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# Editor's Comment...

Welcome to the fiftieth edition of **timelines**, the official magazine for the **timeware®** community!

In this issue:

**New Ticketing System:** We've upgraded our system for enhanced issue reporting and tracking.

**Suprema Attendance Devices:** Time for a demonstration of their next generation technology.

**Dashboard and Report Viewer:** Enjoy detailed analytics and reports with our updated viewer.

**Absence Management Module:** Manage staff absence more efficiently with our improved module.

**timeware® in the Cloud:** Stay tuned for exciting updates on our progress in cloud-based workforce management.

As always, we value your thoughts and feedback. Should you wish to discuss any of the points mentioned in this magazine or require any further information, please don't hesitate to reach out to our customer care team on +44 (0)1706 658222. We're here to support you every step of the way!



**Simon Birchall**

Managing Director  
timeware® (UK) Ltd



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## **The future...**

timeware® in the cloud.

# Products and Modules...

Our expertise lies in the implementation, setup, and maintenance of high-grade workforce management software, encompassing a market-leading time and attendance feature. We provide three different editions of our software: timestart®, timeware® Small Business, and timeware® Professional.

Our team boasts over three decades of experience, and our core competency is in crafting customised solutions that perfectly suit each client's needs. Our exceptional ability to integrate and personalise software is augmented through our collaboration with Suprema Inc.

## Software

**Time and attendance**

**Absence management**

**Personnel**

**Access control**

**Job costing**

**Cost centre analysis**

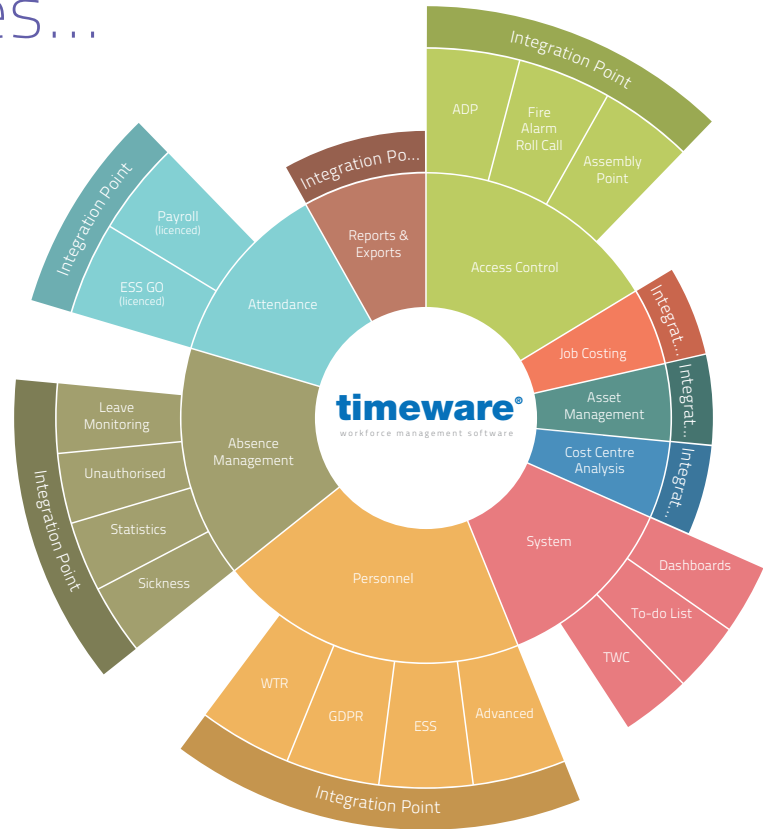
**Asset management**

**Dashboards and Reports**

**Employee self service app,  
ESS GO**

**GDPR and WTR**

**Proactive To-do lists**



# Integration and Customisation...

The two significant advantages of timeware® are its flawless interfacing with diverse applications and exceptional personalisation options.

## Integration

The foremost benefit of timeware® is its capability to interface with various systems such as payroll, HR, or security software. Throughout the integration process, either timeware® or the partnered software takes the role of the primary system, exchanging data with the secondary system. This well-orchestrated integration can amplify business workflow and enhance efficiency significantly.

## Customisation

Another key attribute of timeware® is its extraordinary customisation capacity. Over 95% of businesses utilising timeware® software have embarked on at least one distinct customisation endeavour. Consequently, most timeware® clients benefit from a business solution that is meticulously tailored to their needs, thereby maximising their return on product investment.



# timeware® ticketing system...

After fruitful trial runs in June and July, the upgraded timeware® community support ticketing system was launched in August, now accessible to all timeware® clients. You can find the timeware® community support ticketing system on our timeware® Community Support website, [www.timeware.org](http://www.timeware.org).

Data indicates that a significant 80% of customer-generated tickets originate from emails instead of phone calls. With the goal of promoting transparency and ensuring consistency, we've launched an improved ticketing system. This enhancement allows authorised contacts to generate and modify tickets anytime, day or night. Moreover, the upgraded system provides timeware® administrators the ability to monitor the status of all tickets lodged by authorised contacts within their organisation.

Each time a ticket gets an update from a timeware® support team member, an automatic email notification is sent to the customer. In the same way, any update made by a customer to a ticket prompts an email notification to the timeware® team.

A brief video tutorial, available on YouTube, provides an overview of the new ticketing system.



Community website

**If you need more details** about the timeware® ticketing system, Charlotte Kavanagh is available to assist. Drop her an email at [support@timeware.co.uk](mailto:support@timeware.co.uk) or give her a call at **+44 (0) 1706 658222**.



Link to timeware® ticketing system video



Login screen



Menu after logging in



Viewing existing tickets



New ticket

# Next generation technology...

The timeware® AV suite is now ready for remote demonstrations.

The legacy device replacement programme has been active since 2019, encouraging customers to switch from the legacy attendance and access hardware to the latest biometric devices available from Suprema inc.

Demonstrating this 'next generation technology' remotely has several benefits, especially in the context of the modern business environment where remote access and work have become more common.

- 1. Accessibility:** Remote demonstrations allow potential customers and clients to access and view the product's features and functionalities without the need to travel. This makes it easier for people from different geographical locations to engage and understand the product.
- 2. Cost-Effective:** Remote demonstrations can be more cost-effective as they eliminate the need for physical presence, travel, and accommodation expenses. Both the company and the clients can save money.
- 3. Time-Saving:** Scheduling and attending physical demonstrations can be time-consuming. Remote demonstrations can be scheduled and executed more quickly, making it convenient for both parties.
- 4. Customised Demonstrations:** Remote demonstrations can be tailored to fit the unique needs and interests of individual clients. Customisation ensures that potential clients see exactly what they want and need, enhancing their understanding of how the biometric attendance device can fit their specific requirements.
- 5. Integration with Other Tools:** Remote demonstrations can easily be integrated with other digital tools, like screen-sharing software, videos, digital brochures, and more, to create a richer, more interactive experience.

**To organise a remote demonstration** of the latest attendance and access devices, contact Charlotte Kavanagh on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.



6. **Immediate Feedback and Interaction:** Remote demonstrations provide an opportunity for real-time interaction, questions, and feedback. This dynamic dialogue can lead to a deeper understanding of the client's needs and foster a stronger relationship.
7. **Environmental Benefits:** By reducing the need for travel, remote demonstrations can also have a positive impact on the environment, aligning with corporate social responsibility goals.
8. **Potential for Recording and Future Reference:** Remote sessions can often be recorded, allowing clients to revisit the demonstration later for further understanding or sharing with other decision-makers within their organisation.



Link to timeware® AV room video

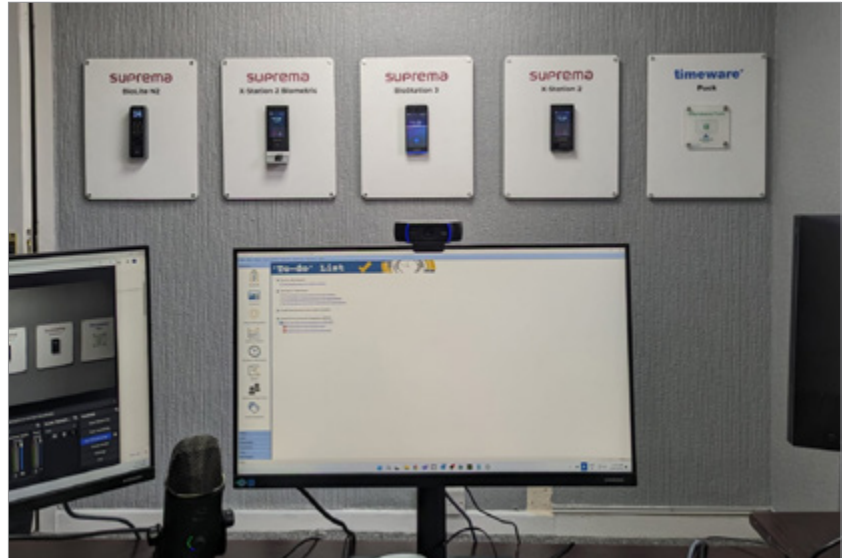
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In summary, utilising the AV suite for demonstrations enables the timeware® team to create an accessible, efficient, and tailored experience that can lead to increased satisfaction, reach, and sales, all while reducing costs and environmental impact.

It's time to change from your old attendance terminals to the latest devices from Suprema Inc.

- Step 1.** Contact customer care for a quote to replace your legacy attendance terminals.
- Step 2.** Arrange a Teams demonstration of face recognition, fingerprint, and proximity devices.
- Step 3.** Arrange a free two-week trial including installation by a technician who enrolls employees' biometric or proximity data. (A network point that supports PoE is required.)
- Step 4.** Like the tech? Purchase replacement devices as and when your budget allows.



**If you'd like to participate** in our legacy device replacement programme, don't hesitate to reach out to Charlotte Kavanagh. You can email her at [support@timeware.co.uk](mailto:support@timeware.co.uk) or dial **+44 (0) 1706 658222** for more information.

X-Station 2
Proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.



BioStation 3
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.



timeware® Puck
Incorporates low cost NFC technology.
Recommended for internal or external attendance and assembly points when there is no network or power points.
IP67 rated.
Works with ESS GO app.



X-Station 2
Fingerprint and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.



BioLite N2
Robust fingerprint and proximity device with display.
Recommended for external attendance points.
IP67 rated.
Supports various proximity formats.



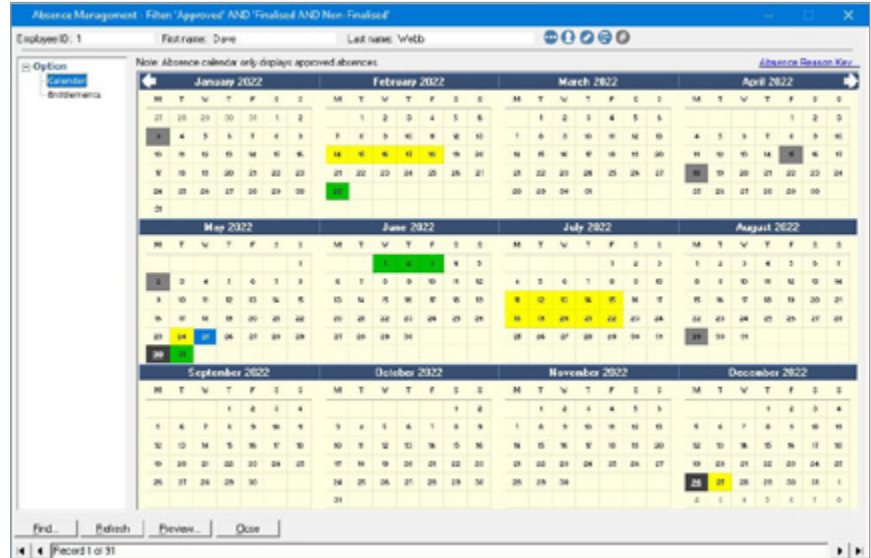


# Absence management...

timeware® absence management is an all-inclusive solution that comprises four key components: tracking leave allowance, managing leave schedules, and monitoring both authorised and unauthorised absenteeism.



With this system, you can construct absence entitlement policies that determine the quantity of holiday days based on role type starting from any given date. It also lets you define the amount of time that can be carried over from one year to the next, and even offers the capability to grant entitlement credits for extra leave days. All modifications related to absence management can undergo a dual-stage approval process if necessary.



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

The timeware® absence management system empowers team leaders by providing them with the ability to review holiday schedules prior to approving an absence booking. This ensures that the minimum required staffing levels are always upheld.

Key features of the system include:

- Detailed and user-friendly absence and holiday booking interfaces for easy data input.
- Compatibility with the Bradford factor methodology.
- In-depth statistical data available during absence booking, enabling you to maintain correct staffing levels while ensuring that employees do not exceed their annual holiday allowance.
- Automatic resetting of an employee's holiday entitlements each year, taking into consideration any days carried over from the prior holiday year.
- The ability to establish entitlement policies with specific rules for new hires and long-term employees.
- Strategic absence analysis.
- Implementation of return-to-work procedures.

The screenshot displays the 'Absence Booking - [New]' window for an employee named Dave Webb. The interface is divided into several sections:

- Options:** A sidebar menu with 'Caller information', 'Essential', 'Return to Work', 'Reserve', and 'Respect'.
- Essential:** A section for booking an absence, including:
  - General information:** 'Absence category?' (Sickness), 'Absence to be taken?' (Sickness Full Day [Head]), and 'Take absence from?' (19 Nov 2021) to 'up to?' (19 Nov 2021).
  - Entitlement:** 'Entitlement deductors?' (1).
  - Absence restrictions (optional):** 'Absence can only be taken between?' and 'Maximum absence duration?'.
  - Force absence duration to paid at a specified rate (optional):** 'Absence duration?' and 'Absence rate?'.
  - Authorisation:** 'Authorised by?' and 'Authorisation?' (Approved).
- Information:** A summary of the booking, including:
  - Bradford Factor:** Absence Period: Thu 18 Nov 2020 - Thu 18 Nov 2021, Spots: 2, Days: 6, Score: 24.
  - 12 Month Rolling Absence:** Absence Period: Thu 19 Nov 2020 - Thu 18 Nov 2021, Taken Days: 0, Taken Int: And Min: (00), Sickness Full Day [Head] Mon 21 Mar 2021 - Mon 01 Mar 2021, Sickness Full Day [Head] Mon 21 Mar 2021 - Fri 04 Jun 2021.
  - Tactical Absences:** No Information.
  - Declined Absence Requests:** No Information.



Link to absence management video



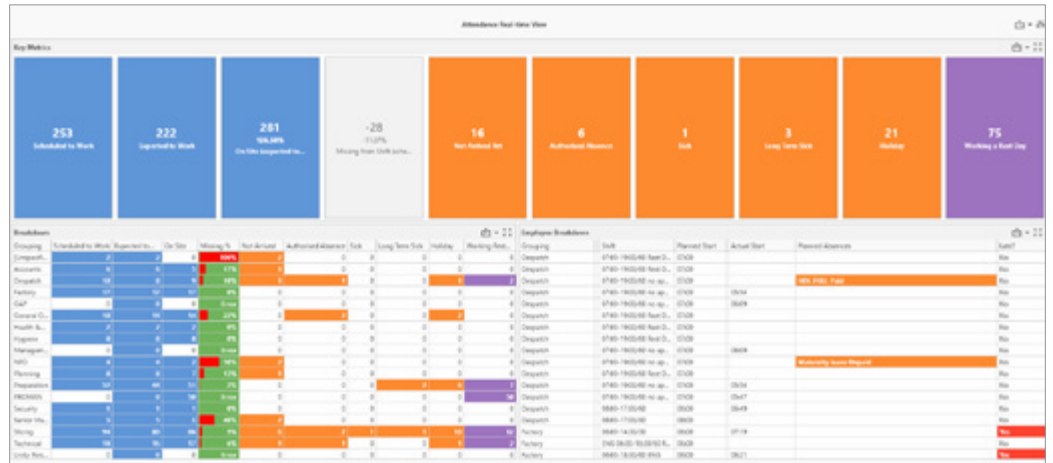
# Dashboard and report viewer...

Do you know that there is a dashboard and report viewer available to compliment timeware® Professional?



This app can be installed on computers that aren't running the full version of timeware® which means team leaders and line managers can access key information without the need to do a full install.

The dashboards can be used to display key information at a



**If you need details** about timeware® dashboards & reports, please contact timeware® customer care at **+44 (0)1706 658222** or send an email to **support@timeware.co.uk**



glance and the report can be crafted in PDF and Microsoft Excel format.

All the original reports are available, plus the user has the option to remove and add data fields when required. What is exciting about these reports is the speed at which they are generated. For example, the hours worked report can be created in 1/5 of the time of the original.

Users can specify the date range, employee range, sort orders and appearance of each report.

The ability to create reports in excel format makes incorporating data from timeware® with other spreadsheets much easier.

Support team recommend that all users switch to the new dashboard and report viewer as soon as possible!

The screenshot shows an Excel spreadsheet with the following columns:

- General:** Company, Department, Employee ID, First Name, Last Name, Badge, Username, Mail Date, Payroll.
- Absence Data:** Bradford Factor, Absence From, Absence To, Reason, Notes, Specs, Days, Score.

Key data points from the spreadsheet:

- Employee 6 (George Zelen) has a Bradford Factor of 0.00 and a score of 0.00.
- Employee 8 (Phillip Briggs) has a Bradford Factor of 0.00 and a score of 0.00.
- Employee 260 (Paul Morris) has a Bradford Factor of 0.00 and a score of 0.00.
- Employee 290 (Martin Wilkinson) has a Bradford Factor of 1.00 and a score of 2.00.
- Employee 7 (Lorraine Wilkinson) has a Bradford Factor of 1.00 and a score of 2.00.
- Employee 12 (Thomas Orlham) has a Bradford Factor of 1.00 and a score of 2.00.



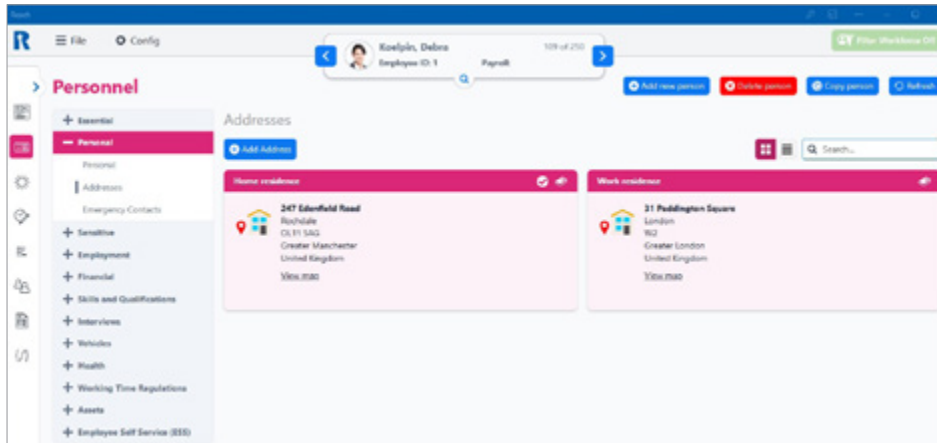
Link to dashboard and report viewer video

# timeware® in the cloud...

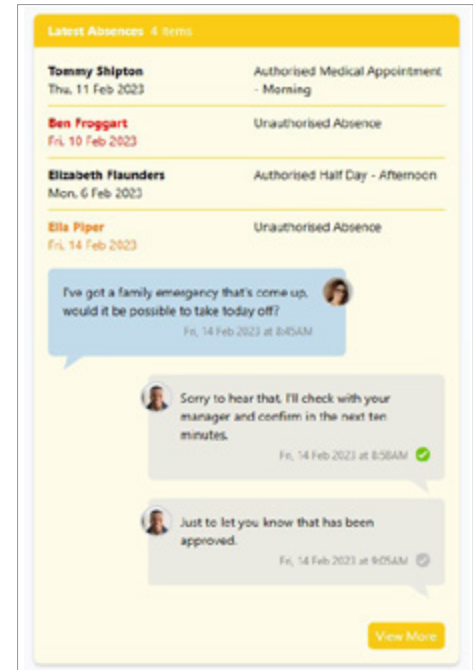
Exciting times ahead for the timeware® community!

Coming November 2025, we're launching timeware® in the cloud - a perfect blend of customisation capabilities from timeware® Professional, with the convenience and adaptability of web-based software.

This software can be accessed through a web browser on Windows PCs, as well as iOS and Android devices. All you need is an internet connection, and you can use timeware® from anywhere in the world!



Enhanced personnel module



Audited conversations between your team and team leaders connected to attendance and absence records.



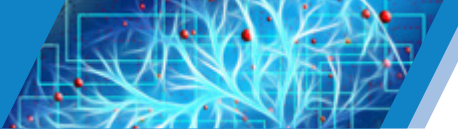
We understand that transitioning from an on-premise solution to a cloud-based system can be a significant step. To help make this transition as smooth as possible, we are offering all customers this service for free. A timeware® specialist will discuss the migration at your next system performance review.

Embrace the future of workforce management with timeware® in the cloud. Stay tuned for more updates!

The screenshot displays the 'Absence Management' interface for an employee named Daniel Tracy (Employee ID 222). The main view is a calendar grid showing leave data from June 2023 to May 2024. The calendar is organized by month, with columns for each month. The rows represent individual days. The interface includes a navigation bar at the top with 'File' and 'Config' options, and a user profile section for Daniel Tracy. On the right side, there is a sidebar with a 'Calendar' section showing the current date (Fri, 10 Aug 2023) and buttons for 'Training', 'Events', and 'Add Booking'. Below the calendar, there are sections for 'Selected date: Fri, 10 Aug 2023' and 'Selected year: Thu, June 2023 - Fri, 31 May 2024', each with a list of filters and a 'Clear All' button.

A clearer view of your team's authorised and unauthorised leave data.

**Keep in mind** that the timeware® managed service offers complimentary migration from on-premise to cloud, including any customisations. However, hosting fees are still to be determined.



# timeware® Product Road Map...

## On-premise

Our commitment to refining our on-premise software includes continuous enhancements to integrations, dashboards, reports, and security. These updates will be released yearly until the end-of-life date 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.**



**The transition to timeware® 2023** started in November 2022. To find out the scheduled date for your upgrade, please reach out to customer support at **+44 (0)1706 658222** or email **support@timeware.co.uk**.

# timeware® Community Support

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.
- **Documents:**  
Access a collection of timeware®-related downloadable PDF documents.
- **YouTube channel:**  
Visit the timeware® Community YouTube channel for instructional videos and tutorials.



## Head office

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

Next edition of timelines due:

**November 2023**

Launch of timeware<sup>®</sup> 2024...

