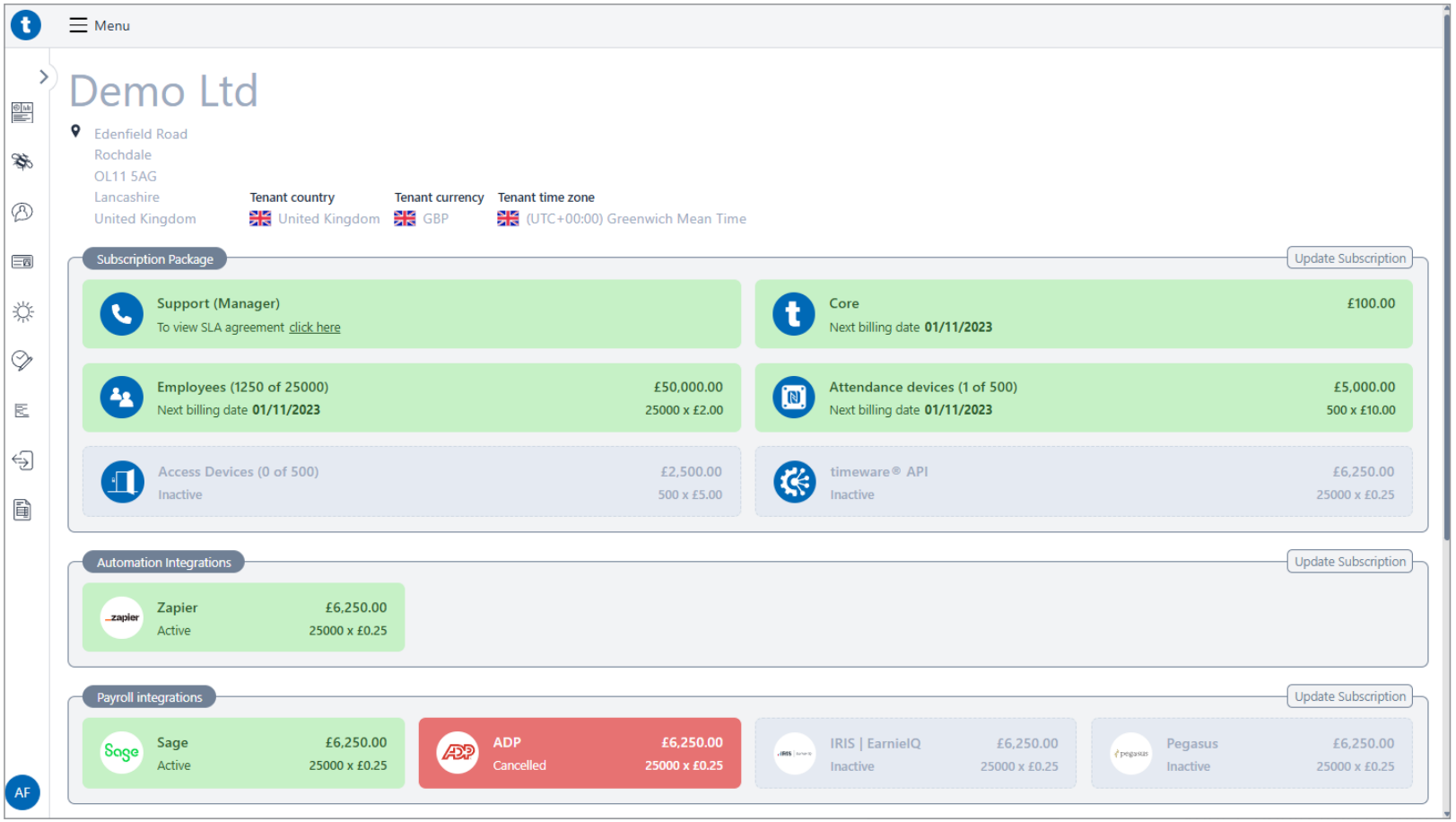
You must give everyone who works for you paid annual leave - unless they are genuinely self-employed.

Company...

A clear view of your monthly expenditure.

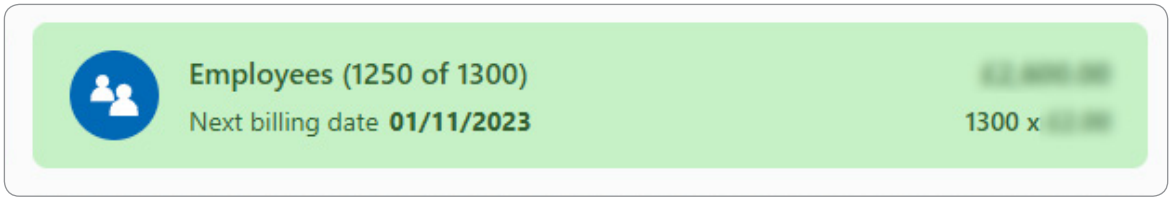
The breakdown of each component contributing to your monthly charges is clearly detailed on the subscription page.

Administrators can easily modify these components - switching them on or off and adjusting values - by contacting timeware® support.



File, [Company Name]

timeware® Cloud recognises the importance of localisation



Employee records are available for purchase in blocks of 25

Enable integrations with other applications by simply contacting timeware® support

NEW

- **Tenant country**
- **Tenant currency**
- **Tenant time zone**
- **Subscription Package**
- **Automation Integration**
- **Payroll Integration**
- **HR Integration**
- **Security Integration**

timeware® ESS app...

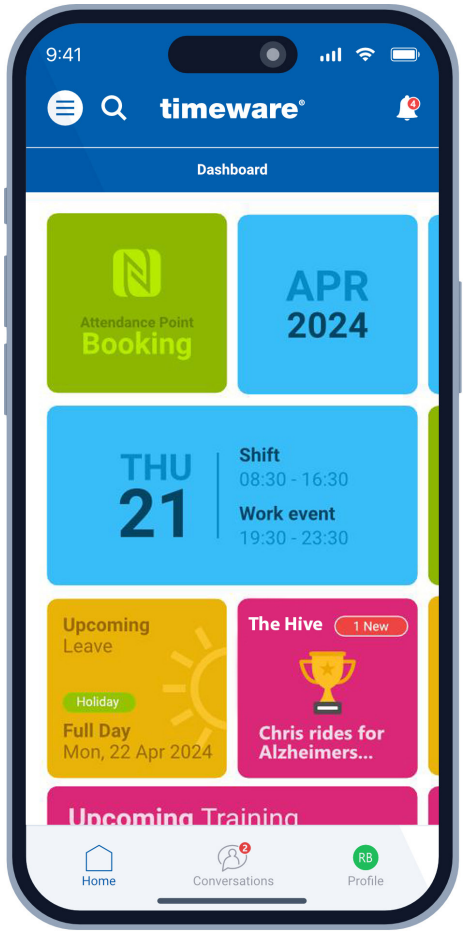
The timeware® ESS app is an ideal solution for management teams to maintain transparent communication with the workforce regarding time and attendance.

timeware® ESS

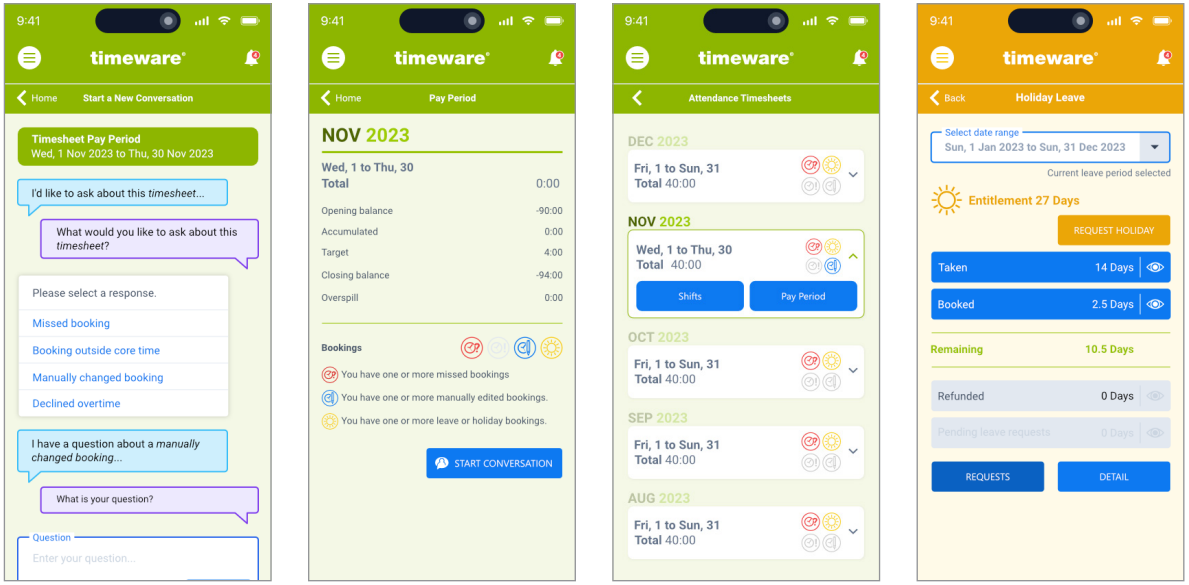
Discover the versatility of the timeware® ESS app, designed to keep every member of your workforce connected, informed, and engaged. This powerful tool enables employees to take control of their schedules by reviewing timesheets, submitting leave requests, and viewing shift details with ease. It also offers instant access to leave entitlements, upcoming events, and essential training materials, ensuring everyone stays up to date.

Employees can securely access company documents at any time and explore available shifts, promoting flexibility and participation across the organisation. Within the app, The Hive acts as a central feed for company updates, allowing management to share announcements and news directly with staff. Most notably, the timeware® ESS app includes access to the Conversation Hub - an intelligent, fully audited, GDPR-compliant platform that enables open dialogue between employees and management. Together, The Hive and Conversation Hub enhance communication, improve transparency, and foster a more connected workplace.

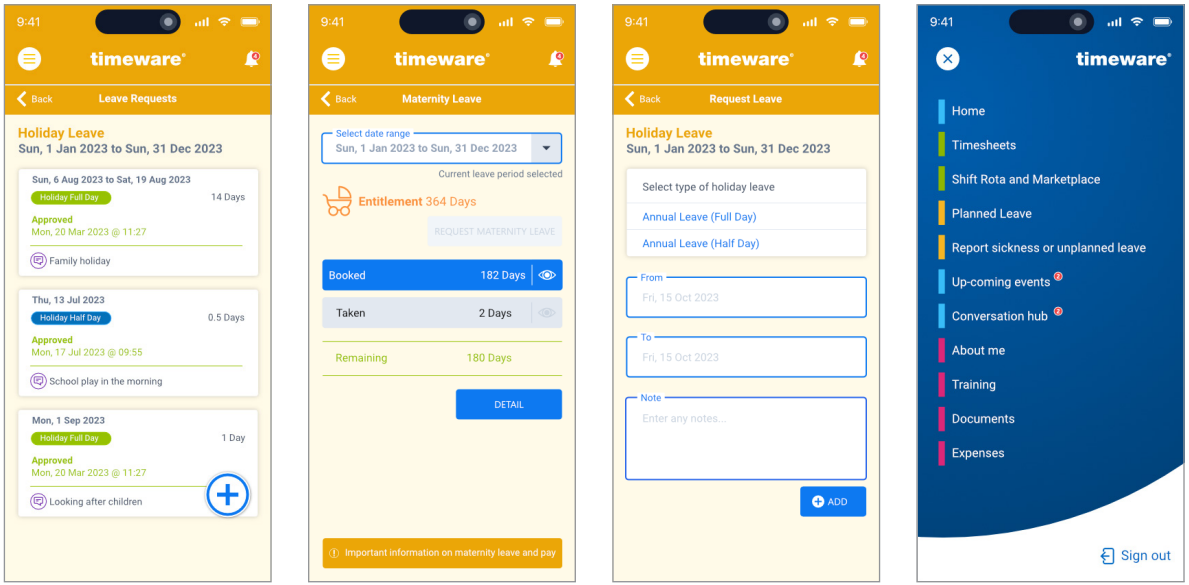
android iOS



timeware® ESS app



timeware® ESS app screen shots

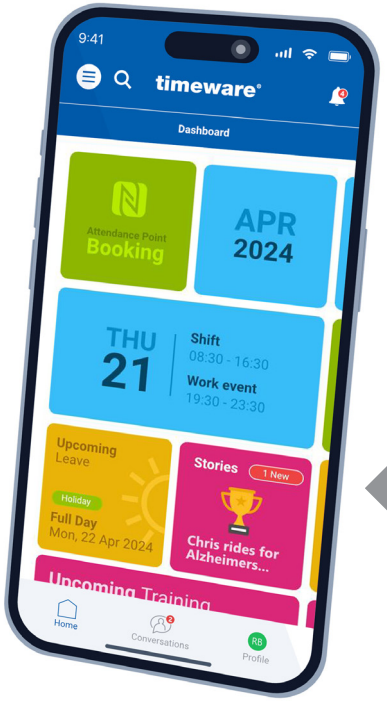


NEW

- Timesheets
- Timesheet status
- Leave entitlement
- Leave requests
- Shift Rota
- Marketplace
- Documents
- Training Matrix
- Conversation Hub
- Upcoming events
- The Hive
- Messages
- Attendance booking

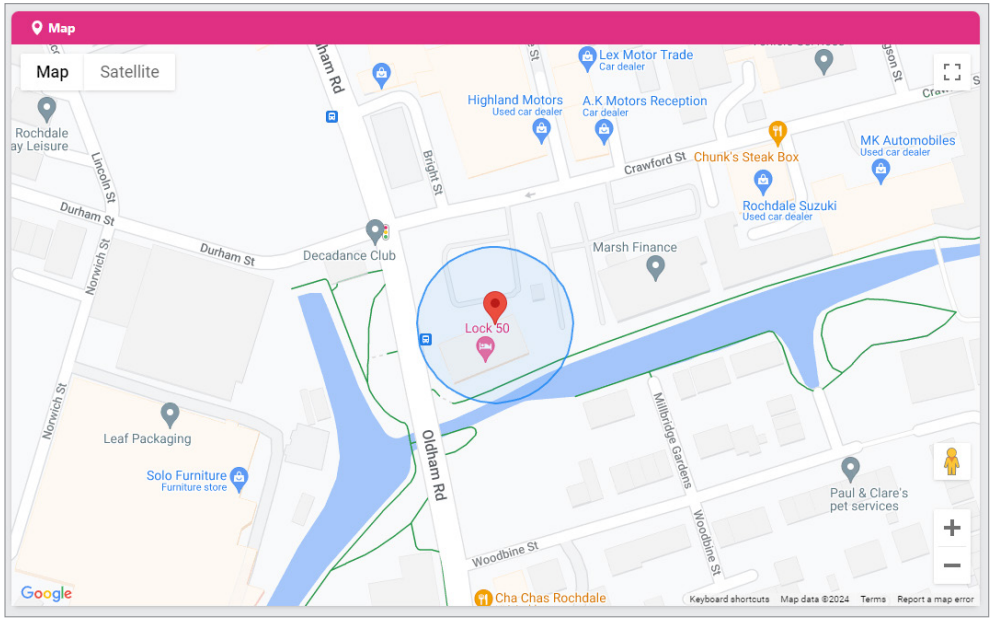
Attendance Booking...

Mobile, NFC tag, face authentication, fingerprint or proximity fob. There are ways to make an attendance booking for all types of business.



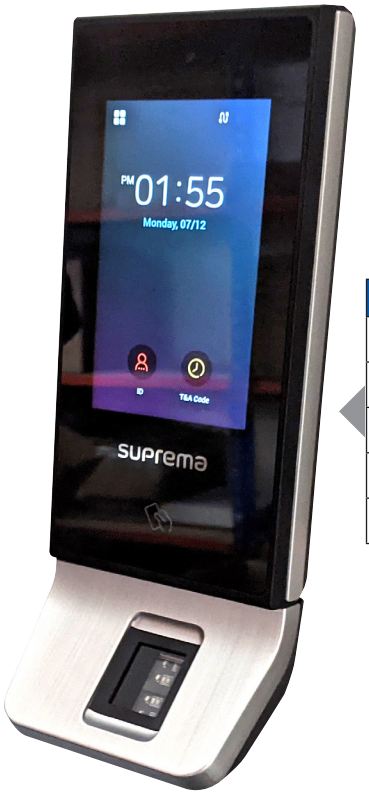
timeware® Puck
Incorporates low cost NFC technology.
Recommended for internal or external attendance and assembly points when there is no network or power points.
IP67 rated.
Works with ESS GO app.

timeware® ESS App
Multifunction attendance and absence management app.
Recommended for a mobile or static workforce.
Recommended to eliminate absence request bottlenecks.
Runs on Android and iOS.



Ring-fenced attendance booking using timeware® ESS app

BioStation 3
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.



X-Station 2
Fingerprint and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.

X-Station 2
Proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.

timeware® Customer Care...

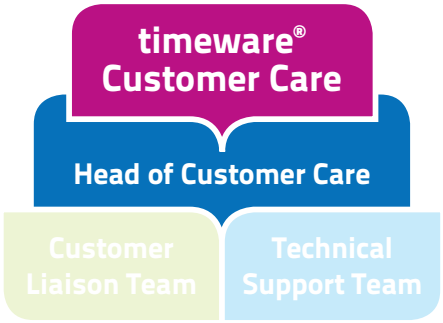
Once your timeware® software has been implemented, we believe that it is our responsibility to ensure that your system always runs smoothly. The timeware® customer care teams achieve this goal by working closely with each client in a pro-active manner.

Upon successful configuration of your timeware® system and completion of staff training by our implementation team, the transition to customer care will commence. During the initial weeks, a dedicated liaison team member will engage daily with your timeware® administrator to ensure optimal functionality and coordinate any necessary support.

Our customer care service is bolstered by two pivotal teams: the Technical Support Team and the Customer Liaison Team. Supervised by the Head of Customer Care, these teams are essential for maintaining seamless operations within the department.

The Technical Support Team consists of highly trained technicians committed to resolving support queries efficiently. As part of our managed service, this team will also perform annual software upgrades and regular system performance evaluations to enhance your timeware® experience.

Meanwhile, the Customer Liaison Team focuses on the operational reliability of your timeware® system. Though non-technical, their role is crucial in organising annual software upgrades, system reviews, and customer care engagements. Additionally, they coordinate roadshows and manage the production and distribution of timeware's quarterly publication, timelines.



Charlotte Kavanagh
Head of Customer Care

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.

timeware® Customer Liaison Team...

The liaison team ensure you are getting the most out of your timeware® investment.

The Customer Liaison Team at timeware® is dedicated to ensuring that every client receives exceptional service and support through four principal areas of responsibility:

Annual Software Upgrades:

Every client is assigned a specific month for their upgrade, during which our team visits to install the latest software version. This session also includes training on new features to ensure that all staff are proficient and can leverage the newest functionalities and security enhancements for optimal performance.

System Performance Reviews:

These crucial meetings provide an opportunity for timeware® administrators to engage with our implementation and support teams. Together, they evaluate system efficiency, resolve any bottlenecks, and explore new software features. The frequency of these reviews is tailored to the complexity and scale of the client's system.

Customer Care Calls:

Our administrators reach out to clients every six weeks to confirm that the timeware® system is functioning smoothly. These calls are essential for maintaining direct communication, offering insights into system performance, and addressing any immediate support needs.

Timelines Magazine:

The customer liaison team meticulously plans and oversees the distribution of timelines, timeware's quarterly magazine. This publication keeps all registered contacts informed about the latest developments and innovations at timeware®.

Each of these services is designed to enhance the client experience, ensuring that every interaction with timeware® not only meets but exceeds expectations. Whether through regular updates, direct support, or strategic insights, we are committed to delivering excellence and driving success for our clients.

Karl Briggs
Customer Liaison Officer

The skills Karl gained during his time at Virgin Trains have been instrumental in the development of his role within timeware®.

timeware® Technical Support Team...

The Technical Support Team take on the responsibility of administering your timeware® software as part of your timeware® managed service.

The timeware® Managed Service offers a straightforward and effective solution, ensuring that all timeware® customers enjoy a hassle-free managed experience. This service is structured around the availability of a skilled timeware® support technician, who takes charge of essential tasks such as setting up absence entitlement policies and adding new timeware® users tailored to your specifications.

Delegate routine tasks to timeware® support and focus your efforts on the critical administrative processes that are key to your business success! With timeware® Managed Service, you gain the expertise of seasoned specialists ready to resolve any timeware® queries and customise settings exactly as you need them. Experience simplicity and efficiency like never before!

Included in the timeware® Managed Service:

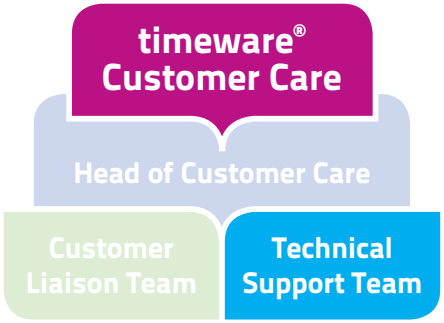
Support Accessibility:
Reach the timeware® technical support team from 8:30 AM to 5:30 PM, Monday to Friday, including bank holidays (excluding Christmas and New Year).

Efficient Change Management:
timeware® commits to fulfilling approved change requests promptly within a predetermined schedule.

Proactive Upgrades and Training:
Annually, our technical support team will schedule a visit or call to upgrade your software to the newest version and conduct training on new features.

Performance Optimisation:
Conduct regular system performance reviews to diagnose and resolve data flow issues, and discuss the implementation of new software standards.

Complimentary Training and Support:
Benefit from free remote training and courtesy calls from the customer liaison team every six weeks.



Exclusive Community Insights:
Enjoy a free subscription to the timeware® community magazine, 'timelines', for each member of your approved contacts list.

How does the timeware® support team assist?:

Our dedicated support team, based in our office, is ready to assist you with any inquiries from 8:30 AM to 5:30 PM on weekdays. For after-hours support, you can use our ticketing system. Utilising remote desktop technology, our team can access your PC, with your consent, to swiftly diagnose and fix any issues. This close collaboration between our support, implementation, and development teams allows us to deliver an unparalleled level of technical expertise and product knowledge.

timeware® Managed Service Change Request Procedure:

To initiate a change request, a timeware® administrator will log a ticket through the ticketing system. Upon receipt, our support team will arrange an initial consultation call with the technical support team to discuss the details of the request more thoroughly and plan the execution of the work within a mutually agreed time frame.

Items included in the timeware® Managed Service Change Request:

General:

- Setup and configuration of user accounts, including permissions
- Policies for To-do Lists and email notifications
- Monitoring and managing timeware® system health and performance

System Administration:

- Creating and updating notifications for users and employees
- Management of terminal and remuneration policies
- Establishment and updates to groupings and training matrix policies
- Configuration of reports, exports, and dashboards
- Maintenance during scheduled system shutdowns

Absence Management:

- Creation and maintenance of absence reasons
- Establishment of absence entitlement policies
- Management of absence block bookings

Attendance Systems:

- Development and maintenance of daily and period schedules

Technical Support Team Overview:

Matt, with over nine years of support experience, has played a pivotal role in advancing the capabilities of the support department. His team handles approximately 49 scheduled calls daily, ensuring optimal software performance for all customers. Additionally, Matt is committed to the ongoing training and development of his support team members.

Matt Wilkinson
Head of Support

UNDER DEVELOPMENT

UNDER DEVELOPMENT

timeware® HRMS

Human Resource Management System

Head office

timeware UK Ltd.
3 Fieldhouse Road
Rochdale, OL12 0AD
United Kingdom

General enquiries:

Tel: **+44 (0)1706 659368**

Web: **www.timeware.co.uk**

Email: **sales@timeware.co.uk**

Follow us on LinkedIn
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timeware UK

Paxton Approved Integration

Sage Tech Partner Standard

suprema INTEGRATION PARTNER

Genetec™

Company Name: timeware (UK) Ltd.

Registered Office: 3 Fieldhouse Road, Rochdale, Greater Manchester, OL12 0AD.

Company Reg. No: 05886806.

Registered in: England.

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