



timeware[®]

workforce management software

2024

Integrates with

SUPrema
BIOMETRICS

Software modules include:

Personnel, Attendance, Absence Management, Access Control, Cost Centre Analysis, Dashboards and Reports, To-do List, Payroll Integration (licenced), GDPR, Working Time Regulations & ESS GO (licenced).

Introduction

timeware® is recognised as one of the UK's leading developers of Workforce Management software. With more than 7,500 installations across the UK, Ireland and West Africa, the timeware® name is synonymous with long-term reliability, enhanced functionality and continuous innovation.

timeware® comprises of professional Workforce Management specialists, based in the UK with over 35 years' experience in developing and implementing customised Time and Attendance software.

Our Implementation Team have worked with businesses of every size and are skilled in interpreting your requirements whilst designing the best software solution for you.

We install our software, train our users and provide a world class managed service to each and every customer.

We pride ourselves on maintaining long term business relationships and value customer feedback to assist in the development of our products.

This year sees the release of the 22nd generation of our core product and includes many new features.

No matter what size of business, we believe that our software could help streamline your workforce management by reducing the time spent on repetitive tasks, improving accuracy and providing clear and concise data through dashboards and reports.

“ Integration and customisation are our USP... ”

 **Simon Birchall**
Managing Director
timeware® (UK) Ltd



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Current timeware® customers include:



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Overview...

timeware® Workforce Management Software

The timeware® software comprises of a suite of modules that enable a company to record and report key business information.

At the heart of timeware® is the Attendance module containing one of the most customisable time and attendance 'engines' available today. This module supports many work pattern methodologies including standard, flexitime, continental shifts and annualised hours. It can also process the hours worked by workers using the ESS GO mobile app. Multiple customisations points enable the Attendance module to provide a unique time management solution for your business which ultimately ensures the accurate calculation of the basic and overtime hours worked by your employees.

Authorised and unauthorised leave can be tracked through the Absence Management module which can highlight trends and anomalies whilst ensuring that everyone takes their correct holiday entitlement.

The Personnel module can be used as an enhanced database tool, storing information relating to each member of your team. Integrations enable this module to be populated by your existing HR system if required.

For businesses required to record the time taken to complete manufacturing processes, the Job Costing module provides an effective way of recording the start and stop times of both jobs and operations.

If a business has different pay rates when people work in different areas of the business, the Cost Centre Analysis module provides a number of alternative solutions.

When connected to approved devices, the Access Control module can be used to provide a physical access control solution, allowing managers to determine who can access certain areas of a building based on predefined security levels.

The Fire Alarm Monitor/Assembly Point module can be connected to your fire alarm system and muster point devices to provide a fast and accurate rollcall in the event of a fire.

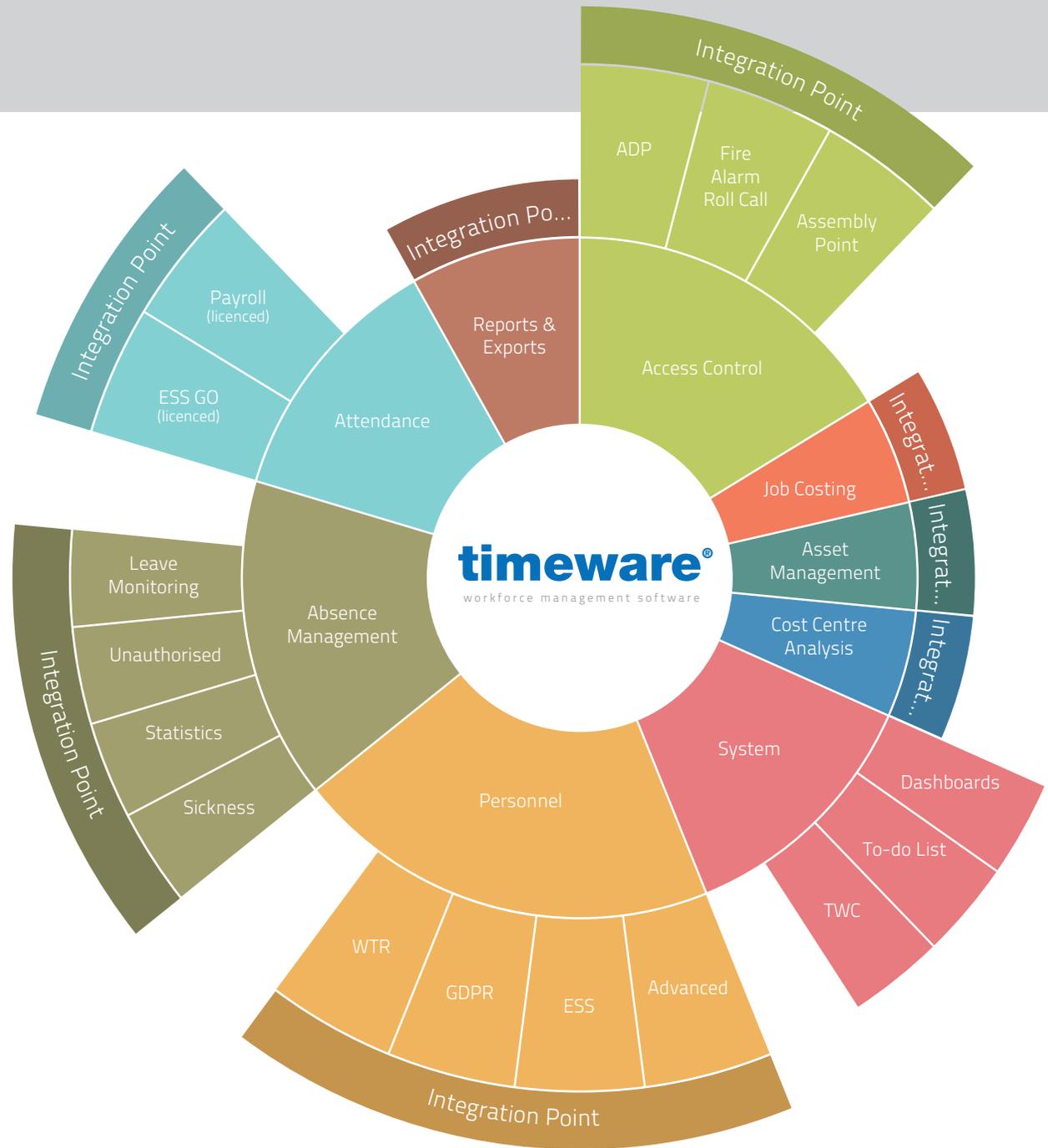
The Dashboard and Report module enables users to quickly view data gathered by each of the modules with options to view information in Excel.

timeware® UK Ltd is an approved Suprema Integration Partner and can provide solutions including proximity, fingerprint and face recognition solutions.

timeware® has been developed over 30 years and incorporates an impressive range of functions providing managers with real-time information that may be viewed on PCs, Tablets, Mobiles and Wall-mounted displays.

Time to take control...

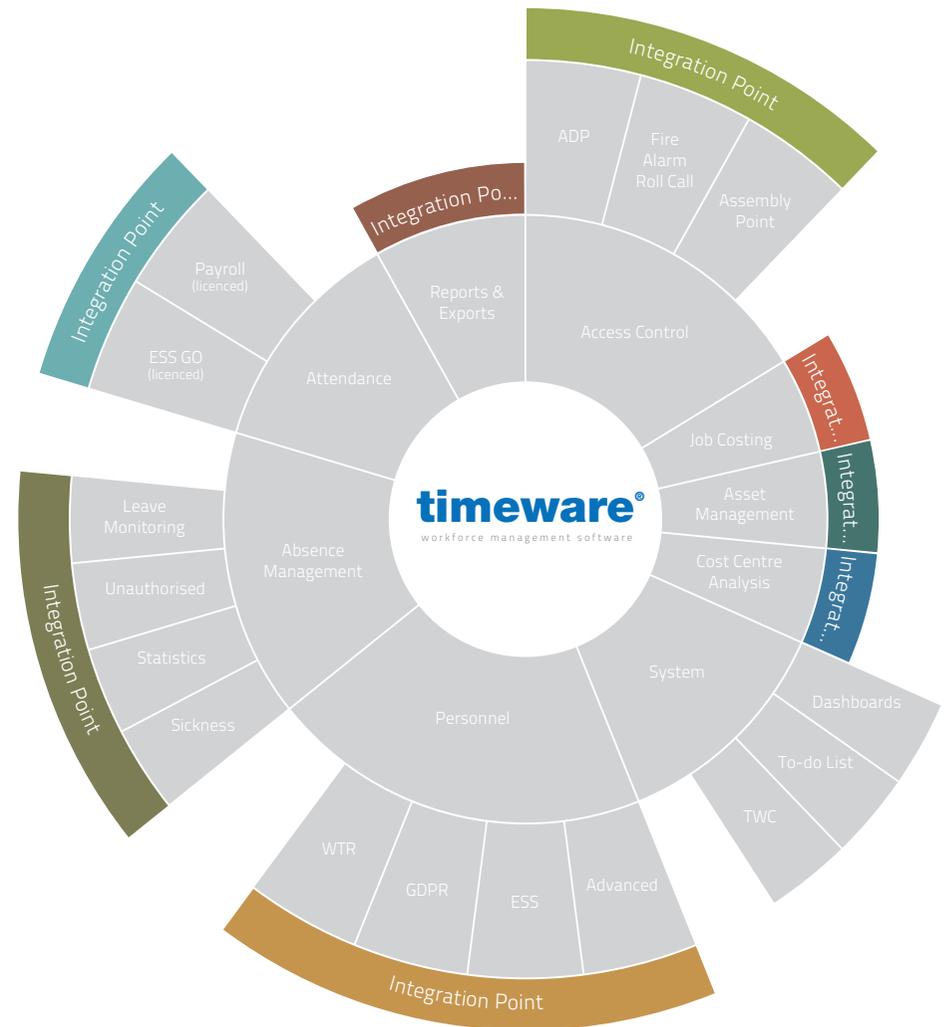
timeware[®]
workforce management software



Integration...

Combining specialist systems to improve workflow.

timeware's primary USP is its ability to integrate with other applications, for example a Payroll, HR or Security system. timeware® or the third party software becomes the 'primary' system passing data to the 'secondary'. A well planned integration enables a business to improve workflow and increase efficiency.



Customisation...

Tailoring great software to meet the exact requirements of your business.

timeware's secondary USP is its extensive customisation potential. Over 95% of businesses using timeware® software have implemented at least one unique customisation project. This means that the majority of timeware® customers benefit from a unique business tool that provides a maximum return on their product investment.

Examples:

A – Absence Entitlement

Control special requirements for an employee's annual leave entitlement.

E.g - Employees can be awarded entitlement from when they started rather than from holiday year.

B – Break

Adjust when an employee is entitled to breaks within the shift.

E.g - A script can be written to automatically deduct breaks so employees won't need to clock out/in for breaks.

C – Email

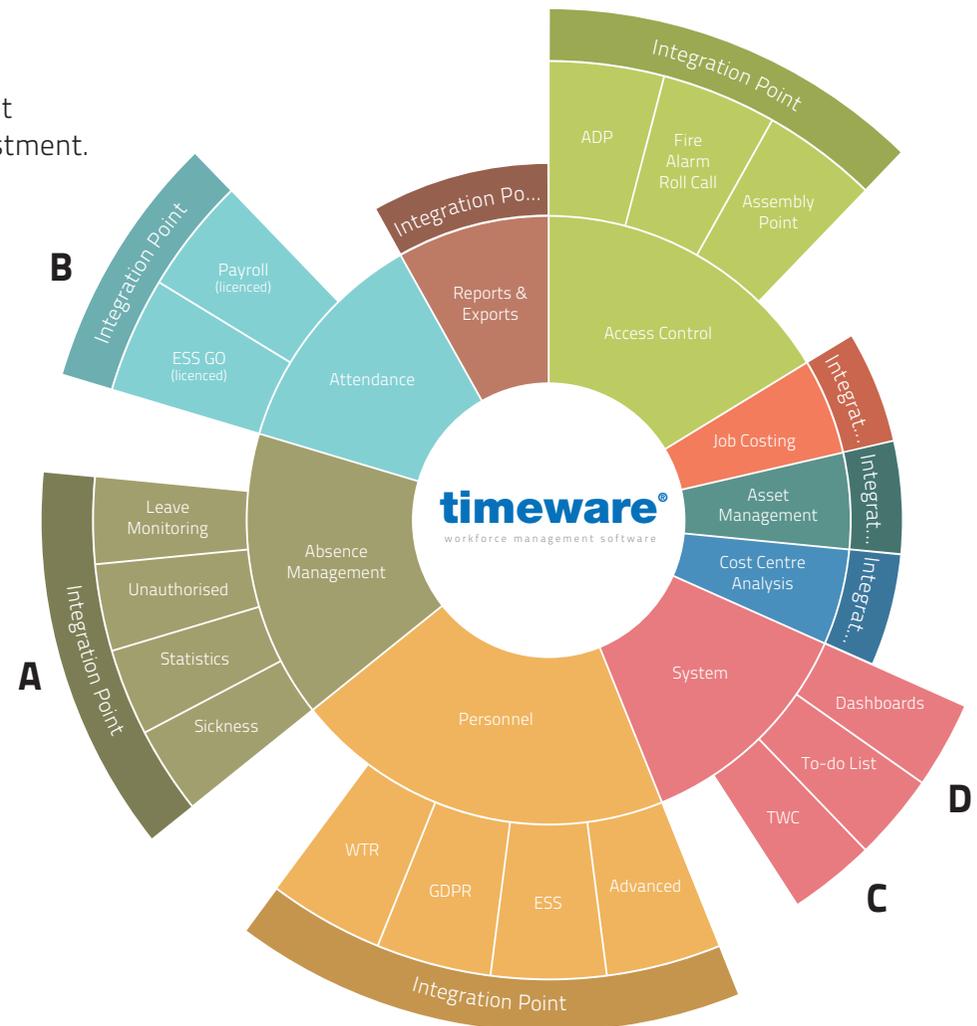
Send emails to managers under specific circumstances.

E.g - Email To-do list to selected users.

D – Event Handler

Run specific events at set intervals i.e. every day at 09:00.

E.g - Email lateness report to managers.



Devices...

The choice of attendance and access devices is now greater than ever.

Identifying the correct combination of devices for your company's requirements has now been made easier thanks to the latest range of Suprema devices.

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.



ESS GO
 Multifunction attendance and absence management app.
 Recommended for a mobile or static workforce.
 Recommended to eliminate absence request bottlenecks.
 Runs on Android and iOS



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



| BioEntry W2 |
|--|
| Robust fingerprint and proximity device. |
| Recommended for external access control and assembly points. |
| IP67 & IK08 rated. |
| Supports various proximity formats. |
| Supports PoE for easy installation. |

| BioEntry P2 |
|---|
| Fingerprint and proximity device. |
| Recommended for external access points. |
| Supports various proximity formats. |



| XPass 2 |
|-------------------------------------|
| Proximity device |
| IP67 / RK09 rated. |
| Supports various proximity formats. |
| Supports PoE for easy installation. |



Personnel...

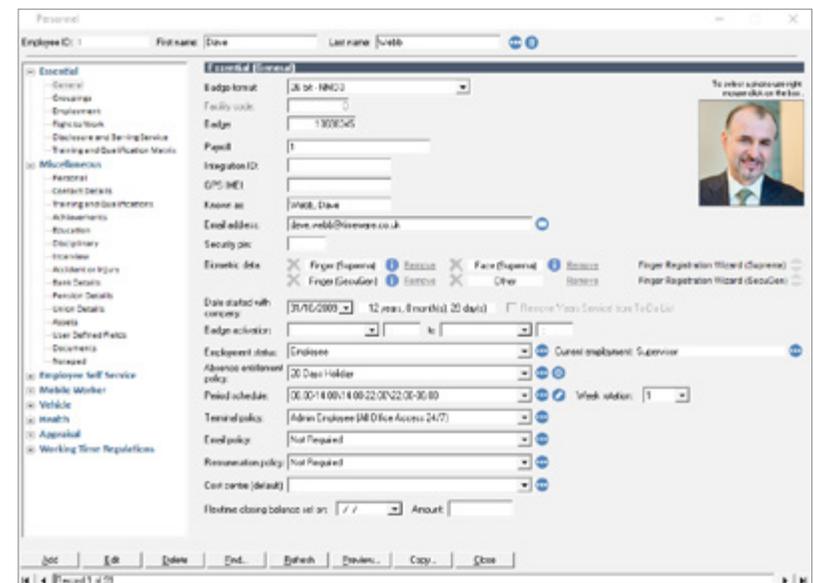
timeware® personnel provides an effective way of managing all your personnel data. It allows you to store, update and view information, with full auditing in a secure environment with multiple levels of security access.

timeware® personnel keeps all of your information in one place. From copies of driving licences to employer references, from blood type to bank account details timeware® personnel stores the data centrally making it available for viewing and reporting when required.

timeware® personnel provides an extremely effective solution, integrating with to-do lists to provide reminders of important events ranging from birthdays to overtime authorisation.

Features include:

- Right To work notes.
- DBS notes.
- Document scanning.
- Enhanced employment history records.
- Training matrix.
- Take staff ID photos using your webcam.
- Store training records, disciplinary notes and qualifications.
- Use the personnel wizard to quickly set up new employees, ensuring that all the required information has been added correctly.
- The proactive to-do list alerts you when important items such as qualification and review periods are due to expire.
- User defined fields allow you to hold unique information specific to your business that is not included as standard in personnel.
- Scan documents such as a driving licence and passport and store within the employee's record.
- Print ID badges directly to your ID badge printer.



Time and Attendance...

Time and attendance is timeware's flagship module, developed over many years to provide an accurate solution for processing employee attendance information.

The time and attendance module supports a number of well-known work methodologies including standard, flexitime and rotating shifts which may be planned up to 52 weeks in advance. Grace times and roundings are standard features along with various work-break categories. The module also supports an extremely comprehensive range of overtime calculation standards. There are also many ways to authorise overtime with email alerts and on-screen warnings if the payroll deadline is approaching and overtime has not been approved.

During the pre-installation phase, a member of our implementation team will work with your representatives to fully understand your business's time and attendance requirements before providing a fully documented report.

Code: 0001 Description: 00.001430

Options: General, Breaks, Break After, Grace Times, Roundings, Round Times, Rate Monitoring, Rates, Advanced, Analyst, Notepad

General

Schedule type: Standard

Holiday schedule: No Yes

Schedule times

Earliest possible start time: 04:30

Schedule start time: 06:00

Schedule finish time: 14:30

Schedule target time: 1

Absence target time: 1

Unallocated threshold: 20.00

Latest possible finish time: 02:00

1. The earliest possible start time is used to plan for the schedule. Bookings made before the earliest possible finish time will be excluded from the schedule.

2. The schedule start time is used to allow a person to be correct schedule.

3. The schedule finish time is used when booking absences and also serves as a guide to when the schedule should end.

4. (Optional) The schedule target time is used to set an amount of time hours that an employee should work against this schedule.

5. (Optional) The absence target time is used to calculate how much absence entitlement should be deducted when using hours and minutes. The figure is based on the absence target time divided by the absence deduct rate.

6. The unallocated time against the daily schedule exceeds the unallocated threshold, the day will be marked as unauthorised absence.

7. The latest possible finish time is a set of points for the schedule. Bookings made after the latest possible finish time are excluded from the current schedule. Bookings excluded from the current schedule are used in the allocation process for the following schedule (see point 2).

Employee ID: 1 First name: Dave Last name: Webb

May 2022

Date selected: Wed 18 May 2022

Period schedule: 05/05/2022 to 14/05/2022 00:00:00 to 00:00:00

Pay period selected: Mon 15 May 2022 to Sun 22 May 2022

| Auth | Total | Basic | x1.33 | x1.50 | x2.00 | Holiday Pay |
|-------|-------|-------|-------|-------|-------|-------------|
| 33.33 | 33.33 | | | | | 8.00 |

| Wk/Day | Date | Schedule | Taken (absent) | Bookings | Authorisation | Total | Basic | x1.33 | x1.50 | x2.00 | Holiday Pay |
|--------|------------|------------------|------------------|----------------|---------------|-------|-------|-------|-------|-------|-------------|
| 1 Mon | 16/05/2022 | 06:00-14:30:00 | -- | 05:58:14:00:00 | | 8:00 | 8:00 | | | | |
| 1 Tue | 17/05/2022 | 06:00-14:30:00 | -- | 06:04:14:00:00 | | 7:45 | 7:45 | | | | |
| 1 Wed | 18/05/2022 | 06:00-14:30:00 | Holiday Full Day | 12:12:12:12:00 | Approved | 8:00 | 8:00 | | | | |
| 1 Thu | 19/05/2022 | 06:00-14:30:00 | -- | 06:05:14:00:00 | | 7:45 | 7:45 | | | | |
| 1 Fri | 20/05/2022 | 06:00-14:30:00 | -- | 06:04:14:00:00 | | 8:00 | 8:00 | | | | |
| 1 Sat | 21/05/2022 | Saturday Quiesce | -- | 12:12:12:12:00 | | 22:22 | | | | | |
| 1 Sun | 22/05/2022 | Sunday Quiesce | -- | 12:12:12:12:00 | | 22:22 | | | | | |

Bookings awaiting calculation

| Day | Date | Time | Type | Authorisation |
|-----|------|------|------|---------------|
|-----|------|------|------|---------------|

Absence Management...

Tracking holiday entitlement, managing holiday schedules and monitoring authorised and unauthorised sickness are the four essential points that make up timeware® absence management.

You can create absence entitlement policies that define the number of days holiday based on years' service from any date. You can specify the amount of time that may be carried forward from one year to the next and even award entitlement credits for additional holidays. All absence management amendments can be subjected to a two-tier approval process if required.

timeware® absence management enables team leaders to view holiday schedules before authorising an absence booking to ensure that minimum staffing levels are maintained at all times.

Features include:

- Comprehensive absence and holiday booking screens for ease of data entry.
- Compatible with Bradford factor methodology.
- Detailed statistical information is available while booking absences allowing you to maintain the correct staffing levels whilst ensuring that employees cannot take more than their annual holiday entitlement.
- Automatic renewal of an employee's holiday entitlements each year, taking into account any days carried forward from the previous holiday year.
- Create entitlement policies with special rules for new starters and long serving employees.
- Tactical absence analysis.
- Return to work procedures.

The absence management information panel can be customised to the clients exact requirements.

Access Control...

Suprema BioStar 2 brings you indispensable security, protecting that which is most important – your people and your property.

timeware® has an authorised integration to Suprema BioStar 2 access control which provides world class security system controlling doors, barriers, and gates.

Our team of access control specialists will carry out the install in a quick and efficient manner with the minimum amount of disruption to your workplace.

SUPREMA BioStar 2



Flexible Architecture System

Supports both centralised and distributed configuration, thereby providing the optimal solution.



Video Logs Support

Any event that occurs near an access or attendance point may be recorded with an NVR and IP camera and monitored.



Remote Control

Provides user registration, real-time alarm system, and access control in the BioStar 2 Mobile application.



Optimal Access Control Solution

Supports all access control features such as door/elevator/zone control, graphic map, server matching, video logs, image logs, and audit trail.



Mobile Access

Supports Suprema Mobile Access, a feature which allows people to use access points using their smartphone as a credential.



Cybersecurity

Encrypts not only personal data used for authentication such as passwords, fingerprint templates and face templates, but all available data that may be linked to an individual. BioStar 2 is equipped with information security and privacy information management system.

Cybersecurity is ISO 27001 and ISO 27701 certified.

Cost Centre Analysis...

Different rates of pay for different processes are no problem for timeware's cost centre analysis module.

Do your employees have different rates of pay depending on the cost centre they are working in? If so, timeware's cost centre analysis module and enhanced remuneration feature are now available to identify the amount of time, and the labour cost, of the work.

The screenshot shows the 'Personnel' system interface for employee Dave Webb. The 'Essential (General)' section is active, displaying fields for badge format (26 bit - NMD3), facility code (0), badge (10000345), payroll (1), integration ID, GPS IMEI, known as (Webb,Dave), email address (dave.webb@timeware.co.uk), and security pin. Biometric data options include Finger (Suprema), Face (Suprema), Finger Registration Wizard (Suprema), Finger (SecuGen), and Finger Registration Wizard (SecuGen). The date started with company is 31/10/2009, and the badge activation is set to 10 years, 6 month(s), 19 day(s). The employment status is Employee, and the current employment supervisor is Supervisor. The absence entitlement policy is 20 Days Holiday, and the period schedule is 06:00-14:00/14:00-22:00/22:00-06:00. The terminal policy is Admin Employee (All Office Access 24/7), and the email policy is Not Required. The remuneration policy is Manufacturing and Production, and the cost centre (default) is blank. The flexitime closing balance set on is / / and the amount is blank.

Specifying the cost centre can be achieved in a number of ways: some companies choose to install separate terminals in each cost centre whilst other companies require that the employee selects the correct cost centre from a list on the terminal screen running the Tokyo platform.

A timeware® implementation specialist will help the customer to identify the preferred methods and procedures and will produce a specification for the development team, enabling suitable scripts to be produced, providing a solution that fits the clients exact requirements.

The screenshot shows the 'Remuneration Policy' system interface for 'Manufacturing and Production'. The table displays rates for various cost centres and processes. The columns are: Cost Centre, Basic, v1.33, v1.50, v2.00, Holiday, Rate 06, Rate 07, Rate 08, Rate 09, Rate 10, Rate 11, and Rate 12. The rows are: Attendance, Manufacturing, Production, and Service Desk.

| Cost Centre | Basic | v1.33 | v1.50 | v2.00 | Holiday | Rate 06 | Rate 07 | Rate 08 | Rate 09 | Rate 10 | Rate 11 | Rate 12 |
|---------------|--------|--------|--------|-------|---------|---------|---------|---------|---------|---------|---------|---------|
| Attendance | £5.44 | | | | | | | | | | | |
| Manufacturing | £16.03 | £11.00 | £15.22 | | | | | | | | | |
| Production | £11.58 | | | | | | | | | | | |
| Service Desk | | | | | | | | | | | | |

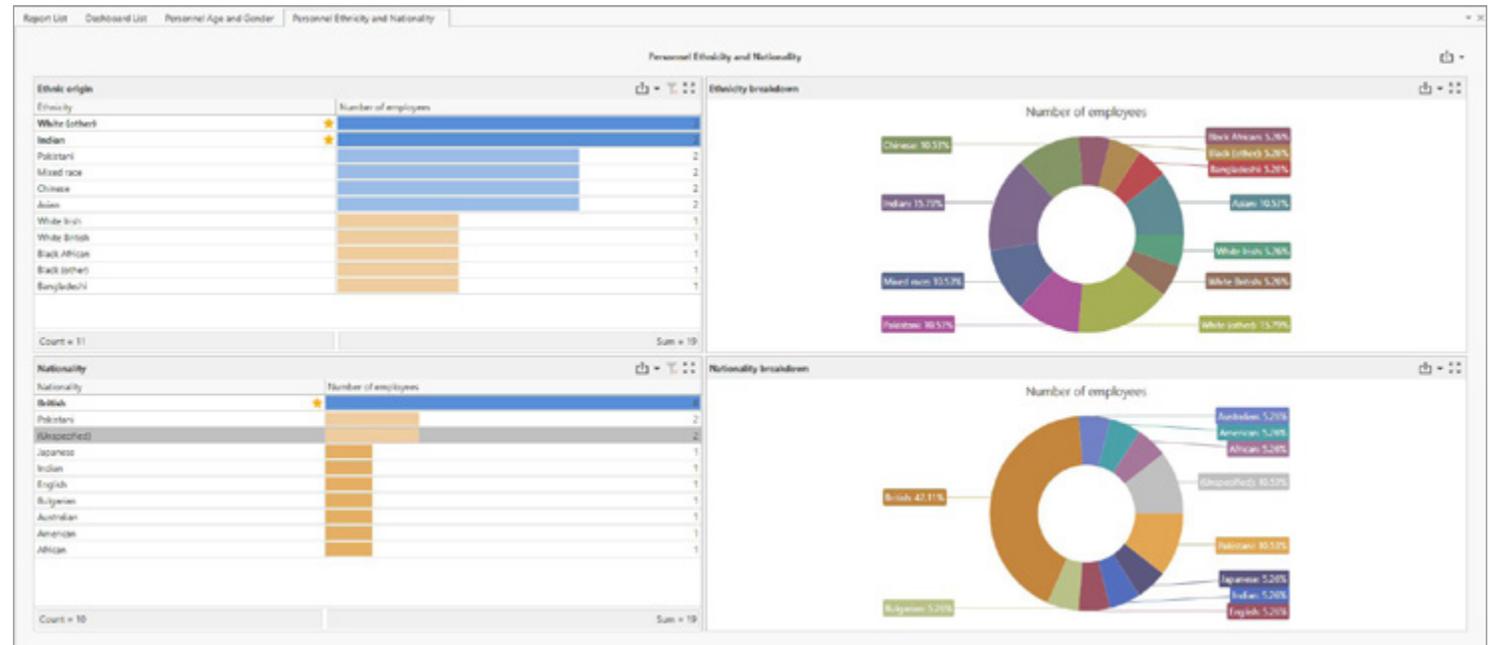
Dashboards and Reports...

Clear and concise data produced quickly, on demand.

Dashboards provide at-a-glance views of key performance Indicators (KPI) whereas reports are designed to provide a more detailed breakdown of that key data.

- Personnel
- Absence management
- Attendance
- Access control
- Job costing
- Cost centre analysis
- Fire alarm roll call/assembly point
- To-do list, ESS on your browser
- GDPR
- Working time regulations

All reports may be exported to Excel for further manipulation and analysis.



To-do List...

Key business information displayed in real-time.

No more searching for important information. The to-do list feature presents important data in an easy to read format. Standard to-do lists are provided with the system and are assigned to users at the point of installation.

To-do lists are an integral component within timeware® and provide pro-active information for team leaders responsible for overseeing daily operations.

The screenshot shows a web browser window displaying the 'To-do' List interface. The page title is 'To-do' List. The interface includes a sidebar with navigation icons for Tools List, Personnel, Attendance Management, Attendance Statistics, Attendance Adjustments, Partner, Attendance Display Panel, and Asset Management. The main content area is divided into sections: System Health (warning about Mobile Worker license), Payroll (warning about Sage payroll link), Attendance Adjustments (links to pending and outstanding adjustments), and People Missing from Active Daily Schedules (listing various employees and their schedules).

The screenshot shows the 'To-do' List interface with a pop-up window titled 'Attendance Adjustment Anomalies'. The pop-up window displays a table with columns: Employee ID, Payroll, First Name, Last Name, Known As, Badge, Employee Status, Anomaly Date, and Anomaly. The table lists several employees with anomalies, including Dave Webb, Lesley Wilkinson, and Michael Coope. A red arrow points from the 'Attendance Adjustments' section of the main page to the pop-up window.

| Employee ID | Payroll | First Name | Last Name | Known As | Badge | Employee Status | Anomaly Date | Anomaly |
|-------------|---------|------------|-----------|----------------|-------|-----------------|----------------|----------------------------------|
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Tue 03/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Wed 04/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Thu 05/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Fri 06/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Mon 09/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Tue 10/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Wed 11/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Thu 12/05/2022 | An unauthorised absence has b... |
| 1 | 1 | Dave | Webb | Webb, Dave | | Employee | Fri 13/05/2022 | An unauthorised absence has b... |
| 2 | 2 | Michael | Coope | Coope, Michael | | Employee | Tue 03/05/2022 | An unauthorised absence has b... |

Payroll Integration (licenced)...

timeware® are an official Sage Development Partner and as such, we are able to provide an approved integration to your Sage payroll software.

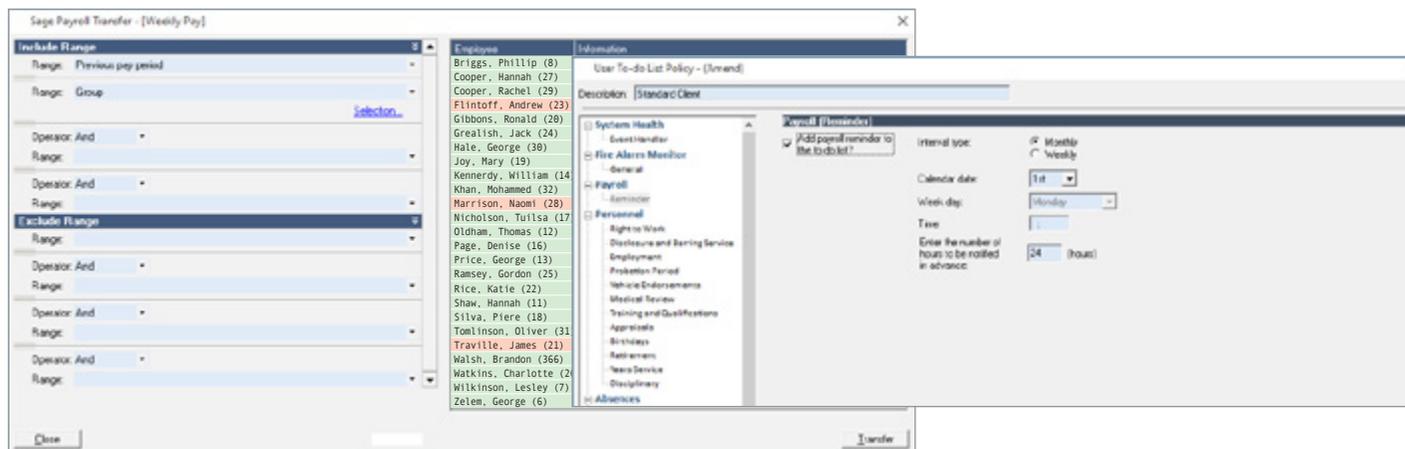
timeware® incorporates an authorised, Sage payroll integration.

Every company has a deadline for running the payroll yet how many times has the deadline had to be delayed due to line-managers failing to approve overtime?

timeware® includes a 'payroll reminder' to-do list item. Set by the timeware® administrator, this feature provides an hourly countdown of the oncoming payroll deadline!

Once the timeware® payroll integration has transferred the hours worked, the to-do list item highlights the date and time of the successful Payroll integration.

Following the payroll run, it's time to lockdown the historic data. The timeware® administrator can protect data up to a specified date, therefore eliminating any manual amendments. The historic lockdown is password protected.



Pushing the approved hours worked from timeware® into Sage payroll is actioned by pressing the Transfer button.



General Data Protection Regulation (GDPR)...

timeware® takes General Data Protection Regulation (GDPR) very seriously.

GDPR affects every business in the UK. timeware's customisable GDPR controls ensure companies work within their own data protection rules.

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

What does this mean for a company using timeware® time and attendance software?

Customer care will organise a meeting where a timeware® technician will discuss your company's GDPR policy with your GDPR data controller.

This meeting will cover two main areas:

1. The way in which timeware® (UK) Ltd handles your company data which in turn will impact on the way our support team provides certain types of service.

For example, your business may require that timeware® never removes personal data from site. This information must be recorded against your SLA notes to ensure we do not create an environment where a personal data breach could occur.

The processing of personal data stored within the timeware® application. We will identify any personal information fields within timeware® that do not need to be recorded and take steps to ensure that they are made invisible.

2. We will also discuss how long certain information needs to be kept by the company for people classed as employed or as a leaver. We will then create a series of GDPR housekeeping scripts that will ensure these rules are upheld.

Please note that the timeware® software will never automatically delete any personal data. We think it is much safer that timeware® operates within your data controller's policies and highlights data that requires deletion. This will always be completed by your data controller and is fully audited.

Some example GDPR housekeeping scripts:

1. If timeware® is not being used as the primary HR system do not allow address information to be recorded.
2. If timeware® is not being used as the primary HR system do not allow National Insurance data to be recorded.
3. When an employee leaves the company, remove their biometric data within 24 hours.
4. When an employee leaves the company, remove all records of their future holidays and medical appointments within 24 hours.
5. When an employee leaves the company, delete all passwords to the timeware® app and disable the employee's ESS GO app within 24 hours.
6. When an employee has left the company and after the statutory period, remove all attendance and absence information and personal data.

Working Time Regulations (WTR)...

Why do we have working time regulations?

This legislation was introduced to help employees maintain a healthy work-life balance by limiting the hours that they had to work each week and ensuring that adequate breaks are taken on a daily and weekly basis. The health and safety benefits to both the employee and employer are obvious: A healthy workforce is more productive and less likely to take days off sick.

Remember that some categories of work or job role are exempt from the regulations, including the police, armed forces, emergency services staff when dealing with an emergency and sometimes senior managers and people employed by family members.

The 48-hour working week

In the UK we allow workers to opt out of the 48 hour working week limit. Quite often than not, the employer and or employees think that opting out means they are opting out of the whole regulation. This is not the case they are only opting out of the total hours limit which is currently set at 48 hours.

The working time regulations apply to the majority of employees in almost every business in the UK and it was this fact that encouraged us to re-develop the WTR into a core feature for 2020.

<http://www.hse.gov.uk/contact/faqs/workingtimedirective.htm>



Rule 1

Maximum weekly working time

Workers have a statutory right to a maximum average working week of 48 hours.



Rule 2

Rest period

Workers are entitled to a rest break in each shift lasting more than six hours.



Rule 3

Daily rest period

Workers are entitled to 11 hours' consecutive rest between shifts each day.



Rule 4

Weekly rest period

Workers are entitled to one day off each week, or two days off every two weeks.



Rule 5

Night workers

Night workers should not exceed an average of eight hours in each 24-hour period.



Rule 6

Holidays

You must give everyone who works for you paid annual leave - unless they are genuinely self-employed.

ESS GO (licenced)...

Do you know there's a timeware® Employee Self Service app that can streamline your business, empower your workforce and eliminate traditional, time consuming tasks?

The app is called ESS GO and it enables users to request leave, check work rotas and view timesheets from their Android or Apple smartphone.

Shift rota

Users can see which shifts and rest days have been planned over a rolling 31 day period. If a manager updates a user's shift rota, the change is reflected instantly within ESS GO. An email alert is also sent to the user informing them of the change.

Leave entitlement and remaining balance

Users can check their annual leave entitlement, leave requests awaiting approval, declined leave requests of course, their remaining entitlement balance.

Leave requests

Company rules determine how far in advance a user can make a leave request. Once a leave request has been approved or declined, an email alert is sent to the user informing them of the managers' decision.

Current and previous timesheets

Users can see their own timesheets for the current and two previous pay periods. They can see their attendance

bookings, basic and approved overtime hours and any core-time infringements.

Flexi balance

If your business operates a flexitime policy, users will see their opening flexitime balance, hours worked and closing flexitime balance on their timesheets.

Offsite attendance bookings

For users that work away from the office, ESS GO supports offsite attendance bookings where the user simply clicks a button when they start or stop work. There is a notepad feature for the user to provide more details about the booking and ESS GO also notes the GPS coordinate of each booking which integrates with the phone's mapping feature.

What's next?

The employee self service app, ESS GO is an amazing addition to the timeware® product range. Its ease of use and versatility makes it the perfect solution for so many bottlenecks experienced by HR. If you would like a demonstration of ESS GO, please contact our sales team on +44 (0)1706 659368 and we can organise an on-site or Teams meeting at a time to suit you.



Attendance bookings at the timeware® Puck

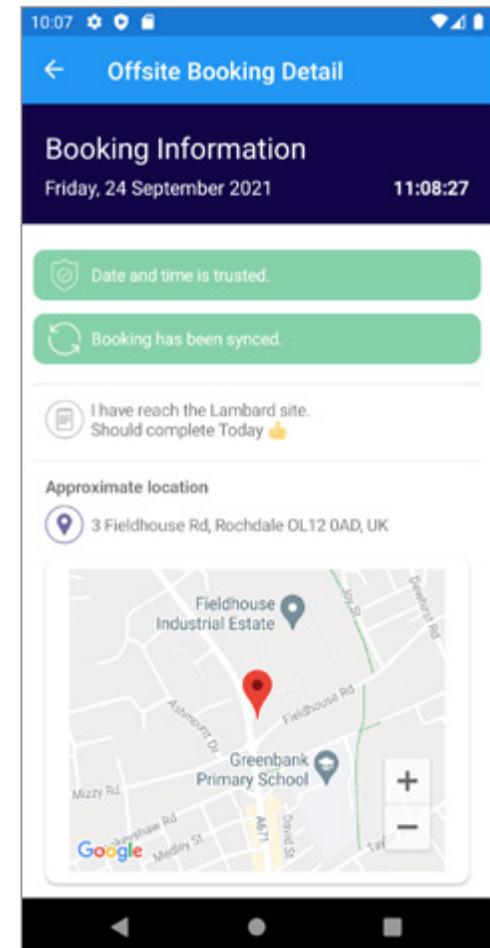
The new timeware® Puck is the perfect attendance point for businesses where the cost of a traditional attendance device is prohibitive or where network or power is unavailable. Each timeware® Puck incorporates an NFC tag which allows them to be 'read' by all modern smart phones running the employee self service app, ESS GO from a distance of about 4cm

If you have a low number of staff working in a retail premises, a remote warehouse or an isolated area, there is now an affordable alternative to the traditional attendance device.

Remember that timestart®, timeware® Small Business and timeware® Professional support any number of timeware® Pucks so now multiple locations become easily affordable.

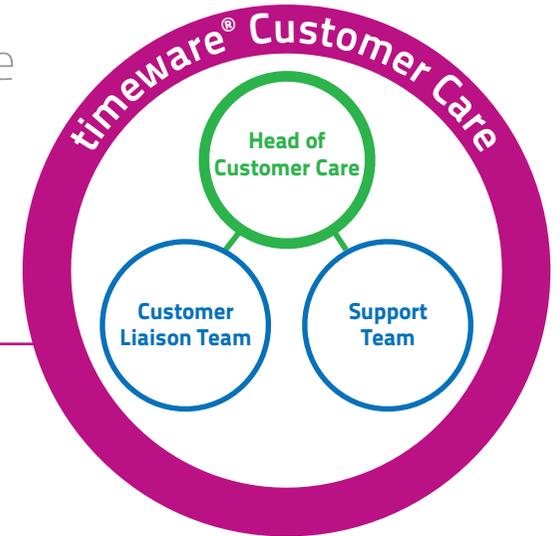
What's next?

If you would like a demonstration of the timeware® Puck, please contact our sales team on +44 (0)1706 659368 and we can organise an on-site or Teams meeting at a time to suit you.



timeware® Customer Care...

Once your timeware® software has been implemented, we believe that it is our responsibility to ensure that your system always runs smoothly. The timeware® customer care teams achieve this goal by working closely with each client in a pro-active manner.



Once your timeware® system has been configured and your staff have been trained by the implementation team, there will be a hand-over to customer care. For the first few weeks, a member of the liaison team will contact your timeware® administrator on a daily basis to check that everything is working well and arrange support if required.

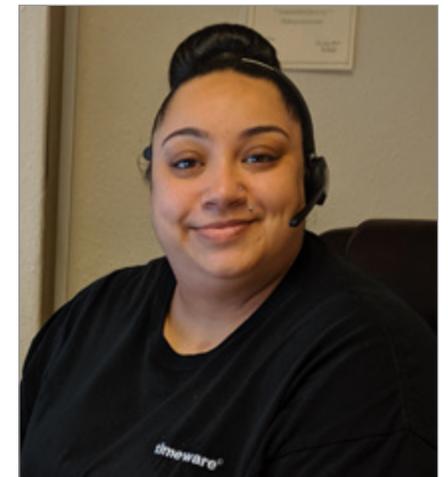
timeware® customer care incorporates two important teams, the technical support team and customer liaison team. Both teams are managed by the head of customer care who is ultimately responsible for the smooth running of the department.

The technical support team comprises of support technicians that have been trained to resolve support calls in a timely manner. As part of your managed service, a member of the technical support team will upgrade your timeware® software annually as well as conducting regular system performance reviews.

The customer liaison team is responsible for ensuring that timeware® support keeps your system running in an acceptable manner. The liaison team are non-technical but are instrumental in the organising annual upgrades, system performance reviews, and customer care calls. Their duties also include co-ordinating roadshows and overseeing the editing and distribution of timeware's quarterly magazine, timelines.

Charlotte Kavanagh **Head of Customer Care**

Charlotte is the head of timeware® customer care and manages the customer liaison and support teams and reports to the Managing Director.



timeware® Customer Liaison Team...

The liaison team ensure you are getting the most out of your timeware® investment.

The customer liaison team have four main areas of responsibility: planning annual software upgrades and system performance reviews, completing customer care calls and the planning and distribution of the quarterly timelines magazine.

Annual software upgrade

Every customer is allocated an upgrade month and visited every year on a pre-arranged day to have their software upgraded to the latest version and for their staff to receive new feature awareness training. This upgrade is essential as it ensures the customer benefits from the latest features and security updates.

System performance review

These meetings give timeware® administrators an opportunity to meet with the members of the implementation and support teams to discuss system performance, to identify and eliminate bottlenecks and to discuss new software features.

The number of system performance reviews held each year is dependent on the system size and complexity.

Customer care calls

The timeware® administrator is contacted on a six week cycle to ensure that their timeware® system is operating satisfactorily. This brief contact provides the customer liaison officer with an invaluable insight into system performance and gives the customer an opportunity to initiate a support call if required.

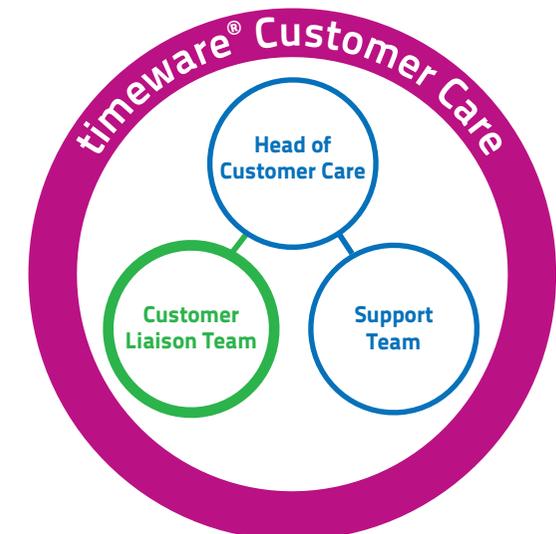
timelines magazine

The customer liaison team also oversee the planning and distribution of timelines, timeware's quarterly magazine. The magazine is sent to all approved contacts keeping them up-to-date with the latest timeware® developments.



Karl Briggs
Customer Liaison Officer

The skills Karl gained during his time at Virgin Trains have instrumental in the development of his role within timeware®.



timeware® Support Team...

The Support Team take on the responsibility of administering your timeware® software as part of your timeware® managed service.

What is timeware® managed service?

The concept behind timeware® managed service is simple: To provide an efficient and worry free managed solution for all timeware® customers. It is designed with the purpose of providing a qualified timeware® Support technician when required. The technician is responsible for managing certain features or functions for you such as creating absence entitlement policies, or creating a new timeware® users to your exact specification.

Let timeware® support handle the mundane tasks so that your time can be better spent on the administrative processes that matter to your company!

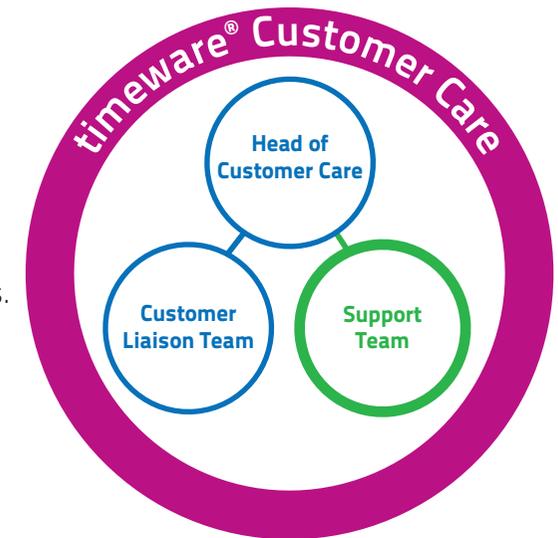
With the timeware® managed service, you have access to knowledgeable specialists that can answer any timeware® questions and configure new settings to your precise specification. It couldn't be easier!

timeware® managed service includes the following:

- Access to the timeware® technical support team between 8:30am and 5:30pm Monday to Friday including Bank holidays, (except Christmas and New Year).
- A complete managed service where timeware® complete approved change requests within an agreed time frame.
- An annual call or visit on a pre-arranged date from the technical support team to upgrade your software to the latest version and to complete any new feature awareness training.
- Regular system performance reviews, depending on the complexity of the software configuration, to identify and remove dataflow issues and

to discuss and implement any new standards included in the software.

- Free remote training.
- A courtesy call from the customer liaison team approximately every six weeks.
- Complimentary subscription to the timeware® community magazine, 'timelines', for each staff member on your approved contacts list.



How will the timeware® support team help?

Within customer care we have a fulltime, office based support team that are available to answer your questions between 8.30am and 5.30pm each weekday.

Incidents can also be reported out of office hours using our support email address. When resolving an issue, the support team utilise remote desktop support technology to access your PC, with your permission, to identify and rectify the reported problem.

Members of the support team work closely with the implementation and development teams and as a result, are able to provide an extremely high level of technical product knowledge.

timeware® managed service change request procedure.

To request a change, a timeware® administrator should send the request by email to support@timeware.co.uk including the words 'change request' in the subject line. Support will then schedule an initial call with the administrator to discuss the request in more detail. Following this initial call, timeware® support will schedule the actual work within a mutually agreed timescale.

The following items are covered by the timeware® managed service change request.

General

- User setup including permissions
- To-do List and email policies
- Monitoring timeware® system health/performance
- Creating and maintaining;
 - Notifications for users/employees
 - Terminal policies
 - Remuneration policies
 - Groupings
 - Training matrix policies
 - Assets
- Setting up reports/exports and dashboards
- Shutdown maintenance

Absence management

- Creating and maintaining;
 - Absence reasons
 - Absence entitlement policies
 - Absence block bookings

Attendance

- Creating and maintaining;
 - Daily and period schedules
 - Shutdown maintenance



Matt Wilkinson Head of Support

Matt has over 9 years support experience and has contributed to many key improvements within the support department during this time. His support team process around 49 scheduled calls each day and are responsible for ensuring that each customer's software operates correctly. Matt is also responsible for the training and development of all members of his support team.

timeware®

workforce management software

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