

System performance review (office copy)

Revised: 20th June 2024

The purpose of this review is to identify and enable any software features not currently in use thereby creating an enhanced user experience.

1. Bottlenecks and workflow:

- a. General:
 - i. Are any modules responding slowly?
 - ii. Are there any problems with unprocessed bookings?
 - iii. Are there any problems with scheduled reports or emails?
- b. Time and attendance:
 - i. Do you ever have to calculate the hours worked manually?
 - ii. Are you aware of the benefits of the integration between timeware[®] software and your payroll software?
- c. Absence management:
 - i. Do you have email alerts to managers and employees regarding absence requests?
 - ii. Do you need a 'Return to Work' document and if so, what are the trigger conditions?
 - iii. Do you need to implement any absence management policies alerts?
 - iv. Do you know that timeware[®] supports the Bradford Factor score calculation?
 - v. Do you know that timeware[®] can alert you to breaches of minimum staffing levels?
- d. Personnel:
 - i. Would you like to arrange an overview of the module?
- e. Dashboards and Reports:
 - i. Are you using the Dashboard and Report viewer instead of the Report and export modules?
- f. Access control:
 - i. Are you aware that we install access control?

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2. New features included in 2024:

Reports:

Improvements, fixes and refinements to all included reports

Added a copy button to easily copy a preconfigured report.

Absence email alerts:

Email notification when employees have been absent for X number of days.

Accident email alerts:

Email notification when employees log a new accident.

Probation period email alerts:

Email notification when employees probation period is coming to an end.

Improved Staffing Levels:

Can now display the absence reason next to the name of the employee who is absent.

Can now work off a percentage value rather than a numeric value – e.g. only 10% of the support department can be off at one given time.

Improved User Permission flexibility regarding absence management

Can now restrict certain users from being able to create new absences, whilst allowing them to amend existing absences.

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3. New features completed since 2024:

Even further improved User Permission flexibility regarding absence management (Available in 2025)

Can now restrict users from changing the absence reason of an existing absence, whilst still allowing them to approve/finalise the absence.

Can now restrict users from changing the start and finish of an existing absence, whilst still allowing them to approve/finalise the absence.

“Self- Check” user permissions (Available in 2025)

User's who log in to the software to make adjustments, and who are also required to clock in, can now be restricted from editing their own attendance/absence data.

Email approved absences to external calendars (Google Calendar, IOS Calendar etc)

Approved absences can now be emailed to the manager and/or employee, containing a calendar invite to easily add the event to a shared or personal calendar.

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4. Significant points in the timeware® roadmap:

- a. timeware® Professional on-premise will receive security updates for the foreseeable future.
- b. timeware® Cloud will be available from Q4, 2025.
 - i. Contact Charlotte Kavanagh, Head of timeware® support if a demonstration is required.
- c. timeware® Cloud will not support legacy NMD3 terminals.
 - i. Refer to legacy device replacement programme.

5. Legacy device replacement programme:

- a. Would the customer like to receive details of the free, 2-week Suprema device trial?

6. timeware® community channel:

<https://www.timeware.tv>

