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of the year
2023...
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app...
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timeware (UK) Ltd





Editor's Comment...

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

In this edition, we celebrate our 'Employee of the Year', we also cover the significant 'ESS Go' milestone, marking its success in the industry. Dive into the 'Benefits of Face Authentication Devices' and how they're revolutionising attendance and security. Plus, don't miss out on our coverage of the 'Latest timeware® Cloud Developments,' showcasing our commitment to innovation.

We highly value your opinions and encourage you to contact our devoted service team at +44 (0)1706 658222 for any questions or to explore further any subjects discussed in this magazine.

Our commitment to offering steadfast assistance accompanies you throughout your experience with timeware®!



Simon Birchall

Managing Director
timeware® (UK) Ltd



Connect to me on [LinkedIn](#)



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ESS and Fire Marshall.



Focusing on Workforce Management Solutions...

Explore our realm of premier workforce management software, showcasing our exceptional time and attendance module. Our suite includes timestart®, timeware® Small Business, and timeware® Professional. With three decades of expertise, we go beyond mere software provision to create tailored solutions. Our collaboration with Suprema Inc. elevates customisation further. Rely on our longstanding tradition and dedication to delivering nothing but the finest to you!

Software

Time and attendance

Absence management

Personnel

Access control

Job costing

Cost centre analysis

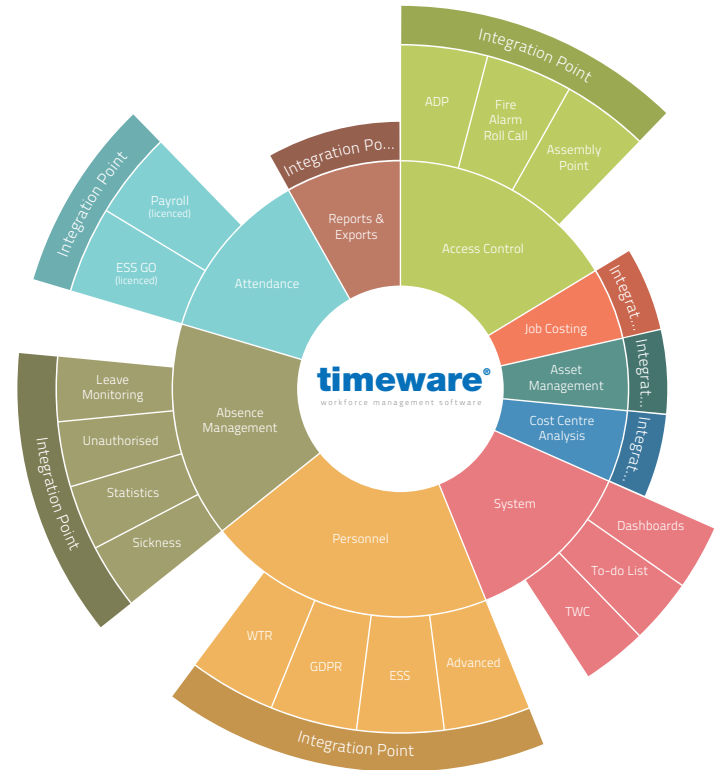
Asset management

Dashboards and Reports

**Employee self service app,
ESS GO**

GDPR and WTR

Proactive To-do lists



Integration and Customisation...

Discover two remarkable features of timeware® that could transform your business operations.

Seamless Integration:

Topping our list is timeware's exceptional ability to connect. Whether integrating with payroll systems, HR platforms, or security solutions, timeware® does it with ease. The twist? Either timeware® or the partnering system takes the lead, expertly managing data exchange and significantly enhancing your operational efficiency in ways you've yet to imagine.

The Customisation Journey:

Did you realise? An impressive 95% of our timeware® users have tapped into its extensive customisation features. The outcome? Nearly all users boast a timeware® configuration tailored precisely to their specific requirements, ensuring maximum returns on their investment.

Embark on this journey, uncover the potential, and allow timeware® to reshape your business story.



Employee of the year 2023...

Kudos to Zack Dawson for receiving the prestigious title of "Employee of the Year" at timeware® UK Ltd. Since his start in 2018 as a Trainee Support Technician, Zack's relentless commitment and diligence have rendered him a vital member of Matt Wilkinson's support team. His recent forays into system implementation and user training have further demonstrated his dedication and prowess. Cheers to Zack's ongoing achievements and distinction – truly well-deserved for consistently exceeding expectations!



Zack Dawson, employee of the year 2023.



Interview with
Zack Dawson

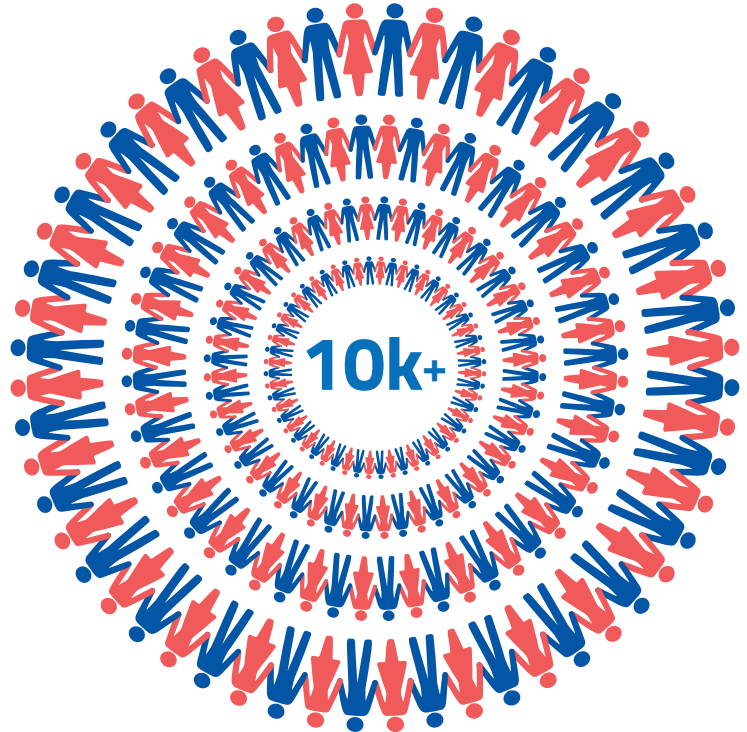
ESS Go User Count Surpasses 10,000! ...

The success of ESS Go in is a testament to its robust and user-friendly design, having garnered an impressive user base of over 10,000. This milestone reflects the platform's ability to meet the evolving needs of businesses and individuals seeking efficient self-service solutions. ESS Go's intuitive interface and powerful features have streamlined leave management processes, enhanced productivity, and improved user satisfaction. Its widespread adoption across various industries underscores its reliability and effectiveness. The achievement of surpassing 10,000 users marks a significant chapter in ESS Go's journey, setting a new standard for excellence in self-service software.



ESS Go surpasses 10k

If you are interested in timeware® ESS Go, please contact Head of Customer Care, Charlotte Kavanagh, on support@timeware.co.uk or call **+44 (0) 1706 658222**.



It's time to upgrade to Suprema...

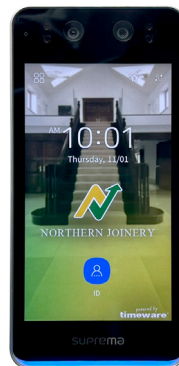
Keeping technology current in your business is crucial for leveraging new security features, reflecting the management's commitment to time recording and workplace security.

timeware® Professional software, compatible with Suprema biometric and proximity devices, offers an opportune moment to upgrade your legacy attendance systems. Embrace cutting-edge face authentication, fingerprint, and proximity devices to enhance efficiency and security.

This proactive approach not only boosts your operational capabilities but also signals to your workforce the importance placed on maintaining a secure, modern work environment. The integration of these advanced technologies streamlines processes and fortifies security measures, ensuring a safer, more efficient workplace.



Device Overview



BioStation 3
Face Authentication
/ Proximity Card



X-Station 2
Fingerprint /
Proximity Card



X-Station 2
Proximity Card

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

Two-week free trial

timeware® UK Ltd is delighted to offer an exclusive two-week trial of Suprema Inc. attendance devices to our esteemed customers currently using legacy attendance and access control hardware. This special offer provides an opportunity to evaluate the most advanced attendance technology available, including face authentication, fingerprint biometrics, and proximity features.

Each trial includes a professional setup by an experienced technician, who will also help in registering employees' biometric or proximity information for immediate application. Please be aware that a network point with PoE (Power over Ethernet) capability is required for this service.

This trial offers timeware® clients a superb opportunity to understand the benefits of the latest attendance devices and learn how they can greatly improve workforce management and operational efficiency.

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.



Face Authentication...

Implementing the Suprema BioStation 3 as an attendance point in workplaces ranging from food preparation areas to offices brings a multitude of benefits, thanks to its non-contact operation and cutting-edge design. This state-of-the-art face authentication device epitomises modernity not only in aesthetics but also in functionality. Its exciting, contemporary design seamlessly integrates into any workplace environment, adding a touch of sophistication.

The non-contact feature of the BioStation 3 is particularly advantageous in settings like food preparation areas, where hygiene is paramount. By eliminating physical contact, it significantly reduces the risk of cross-contamination, ensuring a safer and cleaner work environment. This feature is equally beneficial in office settings, promoting a more hygienic workplace.

Moreover, the BioStation 3 is designed for extremely fast throughput of staff, making it an ideal solution for busy workplaces. Its efficiency in processing entries and exits ensures minimal queues and delays, thereby enhancing productivity and staff satisfaction. Employees can swiftly authenticate and proceed with their day, appreciating the blend of speed and security.

Overall, the Suprema BioStation 3 offers a perfect blend of hygiene, efficiency, and modern design, making it an excellent choice for businesses looking to modernise their attendance systems and maintain high standards of workplace safety and efficiency.



BioStation 3

Face Authentication /
Proximity Card

£1,565.00 + VAT

Pros

Advanced Facial Authentication: BioStation 3 uses an NPU-optimised AI algorithm for high facial authentication accuracy and speed. It can recognise moving faces in high-traffic areas within 0.2 seconds, making it efficient for busy environments.

Versatility in Recognition: This device is compatible with all ethnicities and facial variations, including faces wearing masks, glasses, hats, beards, and niqabs. It uses dynamic face templates to increase matching performance.

Security Against Spoofing: It has features to detect fake faces, images, and photos, thereby offering protection against facial spoofing.

Environmental Adaptability: The AI algorithm provides accurate facial authentication in various lighting conditions, whether bright, dim, or backlit.

Data Protection: BioStation 3 is ISO/IEC 27001 certified for secure information management and complies with GDPR privacy regulations. It also offers an innovative 'Face Template on Mobile' feature, allowing users to store their biometric template on their mobile device, enhancing privacy and data security.

Ease of Installation and Use: Its compact design, which is 47% smaller than its predecessor FaceStation F2, allows for easy installation on any door. Quick and easy self-enrollment of face credentials is also a key feature.

Multiple Contactless Access Methods: In addition to facial authentication, it supports mobile access, QR and barcode scanning, and RFID card reading, providing flexibility in access control.

Cons

Cost Factor: Advanced features and technology make the BioStation 3 a more expensive option compared to other attendance devices.

In conclusion, the BioStation 3 offers a sophisticated and secure solution for time and attendance, with its advanced facial recognition technology and data protection features. However, considerations around cost should be kept in mind.

IP/IK rating

IP65 / IK06

Max users

100,000

Dimension

82.5*171*23.4 (mm)

Ethernet

10/100/1000 Mbps, auto
MDI.MDI-X



Speed comparison of
Suprema devices



Fingerprint...

The Suprema X-Station 2 fingerprint device is an exemplary choice for businesses seeking a modern and efficient attendance system. Its cutting-edge design is not only aesthetically pleasing but also functionally advanced, blending seamlessly into contemporary workplace environments. This device stands out with its sleek, modern design, making it an attractive addition to any setting, from corporate offices to dynamic start-ups.

In terms of efficiency, the X-Station 2 offers reasonably fast throughput of staff, effectively reducing wait times and congestion during peak hours. This rapid processing capability ensures that employees can quickly register their attendance without disrupting their workflow, contributing to overall productivity.

Moreover, the use of fingerprint technology adds a layer of security, as it relies on unique biometric data, making it a more secure option compared to traditional card systems. This feature not only enhances workplace security but also provides a reliable method of attendance tracking, reducing the likelihood of fraudulent timekeeping practices.

Overall, the Suprema X-Station 2 is an ideal solution for businesses aiming to implement a secure, efficient, and stylish attendance system. Its blend of speed, security, and contemporary design makes it a valuable asset for any organisation prioritising accuracy and aesthetics in their timekeeping methods.



X-Station 2
Fingerprint /
Proximity Card
£1,059.00 + VAT

Pros

Multiple Credential Options: It supports various credentials like QR codes, Mobile Access, RFID cards, and fingerprints, offering flexibility in system design.

Enhanced Security and Data Protection: Features like secure boot process, OSDP support, and built-in camera for image logs enhance its security capabilities.

Ease of Deployment and Management: X-Station 2 supports Power over Ethernet (PoE) for easier installation and has an IP65 rating, making it dust-tight and water-resistant.

High Performance in Fingerprint Recognition: It boasts a fast template match speed and incorporates features like Fake/Live Finger Detection, enhancing security and usability.

Large Memory Capacity: It can handle up to 500,000 users, 5 million text logs, and 50,000 image logs, suitable for enterprise needs.

Cost Factor: Middle of the range pricing appeals may suit more budgets.

Cons

Not Touchless: The need to physically touch the device for fingerprint scanning may not be ideal in high-traffic areas, especially during flu season or in the context of hygiene concerns.

Limitations with Fingerprint Scanning: Issues like calluses or scars on fingertips can affect the scanner's ability to read fingerprints accurately.

Time-Consuming Enrolment: Registering every user's fingerprint can be time-consuming, especially in large facilities with many users.

Visitor Access Challenges: It may not be suitable for visitors or temporary access as they cannot use their fingerprints for entry. Alternative access methods would be needed for them.

Overall, the X-Station 2 fingerprint device offers robust security features and flexibility in access control, making it suitable for various environments. However, considerations regarding its touch-based operation, the process of user enrolment, and visitor access are important when assessing its suitability for specific applications.

IP/IK rating
IP65

Max users
500,000

Dimension
82*159*25.9 (mm)

Ethernet
10/100 Mbps, auto MDI/
MDI-X



Speed comparison of
Suprema devices



Proximity card or fob...

Implementing the Suprema X-Station 2 as a proximity device for attendance tracking offers several key benefits, aligning familiar technology with modern needs. Its use of proximity technology, a familiar and widely adopted approach, ensures ease of use and a smooth transition for staff accustomed to traditional card-based systems. This familiarity reduces the need for extensive training, allowing for a seamless integration into daily operations.

The device boasts a reasonably fast throughput of staff, efficiently managing employee check-ins and check-outs. This quick processing capability minimises queues and delays, especially during peak times, thereby maintaining a smooth flow of movement and avoiding disruptions to the work schedule.

Additionally, the X-Station 2 is designed with a cutting-edge aesthetic, making it not just a functional piece of technology, but also a stylish addition to any workplace. Its modern design complements contemporary office environments, enhancing the overall workplace ambiance.

Overall, the Suprema X-Station 2 proximity device offers a blend of user-friendly technology, efficient operation, and modern design, making it an ideal choice for businesses seeking an effective and attractive attendance solution.

The X-Station 2 proximity device is an intelligent terminal designed for versatile access control and time & attendance management. It supports various authentication methods including RFID cards, mobile registration, QR codes, and PINs. Here's an overview of its pros and cons:



X-Station 2
Proximity Card
£581.00 + VAT



Pros

Versatile Credential Support: X-Station 2 is compatible with a wide range of RFID card technologies and offers options like QR codes and mobile access, providing flexibility for different user needs.

Enhanced Security Features: It comes with security measures such as a secure boot process and the Open Supervised Device Protocol (OSDP) for encrypted communication. Additionally, it has built-in cameras for capturing image logs, further enhancing security.

Ease of Installation and Maintenance: The device is designed for easy deployment, featuring Power over Ethernet (PoE) for simplified wiring and an IP65 rating, making it resistant to dust and water.

Large User Capacity: It can handle up to 500,000 users, making it suitable for large organisations or facilities.

Cost: This is the lowest cost attendance device recommended for use with timeware® software.

Cons

Reliance on Physical Contact for Some Authentication Methods: Despite offering contactless options like QR codes and mobile access, the reliance on physical RFID cards or PINs might be a drawback in terms of hygiene, especially in high-traffic areas.

Complexity in User Enrolment and Management: Depending on the size of the facility, the process of enrolling a large number of users and managing their credentials could be time-consuming and complex.

Impact of Losing or Forgetting Proximity Cards/Fobs: Losing the card or fob means the user cannot log their attendance, which could affect payroll or attendance records.

In conclusion, the X-Station 2 offers a robust and flexible solution for time & attendance, suitable for various environments. However, considerations around its physical contact requirements, user management complexities, hardware dependency, and cost should be kept in mind when evaluating its suitability for specific applications.

IP/IK rating

IP65

Max users

500,000

Dimension

82*159*25.9 (mm)

Ethernet

10/100 Mbps, auto MDI/
MDI-X



Speed comparison of
Suprema devices

timeware® cloud apps...

For your workforce: the ESS app

The timeware® ESS app, a standard and integral component of timeware® cloud, revolutionises workforce management. It offers an array of features designed to streamline operations and enhance communication. Users can effortlessly manage leave, view shift rotas, and update timesheets. Essential documents, training matrices, and upcoming events are all readily accessible, ensuring everyone is informed and prepared. The app introduces two innovative features: the Marketplace, where users can request specific shifts or swap shifts with colleagues, and the Conversation Hub, a fully audited platform enabling seamless communication between the workforce and their managers. This comprehensive tool will transform how teams interact and operate.

No additional charge. Included as standard with timeware® cloud.

Up-coming events

Conversation hub

Training matrix

Documents

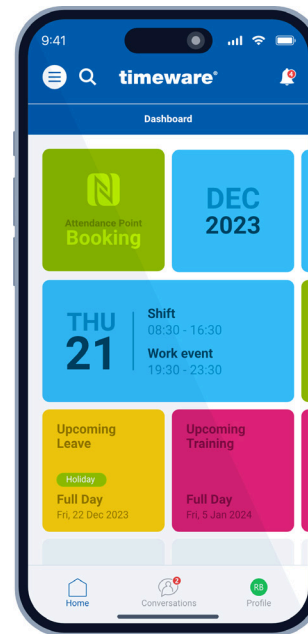
Timesheets

Leave requests

Shift rota

Timesheet status

Marketplace



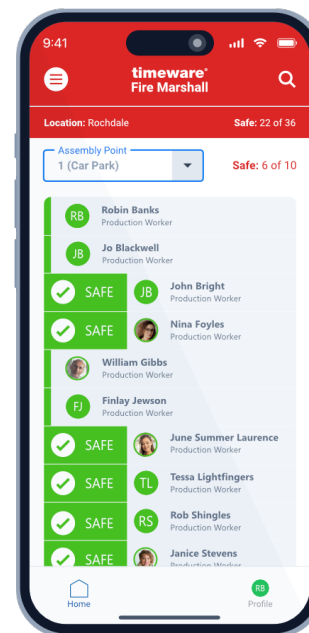
Leave entitlement

For your Fire Marshall: the Fire Marshall app

The Fire Marshall app is a vital safety feature included as standard with timeware® cloud, designed to enhance emergency response protocols. In the event of a fire or drill, this app is instrumental in ensuring everyone's safety. As individuals reach a designated safe zone outside the work premises, the Fire Marshall can confirm their safety with a simple right swipe on the person's image and name within the app, whether they're an employee or visitor. This efficient, real-time tracking provides peace of mind and a structured approach to managing safety during critical situations, making it an essential tool for any workplace.

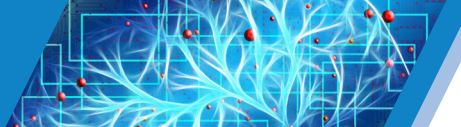
No additional charge. Included as standard with timeware® cloud.

List of staff
with pictures



Swipe right to
confirm sight of
team member

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® Professional Road Map...

On-premise software:

Our dedication to improving our on premise software involves ongoing advancements in security, integrations, dashboards and reports. These updates are scheduled for annual release until the end-of-life deadline on December 31, 2028.

Anticipate the following launches:

timeware® 2025 (Release Date: November 2024)

timeware® 2026 (Release Date: November 2025)

timeware® 2027 (Release Date: November 2026)

The ultimate in-house edition, timeware® 2028, is planned for release in November 2027.

2024

2025

2026

2027

2028

Upgrades to timeware® 2024 began in November 2023. Please contact Head of Customer Care, Charlotte Kavanagh, on **+44 (0)1706 658222** or **support@timeware.co.uk** to check the planned date for your upgrade.

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.



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Next edition of timelines due:

May 2024

System performance reviews...

