

## System performance review (office copy)

Revised: 23rd April 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<sup>®</sup> 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<sup>®</sup> supports the Bradford Factor score calculation?
  - v. Do you know that timeware<sup>®</sup> 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>

