# timelines

Issue 63. November 2026

The official magazine for the timeware® community




# timeware® Safety Marshal app*

see page 17

*Included free with timeware® HRMS

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www.timeware.co.uk



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# Editor's Comment...

## Welcome to Issue 63 of timelines, the official magazine for the timeware® community.

This edition brings together the latest developments in timeware® Professional and timeware® HRMS, alongside the services that help you get more from your software.

November sees upgrades to timeware® Professional 2027 begin, introducing new dashboards that give managers clearer insight into absence, training, starters and leavers, and lost hours. We also explore the Dashboard and Report Viewer, helping you turn workforce information into practical decisions.

Our cover features the timeware® Safety Marshal app, bringing live attendance information to your phone or tablet to support more organised evacuations. Inside, we introduce the wider benefits of timeware® HRMS, including connected HR records and employee self-service, with secure UK hosting on Microsoft Azure.

For customers considering the cloud, our nine-step migration guide explains how we support the journey, from demonstration and data testing through to training, launch and review.

You can also discover our free training, change requests and system health checks. Whether you use timeware® Professional or are exploring timeware® HRMS, our team is here to help you make the most of your investment.

Thank you for your continued trust and support.



**Simon Birchall**
Managing Director
timeware UK Ltd

Connect to me on LinkedIn

CYBER ESSENTIALS PLUS

Citation ISO Certification
Management System Standards
ISO 9001: 2015
ISO 14001: 2015
ISO 27001: 2022
REGISTERED
Certificate No: IMS-491342025, 509932026

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timeware®

suprema
INTEGRATION PARTNER

Paxton
Approved
Integration

Sage Tech Partner
Standard

Genetec™


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See the Team committed to supporting our customers and driving the business forward.

# timeware® **The 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.
Founder 1986.



**Nathan Price**
Technical Director.
Joined 1994.



**Mike Coope**
Head of Projects.
Joined 2012.



**Zack Dawson**
Head of Implementation.
Joined 2018.



**Matt Wilkinson**
Head of Support.
Joined 2012.



**Charlotte Kavanagh**
Head of Customer Care.
Joined 2015.



**Dave Webb**
Head of Migration Services.
Joined 2004.



**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® represented at Suprema Global Partner Programme 2026...




Pictured: Cloe Snell, Account Manager, Suprema UK and Ireland. Dave Webb, Senior Implementation Specialist timeware®. Hanchul Kim, CEO, Suprema Inc. Jamie McMillan, Managing Director, Suprema UK and Ireland.

David Webb, Implementation Specialist at timeware® UK Ltd, was delighted to be invited to the Suprema Global Partner Programme 2026 (SGPP 26), held in Gyeongju, South Korea.

The prestigious event brings together Suprema's leading international partners to explore new technologies, share industry expertise and discover future developments in biometric identification and access control.

Since 2017, timeware® has enjoyed a strong working relationship with Suprema, recognising the reliability, innovation and performance of its biometric solutions.

Being invited to this exclusive event reinforces our valued partnership, provides direct access to Suprema's latest innovations and strengthens our ability to deliver advanced, dependable workforce management solutions to customers throughout the UK.

# King Asia make the move...



**Charlotte Kavanagh**
Head of Customer Care

King Asia is the latest timeware® customer to upgrade through our Legacy Device Replacement Programme, moving from an older NMD v10 terminal to Suprema X-Station 2. This keeps their hardware modern and HRMS-ready.




**Want to arrange a demonstration?** Contact Charlotte 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.



# The journey to timeware® HRMS...

Moving from timeware® Professional to timeware® HRMS is a planned journey, with our team supporting you at every stage.

We begin with a **demonstration (1)** so you can explore the system and its benefits. Next, **data review and testing (2)** uses an anonymised copy of your existing data to check that your customisation is addressed. We then provide a **subscription quotation (3)**, with no charge for configuration.

Once you place your **order, a pre installation meeting (4)** confirms your requirements and migration arrangements. Together, we **agree your go live date (5)** and **install the data conversion tool (6)** on your server to prepare your information for the move.

**Customer training (7)** helps your team feel confident before you **go live (8)**. Your existing timeware® Professional system remains intact and continues to belong to you.

Finally, a **review after 30 days (9)** gives us the opportunity to check everything is working as expected and answer any questions.




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

# Moving from timeware® Professional to timeware® HRMS

**Your migration in nine steps**

We guide you through demonstration, preparation, training and launch, checking that your existing customisation is addressed before you move to timeware® HRMS.

**1 Demonstration**

We demonstrate timeware® HRMS so you can explore the new system and understand how it will support your organisation.

**2 Data review and testing**

We take an anonymised copy of your timeware® Professional data and test it at our office to ensure that all existing customisation is addressed.

**3 Subscription quotation**

Discounted quotations are based on standard monthly rates of £8 per active employee and £1 per archived employee, with a minimum of 25 active employees. Configuration is free.

**4 Order and pre installation meeting**

Once you place your order, we organise a pre installation meeting to discuss the migration and agree the arrangements.

**5 Agree your go live date**

We agree a go live date with you so that preparation and training can be planned around your move to the new system.

**6 Install the data conversion tool**

We install a conversion tool on your server to begin converting data from timeware® Professional to timeware® HRMS.

**7 Customer training**

On an agreed date, we train your team to use timeware® HRMS in preparation for go live.

**8 Go live**

You begin using timeware® HRMS. Your timeware® Professional system is left intact because it is owned by you.

**9 Post installation meeting Review after 30 days**

Thirty days after go live, we hold a post installation meeting to review your experience and make sure you are happy with everything.

# timeware® Training...

## FREE Training

Every timeware® customer benefits from our comprehensive managed service, which includes complimentary remote training for both timeware® Professional and timeware® HRMS. Delivered via Microsoft Teams, each session is tailored to your team, whether they're new starters, taking on new responsibilities or refreshing their knowledge.

From HR administration and leave management to time management, attendance booking, overtime authorisation and reporting, we focus on what matters most to your organisation, helping your people get confident, work efficiently and get the most from timeware®.



**Kyle Mitchell**
Support Technician



"The training helped our new starters feel confident within days, and it saved us time across the board."

Martin Ainsworth, Managing Director, UK Electronics

**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.



# FREE Change Requests

As part of our managed service, customers can also take advantage of free change requests, making it easy to keep timeware aligned with the changing needs of your organisation. Instead of spending valuable time updating settings yourself, simply call us and explain what you need. One of our experienced timeware specialists will make the changes for you, allowing your team to remain focused. From updating working patterns and creating new absence reasons to adjusting reports and other configuration settings, our team is ready to help.

Change requests can only be submitted by individuals formally designated by your organisation to request these changes.

**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.



timeware®
Professional
2027

# On Premise

For 26 years, timeware® Professional has helped employers manage HR, leave, time and attendance, and access control.

Designed, developed and supported in the UK, this established platform runs on your own servers, keeping data within your organisation and providing dependable workforce management tailored to the needs of your business today.



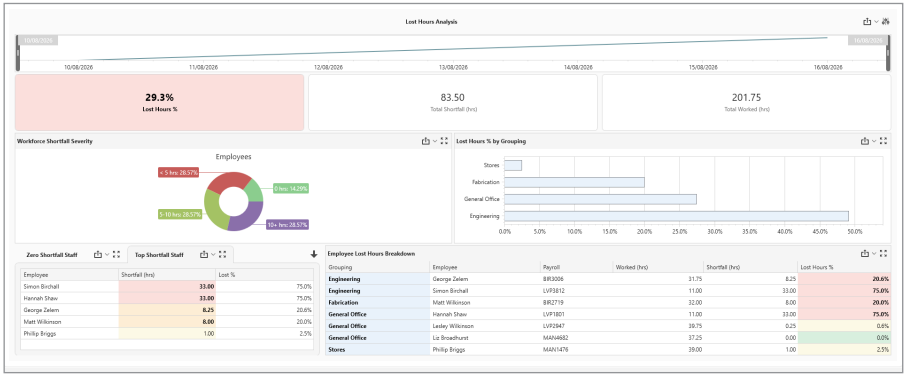
# Feature in focus: **New dashboards...**

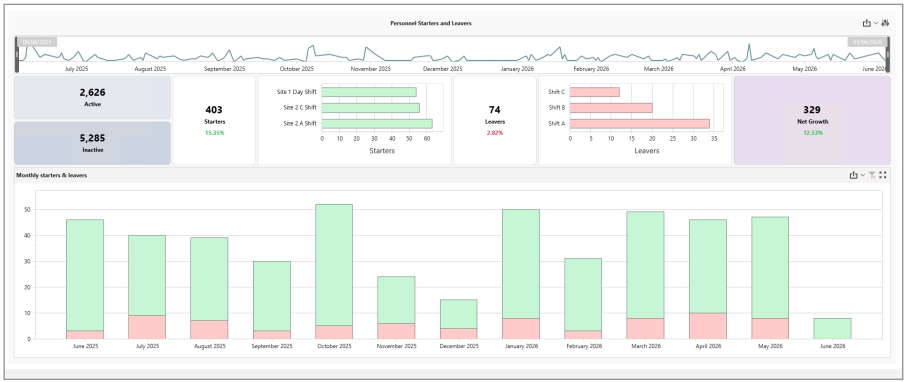
The new dashboards in timeware® Professional 2027 turn workforce data into clear, practical insights. Charts, summary figures and employee details help you understand what is happening across your organisation and where attention is needed.

The Absence Planner highlights leave and absence patterns, helping you assess staffing levels. Training expiry information identifies qualifications due for renewal, supporting timely refresher training. The starters and leavers dashboard shows recruitment activity, departures and net workforce growth, making changes easier to track.

Lost Hours Analysis highlights working hours shortfalls, with breakdowns by department and employee to help managers investigate and respond. Select a date range to focus on the period that matters.

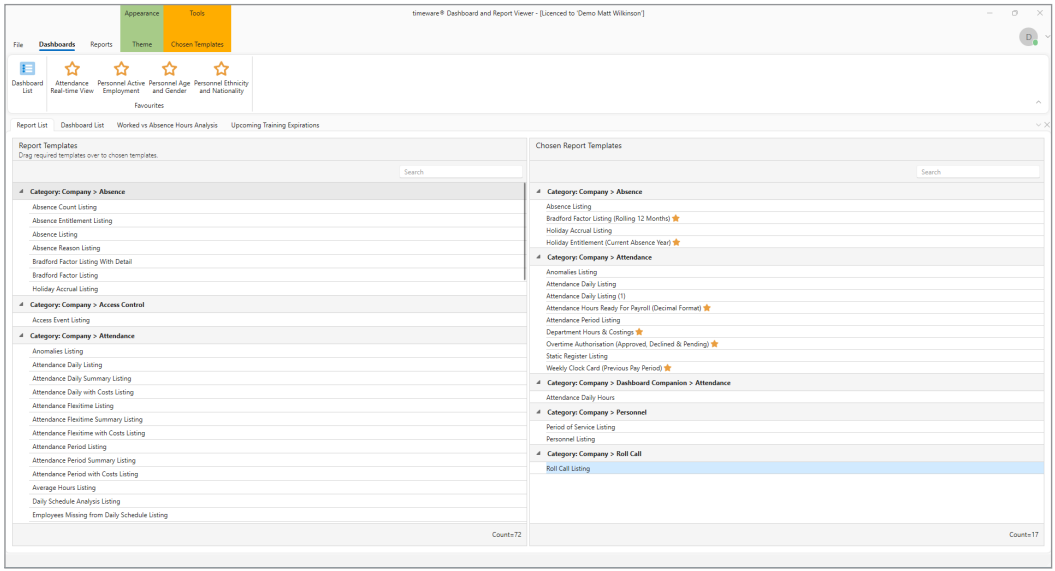
Together, these views help you spot trends, prioritise action and get greater value from the information already held within your timeware® Professional system.



# Feature in focus: **Dashboard and Report Viewer…**

The Dashboard and Report Viewer in timeware® Professional 2027 helps managers turn workforce information into clear, practical insights. From monitoring attendance to reviewing departmental headcounts, dashboards present key information visually, making it easier to understand staffing levels and support everyday decisions.




Dashboards refresh every minute by default and can be displayed on a second monitor or reception screen, providing useful information such as which first aiders are currently on site.

For more detailed analysis, reports offer flexible date ranges, employee filters and grouping options. Users can select the columns they need, helping them create reports suited to their responsibilities. Reports open in Excel by default, with PDF available when required.

The viewer can also be installed separately on a PC without the full timeware® Professional application. Using existing login credentials, it gives colleagues convenient access to dashboards and reports while helping organisations get more value from the workforce information they already hold across their business.

# Organise a system health check - for free! ...



**Charlotte Kavanagh**
Head of Customer Care

Get the best value from your investment in timeware® with our free system health check. One of our implementation specialists will visit your site to review your settings, understand how your team uses the software and identify practical improvements.

From simplifying everyday tasks to improving system performance and making better use of existing features, we will help you save time and get more from the software you already own.

We prefer to meet face to face, so we can see your processes in action and discuss your requirements with your team. Alternatively, we can arrange your health check via Microsoft Teams. Whichever you choose, the service is completely free.




**Want to find out more** about system health check? 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® HRMS
Human Resource Management System

# Cloud

timeware® HRMS is ready to transform the way you manage your workforce. Bringing HR, leave and time management together in one secure cloud platform, hosted on Microsoft Azure in the UK, it gives your team greater visibility, simpler processes and access wherever they work. Discover powerful reporting, employee self-service and automatic updates, with expert British support every step of the way.



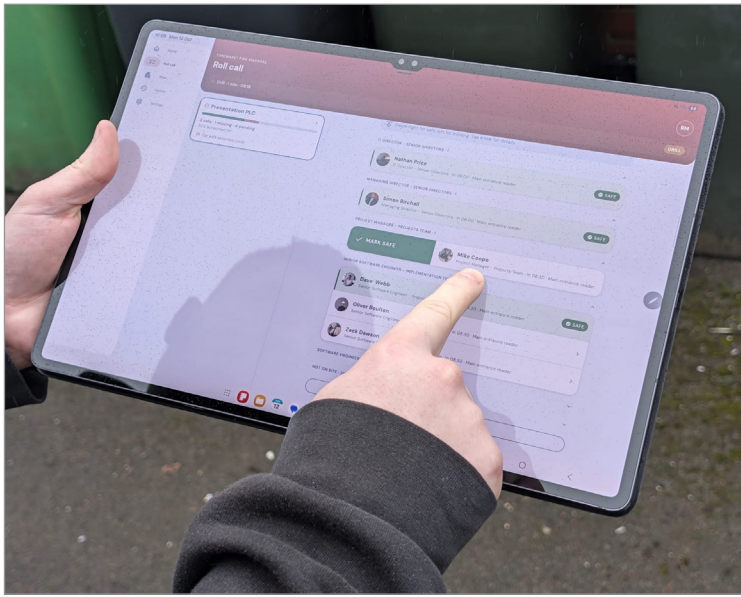
# Feature in focus: **Safety Marshal app...**

Support a more organised evacuation with the timeware® Safety Marshal app, part of timeware® HRMS. Whether running a planned drill or responding to an incident, marshals can access a live register of employees and visitors recorded on site.

From a phone or tablet, marshals mark people safe or missing, with clear progress indicators highlighting who still needs to be accounted for. Individual records show useful details, including the last recorded location and a contact number.

At assembly points with poor reception, marshals can continue marking people offline, with updates synchronised when connectivity returns.

Each run records evacuation timings and outcomes, helping your organisation review procedures, identify delays and improve future drills. Integration with your fire alarm panel can trigger roll call automatically, bringing attendance information directly into your emergency response procedures.







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

# Feature in focus: **HR & Personnel…**

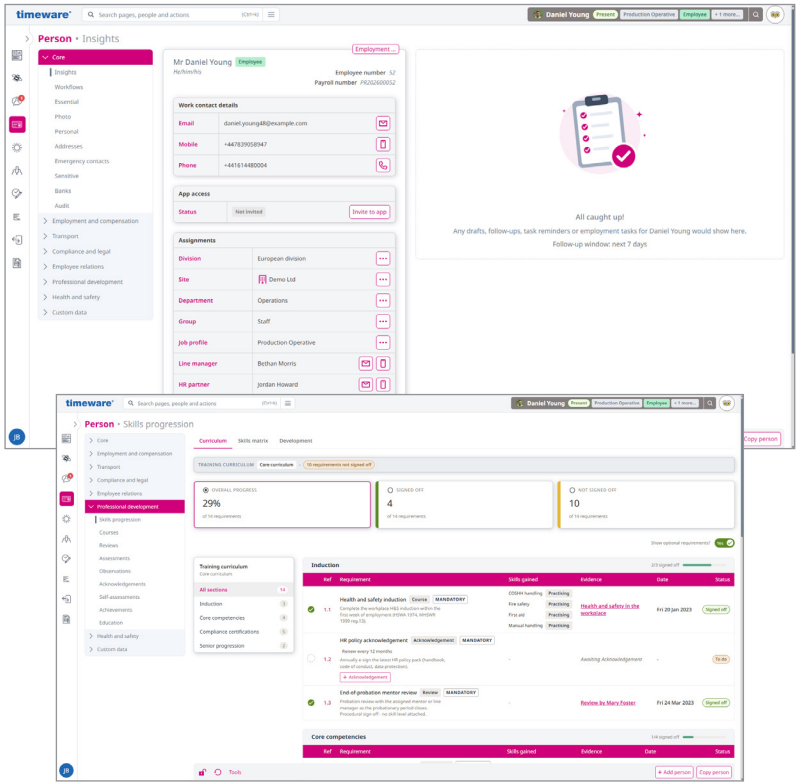
Put your people at the centre of your organisation with timeware® HRMS. Bring personal details, employment history, documents, training and performance together in one secure employee record, giving your HR team a clearer picture with less administration.

New starters complete their details online before their first day, reducing paperwork and duplicate entry. Automatic reminders help you stay ahead of expiring certifications, right to work checks and reviews, while training records highlight skills gaps and development needs.

Manage everything from appraisals and achievements to grievances, health assessments and workplace adjustments. Configurable fields reflect your organisation's requirements, and a full audit trail records every change.

Connected to leave, time management and employee self-service, timeware® HRMS keeps information consistent, helping your team make informed decisions and provide better support throughout every employee's journey.



# Feature in focus: **Employee app…**

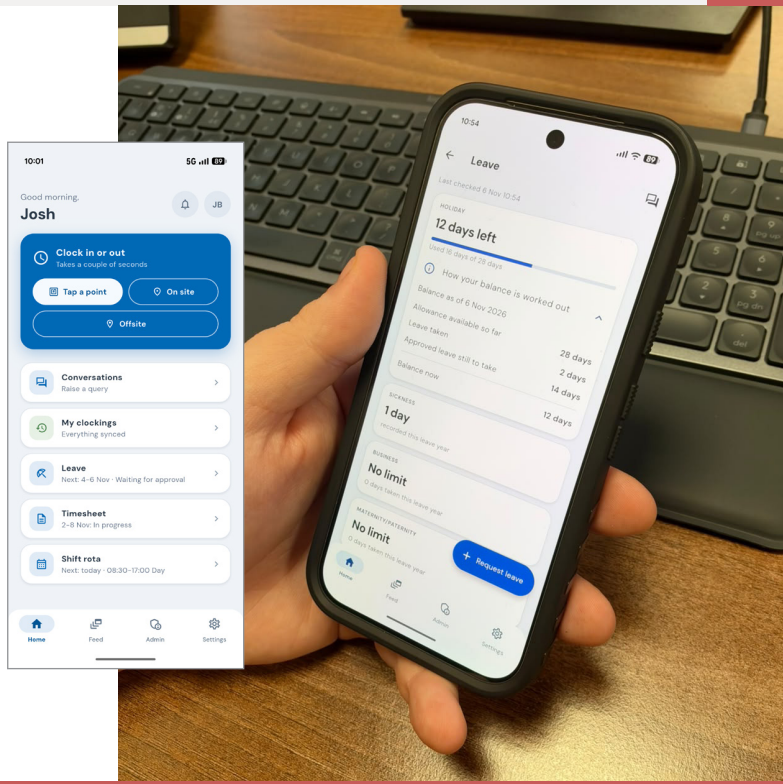
Put everyday workforce tasks in your employees' hands with the timeware® HRMS Employee app. From checking leave balances and requesting holidays to viewing timesheets, upcoming shifts and training, everything is within easy reach.

Employees can clock in even without a signal, with bookings synchronised when connectivity returns. They can also request available shifts, arrange swaps for manager approval, record business mileage and upload fit notes.

Keep everyone connected through the Social Feed, sharing company news, videos and polls, while the Conversation Hub keeps questions about leave or timesheets linked to the relevant record.

With fifteen language options, biometric or PIN protection and configurable permissions for each team, the app supports office, remote and frontline staff, helping reduce administration and giving employees greater visibility over their working lives.




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

# Latest videos...

These latest videos offer a mix of guidance, insight and practical support for both timeware® Professional and timeware® HRMS. Visit the timeware® Community channel on YouTube to explore the full playlist, and subscribe to receive updates when new content is added.



























# Social event...

Behind every timeware® solution is a dedicated team of people committed to supporting our customers and driving the business forward. Today, around 20 colleagues bring together experience from across the company, including directors, project managers, support specialists, installation technicians, developers and customer care.

As we look ahead, our team is focused on an exciting new chapter. timeware® HRMS will bring our cloud technology to more organisations, while timeware® Professional will continue to receive the dependable support, development and expertise our customers value.

Whatever the product, our approach remains the same: knowledgeable people, practical support and a genuine commitment to helping customers get the best from their timeware® solution. We are proud of the team behind it all.













# timeware® Road Map: **On Premise or Cloud…**

timeware® customers now have the option of migrating from their on premise software to timeware® HRMS which is Cloud based. This option has been available since 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.




**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.

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Subscribe to our YouTube channel
**timewareCommunity at www.timeware.tv**

Next edition of timelines: **February 2027**
Face Authentication

The official magazine for the timeware® community

timeware®
Workforce Management Systems

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