

**timeware**®  
workforce management software

**2024**



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# Editor's Comment...

**Welcome to the fifty-first edition of timelines, the official magazine for the timeware® community!**

November has arrived, marking the exciting launch of timeware® 2024 software!

In this edition, we are thrilled to showcase the new reports and improved features now available in the latest software release.

If you wish to delve deeper into any of the topics presented in this magazine we invite you to reach out to our dedicated customer care team at +44 (0)1706 658222.



**Simon Birchall**

Managing Director  
timeware® (UK) Ltd



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# Spotlight on Workforce Management Solutions...

Dive into our world of top-notch workforce management software, featuring our standout time and attendance module. Our offerings? timestart®, timeware® Small Business, and timeware® Professional. With 30 years under our belt, we don't just provide software; we craft bespoke solutions. Our partnership with Suprema Inc. takes personalisation a notch higher. Trust in our legacy and our commitment to always serve you the best!

## Software

**Time and attendance**

**Absence management**

**Personnel**

**Access control**

**Job costing**

**Cost centre analysis**

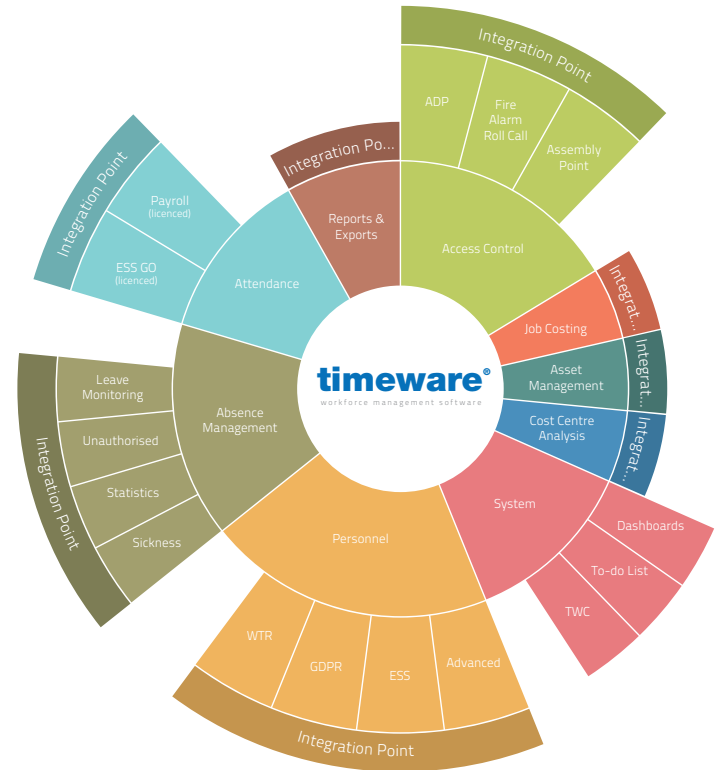
**Asset management**

**Dashboards and Reports**

**Employee self service app,  
ESS GO**

**GDPR and WTR**

**Proactive To-do lists**



# Integration and Customisation...

Let's spotlight two standout features of timeware® that might just redefine your operations.

## Integration Magic:

First on the list? timeware's unparalleled interfacing prowess. Whether it's syncing with payroll systems, HR platforms, or security solutions, timeware® effortlessly melds. Here's the catch: either timeware® or the partner software dons the role of the chief conductor, orchestrating data flows and boosting your business efficiency in unimaginable ways.

## The Customisation Quest:

Did you know? A whopping 95% of our timeware® family have delved into its deep customisation toolkit. The result? Almost every user flaunts a timeware® setup that's handcrafted to their unique needs, ensuring they get the absolute best out of their investment. Dive in, explore, and let timeware® redefine your business narrative!



# Understanding the Dynamics: NMD3 Hosting, timeware® UK Ltd, and more...

There's been a buzz in our community about the affiliations and interplay between NMD3 Hosting Ltd and timeware® UK Ltd. So, we're here to shed some light on the topic for our valued customers.

## A Trio Under One Umbrella

Simon Birchall and Nathan Price aren't just accomplished entrepreneurs but visionaries who co-own three flourishing ventures: timeware® UK Ltd, NMD3 Develop Ltd, and NMD3 Hosting Ltd.

We hope this article brings clarity to the interconnected world of timeware® UK Ltd and the NMD3 entities. Always remember, while each has its unique responsibility, they're all working in harmony to enhance your timeware® experience!



Technical director Nathan Price and Managing Director Simon Birchall



#### timeware® UK Ltd:

When it comes to everything timeware®, this is your go-to. They oversee the A to Z of timeware® workforce management solutions, from marketing and sales to setup and post-sales support. Remember the managed service invoices you receive annually? They come from here. And if you're ever in need of expanding your timeware® arsenal or need any technical guidance, you're dialing into the expert zone of time and attendance.



#### NMD3 Develop Ltd:

The digital architects behind our beloved platforms, timeware® Professional, ESS GO, and timeware® in the cloud, call this business home. They're the dedicated software engineers making sure your timeware® experience is nothing short of seamless.



#### NMD3 Hosting Ltd:

The backbone that ensures the apps you use run like a charm, especially in the Azure-hosted space. While they currently optimise the ESS GO app, there's a buzz about 2025: they'll be taking under their wing the performance of both timeware® in the cloud and the successor to the ESS GO app. Plus, a heads up – this is where your monthly hosting bills originate from. These are the maestros of Azure cloud.

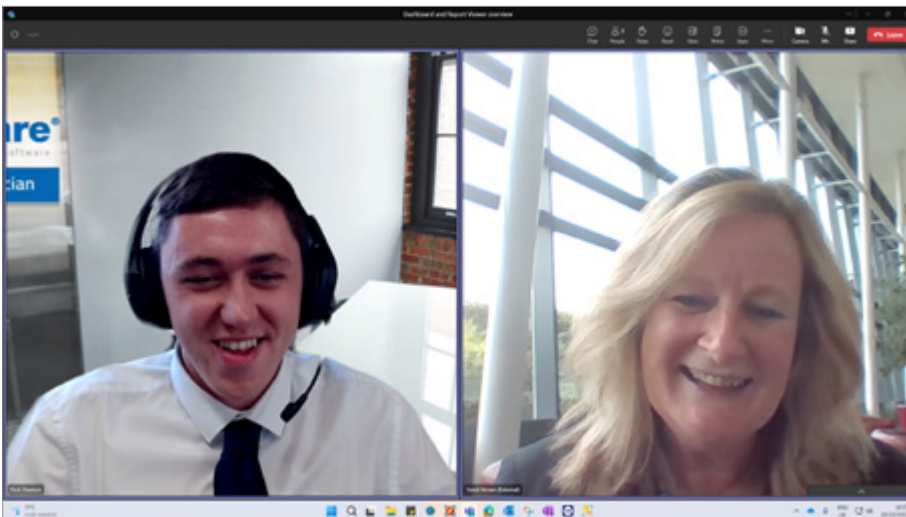
## Complimentary user training via Teams...

As a component of its comprehensive managed service, timeware® UK Ltd offers complimentary user training to all its clients.

The purpose of this training is to enhance users' proficiency in utilising the software's numerous features and functionalities, enabling them to streamline their workforce management processes and fully leverage the software's advantages.

Experienced trainers who possess in-depth knowledge about the software and its capabilities conduct these training sessions.

timeware® UK Ltd's commitment to providing free user training underscores its dedication to ensuring customer satisfaction and its belief in the significance of empowering clients with the skills and knowledge required to effectively harness the potential of the software.



Zack Dawson from timeware® support and Sandi Brown from Telford International Centre.

**To organise complimentary user training**, contact Charlotte Kavanagh on [support@timeware.co.uk](mailto:support@timeware.co.uk) or call **+44 (0) 1706 658222**.



# Welcoming a fresh addition to our development team...

We are thrilled to introduce Omer Hyman as the latest addition to our dynamic development team.

Omer has joined our dedicated team responsible for the seamless transition of our time and attendance system from on-premises to the cloud, harnessing the power of Microsoft Azure and Blazor technology.

With Omer on board, we are now moving full steam ahead towards the highly anticipated launch of timeware® in the cloud, scheduled for Q4, 2025.



Software engineer Omer Hyman

# Personnel...

timeware® personnel streamlines personnel information management with secure data storage, auditing, and layered security. It centralises data like IDs, references, and bank details for easy access and reporting. The system integrates with task lists for event reminders, from birthdays to overtime approval, ensuring efficient operations.

## New options in 2024

1. Probation Period Notifications: Get alerted via email as an employee's probation period approaches its conclusion.
2. Incident Notifications: Receive email notifications when an employee submits a new accident report through the Employee Self-Service (ESS).
3. Seamless Leaver Management: When marking someone as a leaver, their ESS GO policy will be automatically deactivated, preventing them from logging in.

**Keen to discover the most recent developments in personnel features?** To arrange a tailored Microsoft Teams consultation, kindly contact our Customer Care team at [support@timeware.co.uk](mailto:support@timeware.co.uk) or ring us on **+44 (0) 1706 658222**.

# Attendance...

timeware® attendance facilitates standard, flexitime, and rotating shift scheduling for up to 52 weeks ahead. It includes grace times, roundings, diverse work-break categories, and extensive overtime calculations. Email alerts and on-screen warnings signal pending payroll deadlines and unapproved overtime, simplifying authorisation processes.

## New options in 2024

- 1. Shift Conclusion Automation after Two Bookings:** We have introduced a new feature that enables shifts to automatically conclude after a pair of bookings. This functionality proves particularly beneficial for locations where employees may be scheduled for multiple shifts within a single day.
- 2. Automatic Clock-Out with Email Alerts:** Our system now automatically clocks out employees who may have forgotten to do so, and concurrently sends email notifications to their respective managers to keep them informed.
- 3. Automated Booking Generation:** The system will automatically generate bookings for employees who do not need to clock in, based on their designated shift start and end times.
- 4. Comprehensive Daily Script with Enhanced Functionality:** A standard daily script is now equipped with advanced features, including overtime authorisation, absence movement, and the ability to calculate hours by considering the first and last swipes, all seamlessly integrated into a single script.

**Would you like to explore our latest advancements in attendance features?** For a personalised consultation via Microsoft Teams, please reach out to our Customer Care team at [support@timeware.co.uk](mailto:support@timeware.co.uk) or call us on **+44 (0) 1706 658222**.

# Absence Management...

timeware® absence management encompasses four key aspects: tracking holiday entitlement, managing holiday monitoring authorised and unauthorised sickness. It enables the creation of customised absence entitlement policies, accounting for years of service, carryover extra holiday credits. Additionally, it offers a two-tier approval process and empowers team leaders to review holiday schedules before authorising absences to maintain staffing levels.

## New options in 2024

1. Absenteeism Alerts by Email: Receive email notifications when employees have exceeded a user-defined absence threshold.
2. Percentage-Based Staffing Allowance: Define the percentage of employees allowed to be absent simultaneously.
3. Absence Reasons in Staffing Overview: The staffing information panel now displays the reasons for employee absences alongside their names.
4. User Restrictions for Adding New Absences: You can now restrict certain users from creating new absences while permitting them to modify existing ones.
5. User Restrictions for Amending Existing Absences: Certain users can be restricted from modifying existing absences, but still retain the ability to add new ones.
6. Biostar Integration for Business In/Out Support: This update adds support for function keys in sites using the Biostar 2 integration to indicate employee status (in/out).
7. Automatic Cancellation Request Reversal: Cancellation requests made through the ESS can now be automatically unfinalised, allowing managers without finalisation permissions to handle these requests.

**Intrigued by our latest innovations in absence management features?** For a bespoke consultation via Microsoft Teams, please get in touch with our Customer Care team at [support@timeware.co.uk](mailto:support@timeware.co.uk) or dial **+44 (0) 1706 658222**.

# Dashboards and Reports...

timeware® dashboards offer quick overviews of vital Key Performance Indicators (KPIs), while reports deliver in-depth, granular insights into this crucial data.

## New options in 2024

1. Copy Functionality: Easily duplicate existing reports that have been configured using the new "Copy" button.
2. Enhanced Report Formatting: All reports have undergone improvements in formatting to ensure that large data in hidden cells no longer negatively impacts the overall appearance of the reports.
3. Personnel Listing Report Enhancements: The personnel listing report now includes options to display employment information and ESS GO policy details.
4. Absence Listing Report Enhancements: The absence listing report has been enhanced to include options for incorporating return to work information.
5. Holiday Accrual Listing Report Enhancements: This report now offers an option to include credits and to display the remaining entitlement until the end of the period.
6. Roll Call Listing Report Enhancements: Users can now filter reports by terminals or zones. Additionally, an option has been added to force a page break after specific groupings, which is especially useful when the report is automatically printed.
7. Attendance Daily Listing Report Improvements: The attendance daily listing report can now display up to 20 bookings, a significant increase from the previous cap of 8 bookings.
8. Weekly Clock Card Enhancements: The weekly clock card report now respects whether the rates are set to contribute or not contribute, aligning it with other reports.
9. Planner Listing Report Enhancements: When generating the planner listing report for "Today," there is now an option to exclude employees who are not scheduled to work, such as those on a rest day or with a booked absence.
10. Access Event Listing Report Enhancements: The access event listing report can now display fire alarm input status, indicating when it is turned on or off.

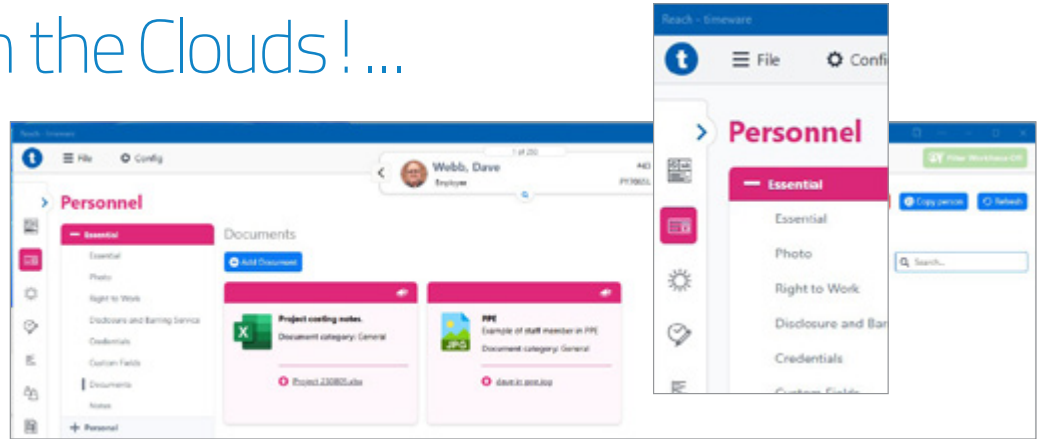
**Eager to delve into the newest capabilities of our dashboard and report features?** For a customised Microsoft Teams discussion, do not hesitate to contact our Customer Care team at [support@timeware.co.uk](mailto:support@timeware.co.uk) or ring us at **+44 (0) 1706 658222**.

# The future is in the Clouds! ...

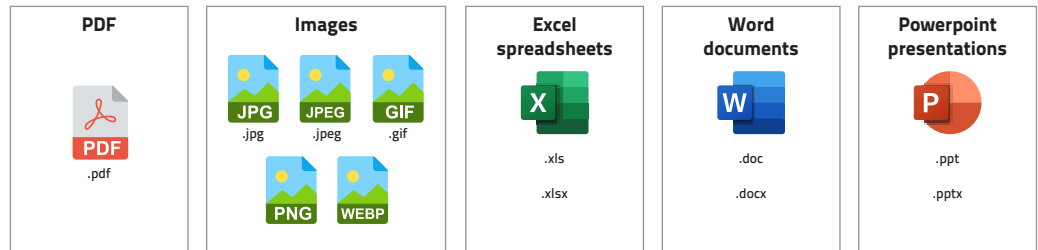
A pivotal moment in our journey is on the horizon, and we can't wait to share it with you. Circle December 2025 on your calendar – because that's when we take a monumental leap with timeware® in the Cloud.

## The Perfect Fusion:

Picture this – the powerful customisation you adore in timeware® Professional now combined with the sheer agility of a web-based platform. It's the blend we've all been waiting for, promising both robustness and flexibility.



Supports multiple documents and can be viewed in both card and grid format.



Supported document types.

### Unbounded Accessibility:

Whether you're cozying up with your Windows PC, on the move with your iOS gadget, or navigating with your Android device, timeware® is right there with you. Just connect to the internet, and voila! – the world of timeware® opens up, wherever you might be.

Week/Day	Date	Schedule	New Assignments	Bookings	Authorisation	Total	Rate
1 Mon	20/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
2 Tue	21/10/2022 12:12:12	09:00-17:00:00		00:00 00:00	Approved	7:45	9.00 2.45
2 Wed	22/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
2 Thu	23/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
2 Fri	24/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
2 Sat	25/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
2 Sun	26/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Mon	27/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Tue	28/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Wed	29/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Thu	30/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Fri	31/10/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Sat	01/11/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00
3 Sun	02/11/2022 12:12:12	09:00-17:00:00		00:00 00:00		00:00	0.00

**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.



### Smooth Sailing Transition:

We sense the butterflies! Moving from a tried-and-tested on-premise setup to this brand-new cloud adventure might feel overwhelming. But guess what? You're not alone on this voyage. To ensure you glide smoothly into this new realm, we're extending a complimentary transition service. During your next system performance review, a seasoned timeware® expert will be right beside you, outlining the migration steps, answering your questions, and ensuring you're cloud-ready!

The screenshot displays a 'Workforce Absence Calendar' interface. The main area is a grid with columns for months from July to June and rows for individual days. Each cell contains a date and a small icon representing an absence type (e.g., sick leave, vacation). A sidebar on the right shows a 'Selected date: 16 Aug 2023' and a 'View calendar' button. The interface includes a top navigation bar with 'File' and 'Config' options, and a 'New' button.

Workforce absence calendar.



### Ready for Tomorrow:

The cloud is not just a technology; it's the future of workforce management. As we adapt and grow, timeware® is committed to offering the tools and platforms that keep you ahead in the game.

Stay connected, dear user group! The sky's not the limit; it's just the beginning. More exhilarating updates are on the way. Hold tight and get ready to ascend!

The screenshot displays the 'Reports' section of the timeware application. It is divided into two main panels: 'Chosen Reports' and 'Report History'.

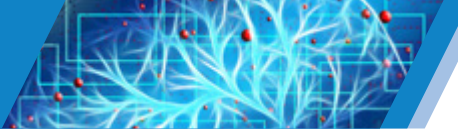
**Chosen Reports Table:**

Name	Last Run	Frequency
▼ Absence (2)		
Absence Enrollment Reason	Mon, 18 Sept 2023 13:00	Daily
Absence Listing	Fri, 15 Sept 2023 14:00	Weekly
Absence Reason Listing		Monthly
▼ Access (3)		
Access Event Listing	Fri, 15 Sept 2023 14:30	Weekly
▼ Attendance (2)		
Attendance Daily Listing	Mon, 18 Sept 2023 13:30	Daily
Attendance Period Listing	Fri, 15 Sept 2023 19:00	Monthly

**Report History Table:**

Name	Failed On	Status	Completed On	Cancel
Absence Daily Listing	Mon, 18 Sept 2023 13:30	Waiting		
Absence Enrollment Reason	Mon, 18 Sept 2023 13:00	Crashing		
Attendance Daily Listing	Sun, 17 Sept 2023 13:30	Ready	Sun, 17 Sept 2023 13:32	
Absence Enrollment Reason	Sun, 17 Sept 2023 13:00	Ready	Sun, 17 Sept 2023 13:04	
Attendance Daily Listing	Sat, 16 Sept 2023 13:30	Ready	Sat, 16 Sept 2023 13:32	
Absence Enrollment Reason	Sat, 16 Sept 2023 13:00	Ready	Sat, 16 Sept 2023 13:04	
Access Event Listing	Fri, 15 Sept 2023 14:30	Ready	Fri, 15 Sept 2023 14:32	
Absence Listing	Fri, 15 Sept 2023 14:00	Failed		
Attendance Daily Listing	Fri, 15 Sept 2023 13:30	Ready	Fri, 15 Sept 2023 13:32	
Absence Enrollment Reason	Fri, 15 Sept 2023 13:00	Ready	Fri, 15 Sept 2023 13:01	
Attendance Daily Listing	Thu, 14 Sept 2023 13:30	Ready	Thu, 14 Sept 2023 13:31	
Absence Enrollment Reason	Thu, 14 Sept 2023 13:00	Ready	Thu, 14 Sept 2023 13:02	

**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

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® 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 upgrade process for timeware® 2024 commenced in November 2023.** To ascertain the scheduled date for your specific upgrade, please reach out to our Customer Care team either by dialling **+44 (0) 1706 658222** or emailing **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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## Community support:

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Next edition of timelines due:

**February 2024**

Biometrics...

