



HR, Time and Attendance Software

ON PREMISE  
SOFTWARE

CLOUD  
SOFTWARE

## The timeware® project journey

When you choose timeware®, you're not just buying software—you're investing in a proven twelve-step journey that ensures your system is tailored, tested and ready to deliver long-term value. Every stage has a clear purpose, a documented outcome and the reassurance of a professional team guiding you throughout

### Step 1: Discovery Call

After a sales enquiry, we hold a brief discovery call to discuss the customer's basic requirements. This helps us determine if we can provide the right solution and prepares us for the demonstration.

### Step 2: Demonstration

We arrange an on site or remote demonstration with no obligation, focused on your goals, designed to be informative and consultative rather than sales driven.

### Step 3: Customisation Meeting

We capture the detail—your shifts, pay rules, approval processes and special requirements—so we can shape a system that mirrors your business.

### Step 4: Site Survey

Our specialists visit your sites to identify device locations, network considerations and installation requirements, eliminating surprises later.

### Step 5: Quotation

You receive a clear online quotation, consolidating the findings of the demo, customisation and survey stages, with full transparency on costs.

### Step 6: Pre-Installation Meeting

This stage aligns stakeholders, confirms technical prerequisites and validates responsibilities, ensuring a smooth delivery.

### Step 7: Software Installation

Our team installs the system to your agreed specification, following your IT policies and confirming full connectivity.



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## **Step 8: Enrolment & Testing**

Biometric enrolment is managed carefully, with thorough testing to build trust and ensure reliable performance across all shifts.

## **Step 9: Hardware Installation**

Experienced engineers install and configure your Suprema devices, validating communication with timeware® and providing a clear installation report.

## **Step 10: Project Build**

We configure your system according to the agreed specification, applying any bespoke features requested.

## **Step 11: Commissioning**

Comprehensive testing ensures that workflows, rules and integrations behave exactly as expected.

## **Step 12: Training**

Your team receives role-appropriate training, designed to ensure confident day-to-day use of timeware® from the very start.

## **Step 13: Post-Installation Meeting**

The journey concludes with a review of outcomes, the resolution of any final points, and a seamless transition into our scheduled support model.