



# timeware<sup>®</sup> Managed Service...

**timeware<sup>®</sup>**

workforce management software

**Software modules include:**

Personnel, Absence Management, Attendance, Access Control, Job Costing, Cost Centre Analysis, Fire Alarm Roll Call/Assembly Point, ADP (Attendance Display Panel), Dashboards and Reports, To-do List, ESS on your browser, GDPR & Working Time Regulations, ESS GO (licenced) & Payroll (licenced).

## What is timeware® managed service?

**With timeware® managed service, the timeware® support team take on the responsibility of re-configuring your timeware® system whenever changes are required.**

### What is timeware® managed service?

The concept behind timeware® managed service is simple: To provide an efficient and worry free managed solution for all timeware® customers. It is designed with the purpose of providing a qualified timeware® Support technician when required. The technician is responsible for managing certain features or functions for you such as creating absence entitlement policies, or creating a new timeware® users to your exact specification.

Let timeware® support handle the mundane tasks so that your time can be better spent on the administrative processes that matter to your company!

With the timeware® managed service, you have access to knowledgeable specialists that can answer any timeware® questions and configure new settings to your precise specification. It couldn't be easier!

### timeware® managed service includes the following:

- Access to the timeware® technical support team between 8:30am and 5:30pm Monday to Friday including Bank holidays, (except Christmas and New Year).
- A complete managed service where timeware® complete approved change requests within an agreed time frame.
- An annual call or visit on a pre-arranged date from the technical support team to upgrade your software to the latest version and to complete any new feature awareness training.
- Regular system performance reviews, depending on the complexity of the software configuration, to identify and remove dataflow issues and to discuss and implement any new standards included in the software.
- Free remote training
- A courtesy call from the customer liaison team approximately every six weeks.
- Complimentary subscription to the timeware® community magazine, 'timelines', for each staff member on your approved contacts list.

### How will the timeware® support team help?

Within customer care we have a fulltime, office-based support team that are available to answer your questions between 8.30am and 5.30pm each weekday.

Incidents can also be reported out of office hours using our on-line ticket system at [www.timeware.org](http://www.timeware.org) . When resolving an issue, the support team utilise remote desktop support technology to access your PC, with your permission, to identify and rectify the reported problem.

Members of the support team work closely with the implementation and development teams and as a result, can provide an extremely high level of technical product knowledge.

### timeware® managed service change request procedure

To request a change, a timeware® administrator should create a ticket at [www.timeware.org](http://www.timeware.org) including the words 'change request' in the subject line. Support will then schedule an initial call with the administrator to discuss the request in more detail. Following this initial call, timeware® support will schedule the actual work within a mutually agreed timescale.



## The following items are covered by the timeware® managed service change request.

### General

User setup including permissions  
To-do List and email policies  
Monitoring timeware® system health/performance  
Creating and maintaining;  
    Notifications for users/employees  
    Terminal policies  
    Remuneration policies  
    Groupings  
    Training matrix policies  
    Assets  
Setting up reports/exports and dashboards  
Shutdown maintenance

### Absence management

Creating and maintaining;  
    Absence reasons  
    Absence entitlement policies  
    Absence block bookings

### Attendance

Creating and maintaining;  
    Daily and period schedules  
    Shutdown maintenance

## Logging a fault

Faults and queries can be logged with timeware® customer care by ticket or by phone.

### Ticket

1. The approved contact creates a ticket at [www.timeware.org](http://www.timeware.org) providing a description of the fault.
2. The approved contact calls timeware® customer care on +44 (0) 1706 658222 to agree a suitable call-back date and time.
3. A technician will contact the approved contact on the agreed date and time. Three attempts will be made to call the approved contact. If the technician is unable to reach the approved contact, the ticket will be passed back to the handler for re-scheduling

### Phone

1. The approved contact calls +44 (0) 1706 658222 and provides the handler with a description of the fault.
2. The handler and the approved contact agree a suitable call-back date and time for a technician to call the approved contact.
3. A ticket is created by the call handler and automatically emailed to the approved contact. The ticket will then be visible at [www.timeware.org](http://www.timeware.org).
4. A technician will contact the approved contact on the agreed date and time. Three attempts will be made to call the approved contact. If the technician is unable to reach the approved contact, the ticket will be passed back to the handler for re-scheduling.

## Community support website

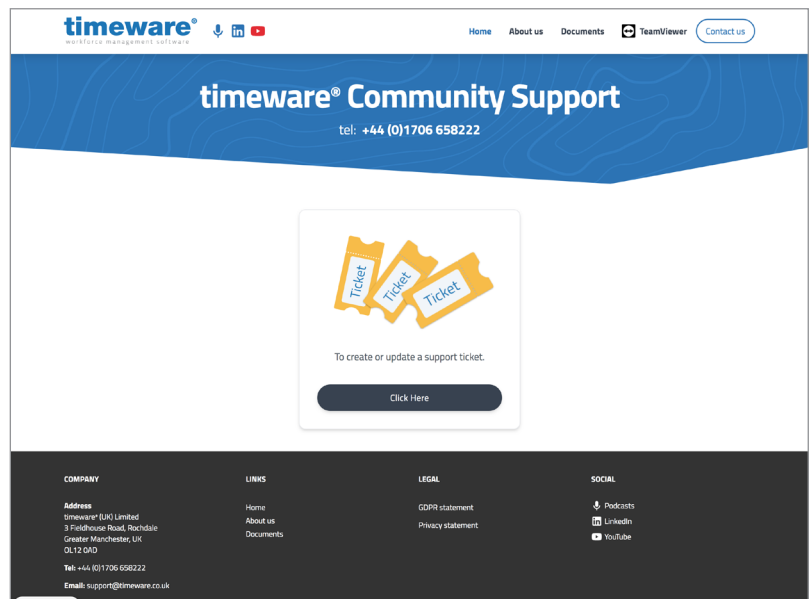
[www.timeware.org](http://www.timeware.org) is the official timeware® community support website.

From here you can:

- Contact the technical support team by telephone to log a fault
- Initiate TeamViewer for remote access
- Log a fault online
- Submit a change request

Visitors to the website can also access the timeware® community YouTube channel and documents.

For more information or to discuss timeware® managed service in more detail please contact customer care on +44 (0) 1706 659368 or by email at [support@timeware.co.uk](mailto:support@timeware.co.uk).



# timeware®

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## 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](http://www.timeware.co.uk)

Email: [sales@timeware.co.uk](mailto:sales@timeware.co.uk)



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