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# Editor's Comment...

Welcome to the forty-ninth edition of timelines, the official magazine for the timeware® community!

This edition features a variety of articles designed to keep you informed about the latest developments in workforce management. We'll introduce you to our new staff member, tell you about our free trial of Suprema devices, and explain the benefits of an integrated access control system. Plus, we'll share how our free training can help you get the most out of our time and attendance software.

As always, if you wish to discuss any of the points covered in this magazine, please don't hesitate to contact the customer care team on +44 (0)1706 658222.



**Simon Birchall**

Managing Director  
timeware® (UK) Ltd



Connect to me on [LinkedIn](#)



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# Products and Modules...

We specialise in the installation, configuration, and support of top-tier workforce management software, which includes an industry-leading time and attendance module. We offer three versions of our software: *timestart*®, *timeware*® Small Business, and *timeware*® Professional.

With over 30 years of experience, our primary strength lies in our ability to develop tailored solutions for each client. Our world-class software integration and customisation abilities are further enhanced through our partnership with Suprema Inc.

## Software

**Time and attendance**

**Absence management**

**Personnel**

**Access control**

**Job costing**

**Cost centre analysis**

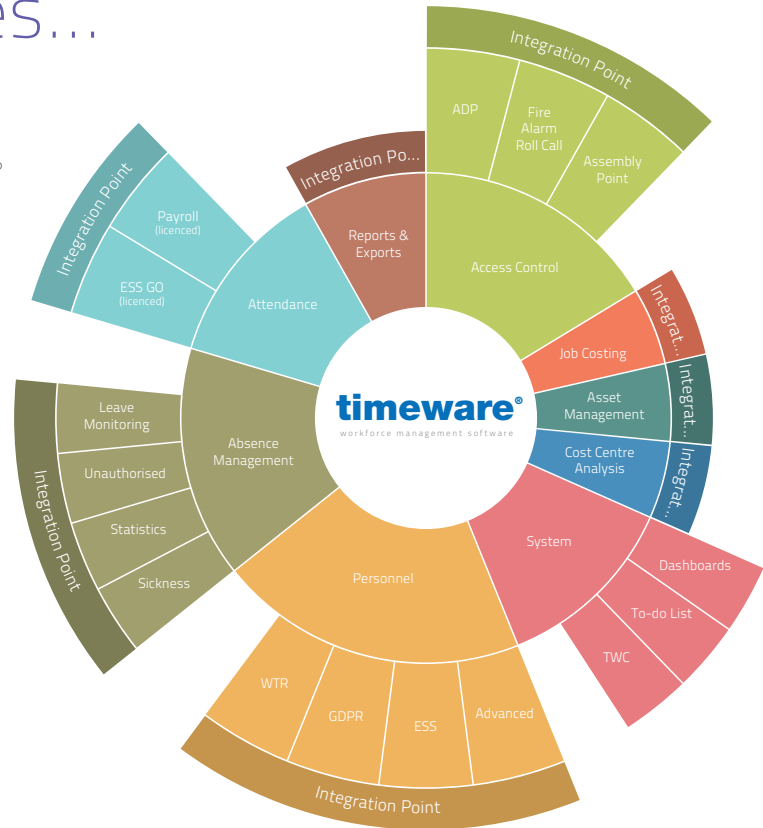
**Asset management**

**Dashboards and Reports**

**Employee self service app, ESS GO**

**GDPR and WTR**

**Proactive To-do lists**



# Integration and Customisation...

timeware® has two main strengths: seamless integration with other applications and exceptional customisation options.

## Integration

The primary advantage of timeware® is its ability to connect with other systems, such as payroll, HR, or security software. During the integration process, either timeware® or the third-party software serves as the main system, transferring data to the secondary system. A well-designed integration can enhance a business's workflow and boost efficiency.

## Customisation

The second key feature of timeware® is its remarkable customisation potential. Over 95% of businesses using timeware® software have undertaken at least one unique customisation project. As a result, the majority of timeware® customers enjoy a tailored business solution that maximizes the return on their investment in the product.



# Two-week free trial...

timeware® UK Ltd offers a free two-week trial of Suprema Inc. attendance devices to timeware® software customers using outdated attendance hardware. The trial features face-recognition, fingerprint, or proximity capabilities, and includes installation by a technician who enrolls employees' biometric or proximity data.

A network point that supports PoE is required.

The trial allows timeware® software customers to experience the benefits of advanced attendance devices and their potential to optimise workforce management.



### BioStation 3

Face recognition and proximity device with large display.



### X-Station 2

Proximity device with large display.



### X-Station 2

Fingerprint and proximity device with large display.



Device Overview

**If you are interested** in taking part in this legacy device replacement programme, please contact Charlotte Kavanagh on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.

# Another new face in support...

We are delighted to welcome Joshua Birtwistle as the newest member of the timeware® UK Ltd support team!

Hailing from Rochdale, Josh joined our team in March for a 12-month trial period. He is currently being trained in all aspects of timeware® and Suprema Inc. by our Head of Support, Matt Wilkinson.

This addition to our staff is part of our preparations to extend support hours starting in January 2024.

All support staff that have access to customer data are security checked to BS7858:2019.



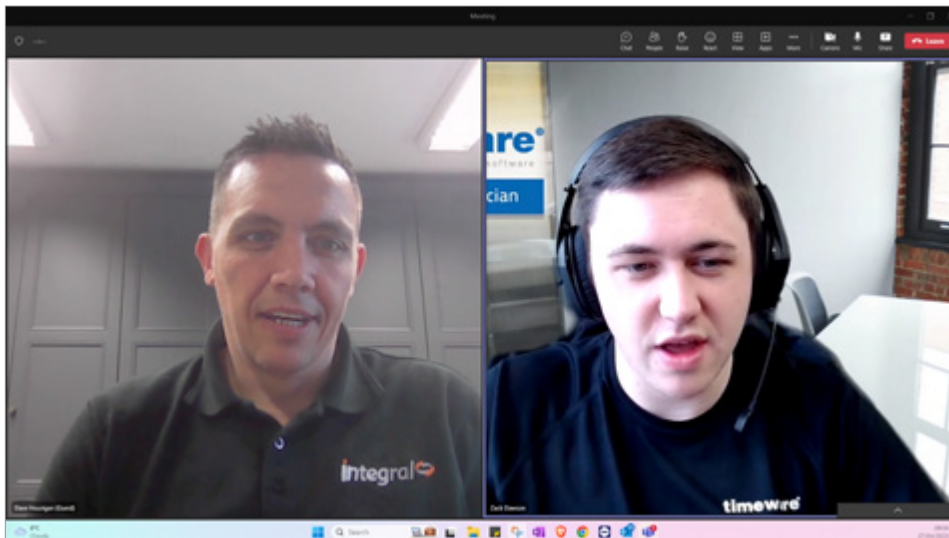
Joshua Birtwistle

# Free user training over Teams...

As part of its managed service, timeware® UK Ltd provides free user training to all customers.

This training is designed to help users become more proficient in using the software's many features and functions, enabling them to streamline their workforce management processes and maximise the benefits of the software. The training is conducted by experienced trainers who are knowledgeable about the software and its capabilities.

timeware® UK Ltd's commitment to free user training demonstrates its dedication to customer satisfaction and its belief in the importance of equipping customers with the skills and knowledge necessary to effectively utilise the software.



David Hourigan, Integral Surface Designs and Zack Dawson, timeware® support.

**For more information** about timeware® free user training, please contact timeware® customer care on **+44 (0)1706 658222** or **support@timeware.co.uk**



# BS7858 Security Vetting...

Ensuring all timeware® software support staff hold BS7858:2019 approval offers numerous benefits, including enhanced security and protection of sensitive information. This rigorous screening standard minimises risks associated with unauthorised access and data breaches. Compliance with BS7858:2019 fosters trust and loyalty among clients and stakeholders, reflecting an organisation's dedication to maintaining a secure environment. Furthermore, adherence to this standard helps maintain legal and regulatory compliance, avoiding potential penalties and demonstrating a commitment to the highest level of security practices in the industry.

Screening is conducted by:

Security and Vetting Solutions Ltd  
 14A Humphrey Farms  
 Hazeley Road  
 Twyford  
 Winchester  
 Hampshire  
 SO21 1QA.  
 United Kingdom.



Example certificate

**For more information** about our screening process, please contact timeware® customer care on **+44 (0)1706 658222** or **support@timeware.co.uk**



**Dave Webb**

timeware® implementation specialist

## Security and Access Control...

“Extending an existing timeware® time and attendance system to include access control can provide several benefits for businesses. Firstly, combining both systems into a single integrated platform allows for a more streamlined and efficient workforce management process. This enables businesses to easily track and manage employee attendance, as well as monitor and control access to restricted areas.

Secondly, an integrated access control system can enhance security by limiting access to certain areas and preventing unauthorised access. This helps protect businesses from potential theft or damage and can assist with compliance to regulatory requirements.

Moreover, extending an existing timeware® system to include access control can help businesses reduce costs and save time. With one centralised system for both attendance and access control, staff can manage all workforce management processes in a single location, simplifying administration and reducing the need for multiple systems.

Overall, extending an existing timeware® time and attendance system to include access control can provide a range of benefits for businesses, including increased efficiency, enhanced security, and reduced costs. It can ultimately lead to greater success and profitability for the business.”

**Dave Webb**

**For more information** about timeware® Security and Access Control, please contact timeware® customer care on **+44 (0)1706 658222** or **support@timeware.co.uk**

# Turnstiles, speed lanes, barriers...

The main purpose of turnstiles, speed lanes and barriers is to control access and regulate the flow of people in a secure and efficient manner. They serve as access control solutions, allowing only authorised individuals to pass through while preventing unauthorised entry. These systems are used to enhance security, manage crowds, and optimise the movement of people and prove invaluable in the production of accurate roll call reports.



Turnstiles.



Carpark barriers.



Speed lanes.



## Internal and external doors...

Biometric and RFID access control devices offer numerous benefits in offices and factories. They enhance security by eliminating the need for traditional keys, again reducing the risk of unauthorised entry. Biometric devices also provide accurate identification, preventing identity fraud or impersonation. They also offer convenience and efficiency, as employees can quickly and easily access restricted areas without requiring keys. Additionally, the introduction of internal and external access control enables the creation of robust audit trails, enabling better monitoring and tracking of employee movements.



# Intercom...

Introducing the Suprema BioStation 3 as an intercom on an office door offers significant benefits, including enhanced security, convenience, and efficiency. The device's cutting-edge biometric technology ensures authorised access through facial recognition, reducing the risk of unauthorised entry. Furthermore, its smart integration capabilities allow seamless communication with other systems, improving overall workplace productivity. The sleek design and user-friendly interface make it an attractive and easy-to-use addition to any office environment.





# Integral Surface Designs: ESS GO...

Integral Surface Design sought to improve employee engagement and simplify the time-off request process. They decided to implement the timeware® ESS GO app, which allows employees to access their schedules, submit time-off requests, and view accrued time-off balances directly from their smartphones.

## Key benefits experienced by Integral Surface Design:

**Improved engagement:** The ESS GO app empowered employees by giving them instant access to their schedules and time-off information, resulting in increased satisfaction and engagement.

**Streamlined time-off requests:** Employees were able to submit time-off requests quickly and easily through the app, reducing paperwork and administrative tasks for HR staff.

**Increased transparency:** The ESS GO app provided employees with real-time updates on their time-off requests, fostering trust and transparency within the organisation.

The implementation of the timeware® ESS GO app revolutionised Integral Surface Design's workforce management, leading to increased employee engagement, streamlined time-off requests, and improved communication. The app's user-friendly interface and real-time updates created a transparent and efficient environment, contributing to the company's ongoing success.

<b>Initial installation</b>	2017
<b>Employees</b>	100+
<b>Locations</b>	1
<b>Attendance points</b>	1* BioStation 3 2* NMD3 v12's
<b>Modules</b>	Personnel Attendance Absence management Dashboards and reports
<b>Integrations</b>	BioStar2



After replacing a legacy RFID attendance point with the Suprema BioStation 3, the business experienced significant benefits. Firstly, the BioStation 3's face recognition capabilities provided accurate and reliable attendance tracking, eliminating the possibility of buddy punching or time theft. This improved payroll accuracy and reduced administrative burden. The BioStation 3 also offered seamless integration with the timeware® Professional software, ensuring a smooth transition and minimal disruption. Overall, the business witnessed improved efficiency and reduced costs, making it a worthwhile investment.



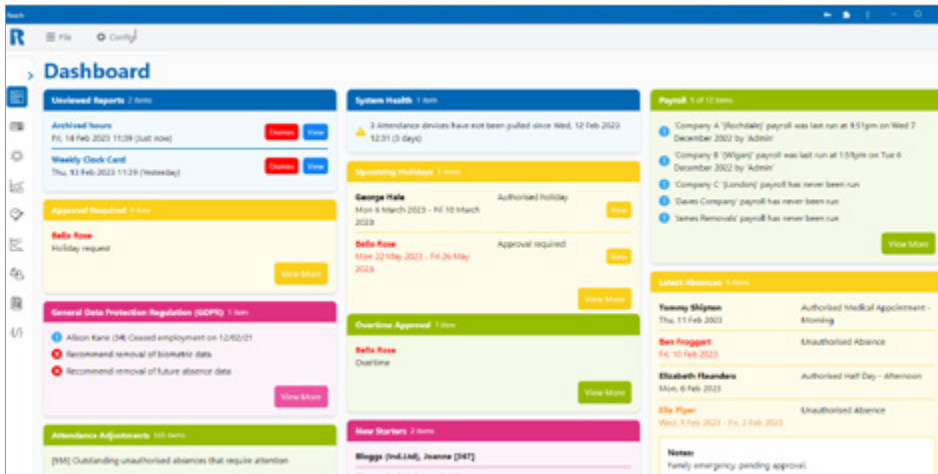
Face recognition on the Suprema BioStation 3

**For more information** about timeware® ESS GO, please contact timeware® customer care on **+44 (0)1706 658222** or **support@timeware.co.uk**

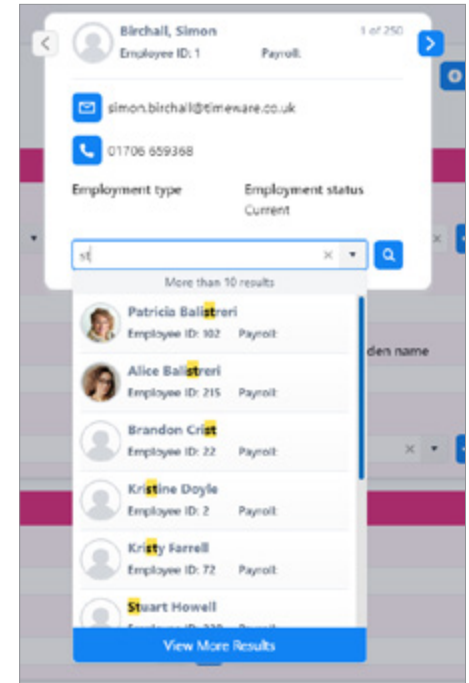
# timeware® in the cloud...

Scheduled to launch in November 2025, timeware® in the cloud, incorporates the amazing customisation capabilities of timeware® Professional with the flexibility and convenience of software that can run on a web browser on Windows PCs, iOS and Android devices, anywhere in the world with internet access!

Customers have an opportunity to discuss the migration from on-premise to the cloud during their system performance review.



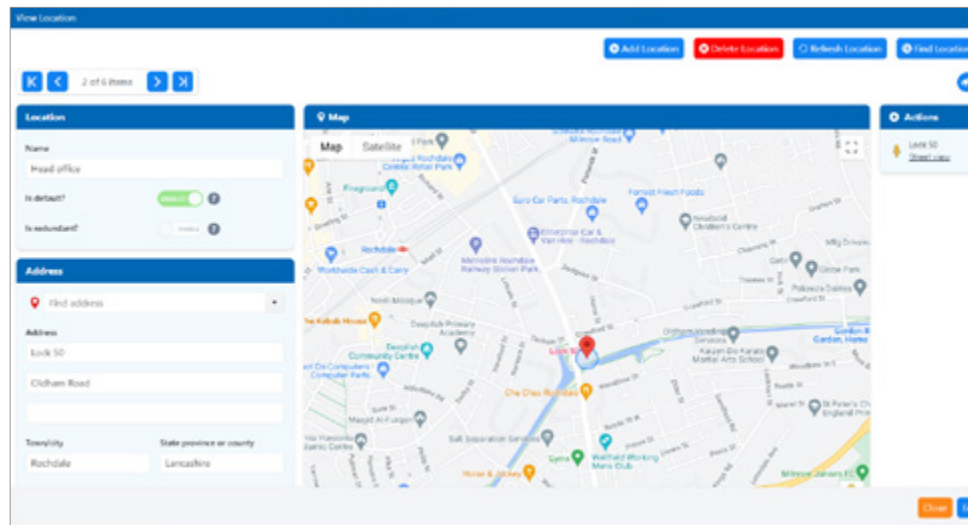
Dashboard replaces the To-do list.



Person search includes fuzzy logic.

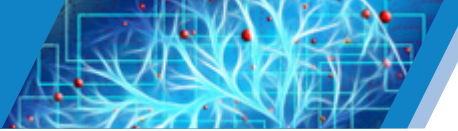


We will shortly be releasing three documents covering timeware® in the cloud security, infrastructure, and features.



Multi-language support, for example Hindi timeware® in the cloud incorporates Google's location services.

**Remember** that timeware® managed service includes the migration from on-premise to cloud plus all customisation, free of charge. Hosting charges have yet to be set.



# timeware® Product Road Map...

## On-premise

The ongoing development of our on-premise software encompasses integrations, custom dashboards, reports, and essential security updates. These updates will be released annually until the software reaches its end of life on December 31, 2028. Here are the upcoming releases:

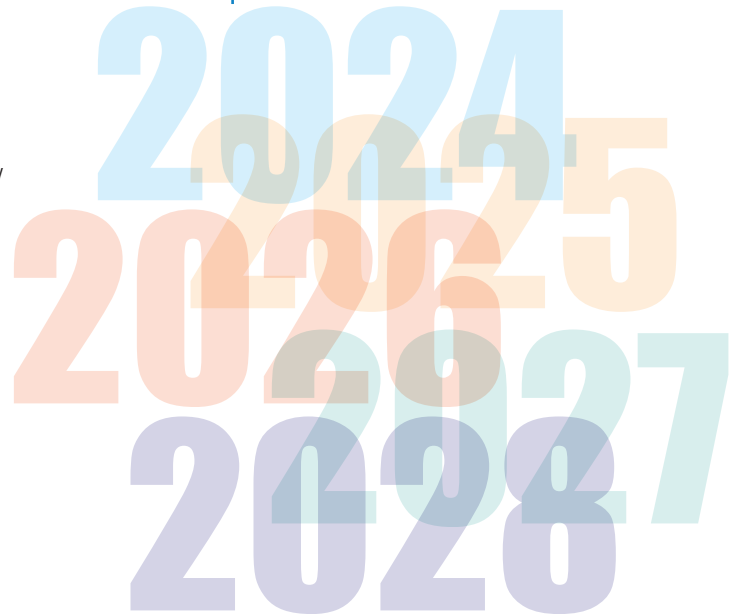
**timeware® 2024 (Release Date: November 2023)**

**timeware® 2025 (Release Date: November 2024)**

**timeware® 2026 (Release Date: November 2025)**

**timeware® 2027 (Release Date: November 2026)**

**The final on-premise version, timeware® 2028, is scheduled for release in November 2027.**



**Upgrades to timeware® 2023** began in November 2022. Contact customer care on **+44 (0)1706 658222** or **support@timeware.co.uk** to check the planned date for your upgrade.

# www.timeware.org

This website serves as the central hub for timeware® community support. Visit the site to report issues, submit change requests, and stay informed about the latest developments in the timeware® universe!



- **timeware® support:**  
Operators can report issues directly to the team, while administrators can submit system change requests.
- **timeware® articles:**  
Stay updated with engaging stories and excerpts from timelines magazine.
- **Documents:**  
Access a collection of timeware®-related downloadable PDF documents.
- **YouTube channel:**  
Visit the timeware® Community YouTube channel for instructional videos and tutorials.
- **Podcasts:**  
Tune in to the latest timeware® podcasts, covering a broad range of topics.



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**Next edition of timelines due:**

**August 2023**

Legacy Device Replacement Programme...

