

Dates to remember.

1st October 2026 - Launch
timeware HRMS (Cloud)

1st November 2026 - Launch
timeware Professional 2027
(On Premise)

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www.timeware.co.uk



Zack's
promotion...
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Editor's Comment...

Welcome to Issue 62 of timelines, the official magazine for the timeware® community.

In this edition, we're sharing some important milestones as we move towards a busy autumn. In October, we'll launch our first cloud product, timeware® HRMS, then in November we'll follow with the latest release of our on-premise solution, timeware® Professional 2027.

Both releases reflect the hard work and focus of our whole team here in Rochdale, and they're designed to deliver clear practical benefits for our customers.

Plus, we're celebrating the promotion of Zack to head of Implementation. It's a well-deserved step that strengthens our customer delivery, and we're taking time to celebrate the long-standing partnerships that continue to play such a vital role in our story.

As always, thank you for your trust and support. It's hugely appreciated.



Simon Birchall

Managing Director
timeware UK Ltd



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Out and about at regional exhibitions.

timeware®...

The company

Company

timeware UK Ltd, based in Rochdale, Greater Manchester, can trace its roots back to the late 1980s, with a clear mission to simplify workforce management. For almost 40 years, and with **more than 7,500 installations**, we have developed and supported all our solutions entirely within the UK.

All software is developed by our in-house team, and all customer support is handled by our UK-based experts, ensuring a personal and reliable touch.

We pride ourselves on our long-serving, dedicated team. Many key members have been with us for years, ensuring continuity, expertise, and a deep understanding of our customers. We believe that investing in our employees and fostering a supportive environment translates directly into the outstanding service we provide.



Simon Birchall
Managing Director.
39 years of service.



Nathan Price
Technical Director.
32 years of service.



Mike Coope
Head of Projects.
14 years of service.



Zack Dawson
Head of
Implementation.
8 years of service.



Matt Wilkinson
Head of Support.
13 years of service.



Charlotte Kavanagh
Head of Customer Care.
11 years of service.



Dave Webb
Head of Migration
Services.
21 years of service.



We offer two key solutions: timeware® Professional and timeware® HRMS.

timeware® Professional delivers robust on-premise HR, time, and attendance functionality, including personnel records, absence management, biometric clocking, and advanced reporting.

timeware® HRMS extends these capabilities into the cloud, offering complete HR, real-time dashboards, multi-language support, Social Feed, the marketplace, the conversation hub, enhanced security with multi-factor authentication, compliance support, queries, and seamless API integrations.

Whether on-premise or cloud-based, both solutions deliver trusted, flexible, and future-ready workforce management.

timeware®
Professional
2027

ON PREMISE
SOFTWARE

timeware® HRMS
Human Resource Management System

CLOUD
SOFTWARE

Available from October 2026

Zack Dawson Promoted to Head of Implementation...

News

timeware UK Ltd is pleased to announce the promotion of Zack Dawson to **Head of Implementation**.

Since joining the business over 8 years ago, Zack has consistently demonstrated exceptional technical knowledge, leadership and a genuine commitment to delivering successful customer projects. His understanding of the timeware® platform, combined with his ability to manage complex implementations, has made him an invaluable member of the team.

In his new role, Zack will lead the Implementation Team, overseeing the configuration, deployment and successful delivery of timeware® HRMS solutions for customers across the UK. Working closely with the Projects and Support teams, he will ensure every implementation is delivered efficiently, professionally and to the highest standard.

Managing Director Simon Birchall commented:

"Zack has earned this promotion through hard work, dedication and an unwavering focus on customer success. His technical expertise and leadership qualities make him the ideal person to lead our implementation team as we continue to grow."

Pictured are **Matt Wilkinson, Mike Coope and Zack Dawson**, whose departments work together to provide a seamless journey from project planning and implementation through to ongoing customer support.

We would like to congratulate Zack on his well-deserved promotion and wish him every success in his new position.



(L-R) Matt Wilkinson - Head of Support, Mike Coope - Head of Projects and Zack Dawson - Head of Implementation



Charlotte Kavanagh
Head of Customer Care



Legacy Device Replacement Programme (LDRP)...

As Head of Customer Care, I'm here to ensure your transition is seamless. Our Legacy Device Replacement Programme helps keep your workforce management system performing at its best. Whether you're upgrading to the Suprema BioStation 3 or X-Station 2, or simply looking for expert guidance, my team will support you every step of the way, from planning and installation through to training and ongoing customer care.

All of these devices are fully supported by timeware® HRMS, ensuring a smooth upgrade path if you decide to move to our Cloud solution.

Contact me to arrange a personalised demonstration and discover how easy upgrading can be.



X-Station 2
prox



X-Station 2
fingerprint



BioStation 3

Want to arrange a demonstration? Contact Charlotte on support@timeware.co.uk or call **+44 (0) 1706 658222**.

You can also watch our short demonstration video by scanning the QR code.

Celebrating Long Standing Partnerships...

News

At timeware®, we value the long-standing relationships we have built with our customers. Many organisations have trusted our workforce management solutions for more than 20 years, with some remaining customers for over 25 years.

To thank them for their continued support, we recently presented a number of customers with a celebration cake. It was a small gesture recognising the loyalty, trust and partnership that has developed over many years.

Customer satisfaction remains at the heart of everything we do. Through continuous innovation, expert support and a commitment to delivering reliable workforce management solutions, we look forward to helping our customers succeed for many years to come. Thank you for being part of the timeware® community.



Significant Dates for Your Diary...

We are pleased to confirm two important milestones in the timeware® calendar.

On the 1st October 2026, timeware® HRMS will officially launch, marking the next step in our cloud journey. One month later, on the 1st November 2026, we will release timeware Professional 2027, the latest evolution of our on-premise solution.

Customers who wish to discuss migrating to timeware® HRMS should contact our Customer Care team to arrange a meeting. For those remaining on-premise, the upgrade will be delivered as usual over the following twelve months.



Zack Dawson

Head of
Implementation.



Every timeware® customer is supported by our comprehensive managed service, which includes complimentary training for both timeware® Professional and timeware® HRMS.

Delivered remotely via Microsoft Teams, these sessions are ideal for new starters, existing employees taking on additional responsibilities, and anyone who would benefit from refresher training.

Training can cover every aspect of the day-to-day operation of the system, including HR administration, leave management, time management, attendance booking, overtime authorisation, reporting and much more.

By tailoring each session to the responsibilities of those attending, we help users develop the knowledge and confidence they need to work efficiently and make the most of timeware® within their role.

FREE Training

Want to find out more about free timeware® training?
Please contact support on **support@timeware.co.uk**
or call **+44 (0) 1706 658222**.

Additionally you can watch the video by scanning the QR code for a link to YouTube.



timeware® Change Requests...

Also, as part of our managed service, customers have access to free change requests, giving you a simple way to keep your system aligned with the needs of your organisation. Rather than spending valuable time making configuration changes yourself, just give us a call and tell us what you need. One of our experienced timeware specialists will make the required adjustments so your people can stay focused on day-to-day responsibilities. Whether you need to update working patterns, create new absence reasons, adjust reports, or make other configuration changes, we are here to help.

Please note that change requests can only be submitted by individuals that your organisation has designated.

FREE Change Requests

Change requests include:

- Daily and Period work schedules
- Shutdown maintenance
- Overtime rules
- Leave requests
- Setting up dashboards and reports *and many more...*

Want to find out more about free timeware® Change Requests?

Please contact support on **support@timeware.co.uk** or call **+44 (0) 1706 658222**.

Additionally you can watch the video by scanning the QR code for a link to YouTube.



On Premise or Cloud...

For more than 25 years, timeware® Professional has been helping organisations across the UK manage their workforce with confidence. Proven in more than seven and a half thousand installations, it has earned a reputation for reliability, flexibility and performance. Its extensive customisation comprehensive reporting and integrations allow each organisation to shape the system around its own needs.

Backed by a team our customers have trusted for decades, timeware® Professional remains a trusted solution. We remain fully committed to supporting the product well into the 2030s, providing the expert support, maintenance, and considered enhancements our customers expect. As technology continues to evolve, so does our vision for the future.

timeware®
Professional
2027

Friction free migration to timeware® HRMS...

Migrating from timeware® Professional to timeware® HRMS has been designed to be straightforward and carefully managed. Led by Dave Webb, Head of Migration Services, our projects team works closely with each customer to agree a plan, key milestones, and a go live date that fits around your organisation.

We'll migrate core items needed for continuity, Including customisations, users, leave and absence settings, daily and period schedules, and the last 12 months of holiday and sickness history, so reporting and Bradford Factor calculations remain intact. Reports will be configured for you, so your new system is ready from day one. Our aim is a friction-free migration with minimal disruption, so you can move confidently from on-premise to our secure cloud platform.

timeware® HRMS

Human Resource Management System

Want to find out more about timeware® migration?
Please contact support on support@timeware.co.uk
or call **+44 (0) 1706 658222**.

Additionally you can watch the video by scanning the QR code for a link to YouTube.

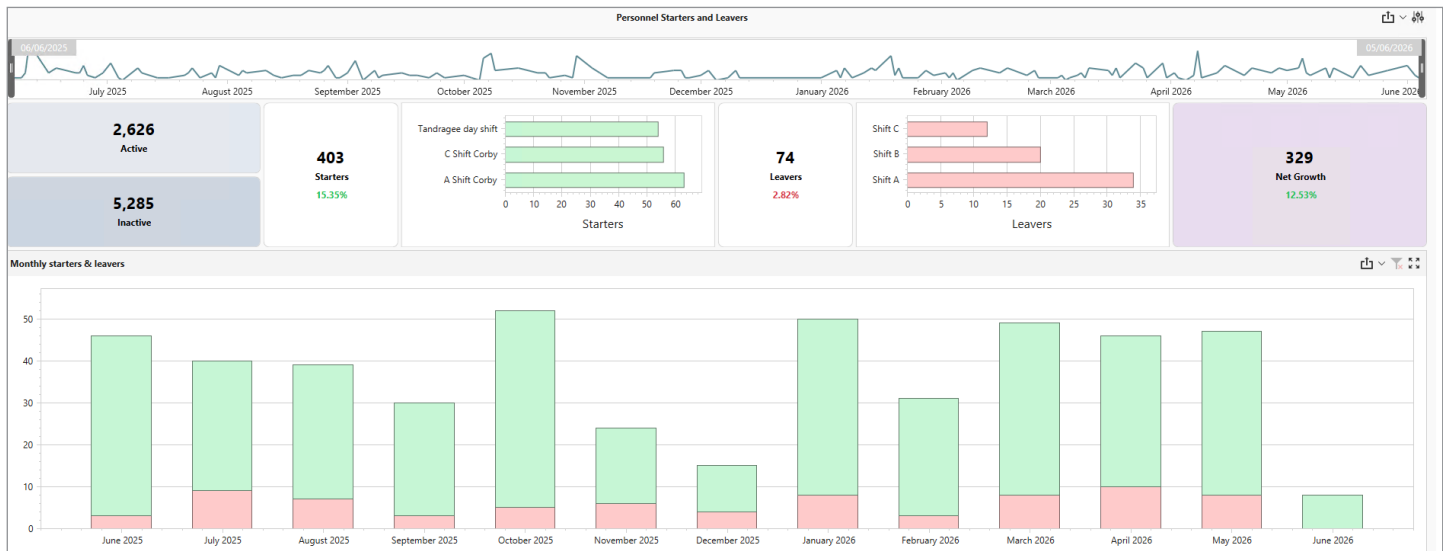


Time for New Dashboards: timeware® Professional 2027...

timeware® Professional
(On Premise)

This November, we're introducing timeware® Professional 2027, our latest evolution in on-premise HR, time, and attendance software. This release brings 5 brand-new dashboards designed to give you greater insights into your workforce at a glance.

Whether you're monitoring attendance trends or reviewing productivity, these intuitive dashboards will be included as standard. Best of all, they'll be delivered free of charge as part of your upgrade process, ensuring you're always equipped with the tools you need to manage your organisation effectively.



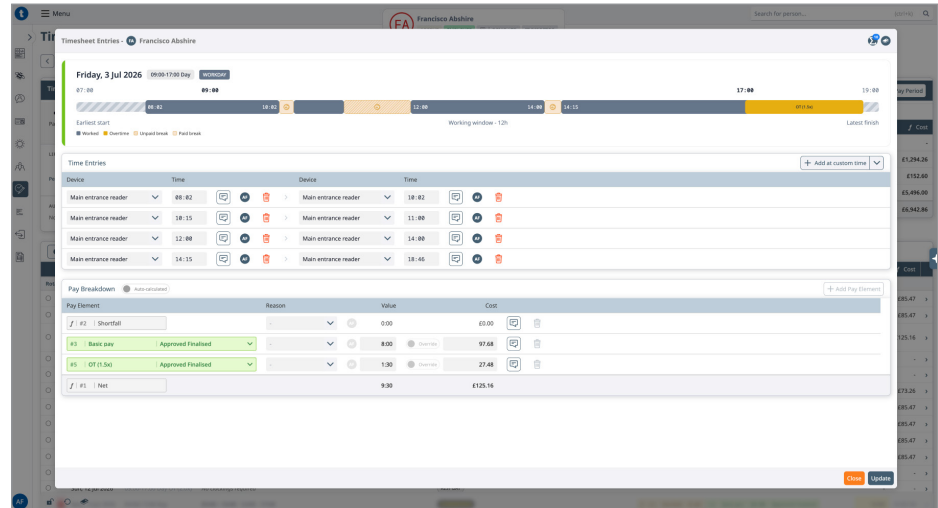
Personnel Starters and Leavers dashboard

The Complete Working Day: timeware® HRMS...

Many timeware® Professional users will recognise the purpose of this screen immediately. It brings together an employee's complete working day, including clocking entries, breaks, overtime, pay elements, total hours and associated labour costs.

In timeware® HRMS, the familiar timesheet has been redesigned to provide a clearer, more visual overview. The timeline at the top shows exactly how the day has been recorded, while the detailed sections below allow authorised users to review and adjust entries where necessary.

Although the presentation is new, the principle remains the same: giving managers complete visibility of working time and pay calculations, with all the information needed to check, approve and finalise each employee's day.



Timesheet Entries

Want to find out more? Please contact Charlotte Kavanagh, Head of Customer Care, at support@timeware.co.uk or call **+44 (0) 1706 658222**.

timeware® HRMS...

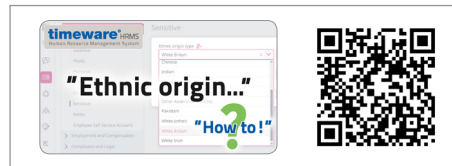
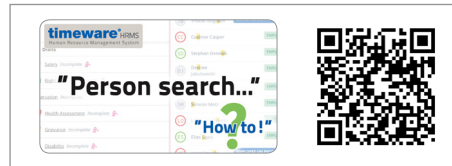
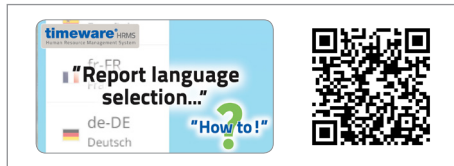
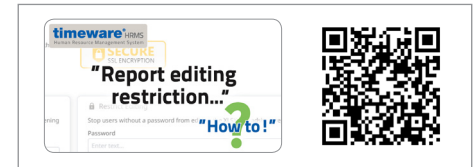
How to?

timeware® HRMS
(Cloud)

Here we introduce nine of the latest timeware® HRMS how-to videos, part of a growing suite of resources created to support users in getting the very best from the system day in, day out.

For step-by-step guidance, visit the timeware® Community channel on YouTube and search for the timeware® HRMS playlist.

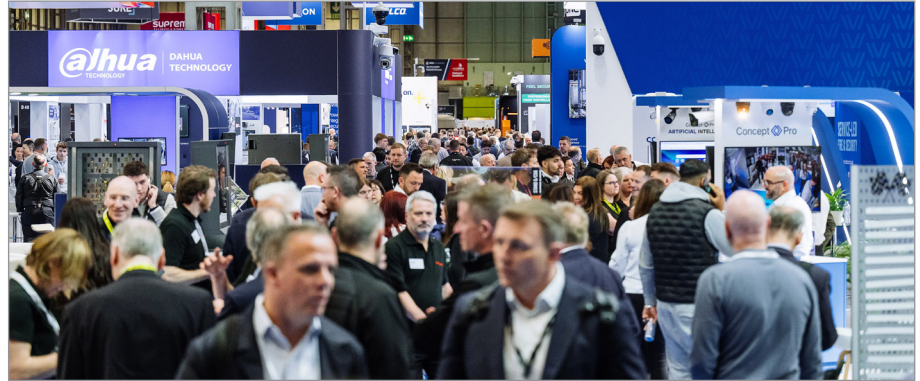
Subscribe and click notify to receive notifications of video updates.



Over the next few months, the timeware® team will be out and about at regional exhibitions, making it easy for you to meet us in person. Dave Webb will be on the stand throughout, ready to demonstrate timeware® HRMS and discuss your needs.

Catch us in September in Liverpool, October in Reading, November in Warwickshire and December in Manchester.

Do come and say hello. We look forward to seeing you, (and we have free chocolate!)



Friday 18th September 2026

**Liverpool Business
Expo 2026**

Aintree Racecourse
Ormskirk Rd
Aintree
Liverpool
L9 5AS

Weds 14th October 2026

**Thames Valley Expo
(Reading)**

Green Park
100 Longwater Ave
Reading
RG2 6GP

Friday 27th November 2026

**The Midlands Business
Network Expo**

Crowne Plaza
Bridgefoot
Stratford-Upon-Avon
Warwickshire
CV37 6YR

Tuesday 1st December 2026

**North West Expo
(Manchester)**

Legends Suite
Man City FC
Etihad Stadium
M11 3FF

timeware® Road Map...

On Premise or Cloud?...

timeware® customers will soon have the option of migrating from their on premise software to timeware® HRMS which is Cloud based. This option will be available from 1 October 2026. Customers wishing to arrange a Product Awareness Meeting (PAM) should contact Charlotte Kavanagh to book a convenient date.

Customers choosing to remain on-premise can do so with complete confidence. timeware® Professional will continue to receive enhancements, security updates and long term support, ensuring your investment remains protected for many years to come.



The diagram consists of two horizontal arrows pointing to the right. The top arrow is red and labeled 'timeware® HRMS (Cloud)'. The bottom arrow is teal and labeled 'timeware® Professional (On Premise)'. The red arrow starts at a point further to the left than the teal arrow and extends further to the right, indicating a transition or migration path from the on-premise version to the cloud-based version.

timeware® HRMS (Cloud)

timeware® Professional (On Premise)

Upgrades to timeware® Professional 2027 begin in November 2026. Please contact Head of Customer Care, Charlotte Kavanagh, on **+44 (0)1706 658222** or **support@timeware.co.uk** to confirm your planned upgrade date.

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, www.timeware.tv for instructional videos and tutorials.



Next edition of timelines: **November 2026**
Launch edition!

The official magazine for
the timeware® community



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