



# timeware®

## Professional 2021

workforce management software

Incorporating **suprema**  
BIOMETRICS & SECURITY

timeware® is widely recognised as one of the UK's leading provider of workforce management solutions. Our philosophy is simple: long-term reliability, enhanced functionality and continuous innovation.

### Software modules include:

Personnel, Absence Management, Attendance, Access Control, Asset Management, Job Costing, Cost Centre Analysis, Fire Alarm Roll Call/Assembly point, ADP (Attendance Display Panel), Reports and exports, ESS Go (optional), To-do List & Dashboards, Payroll (optional), ESS, TWC, GDPR & WTR.

# Introduction

timeware® is recognised as one of the UK's leading developers of workforce management solutions. With more than 7,000 installations across the UK, Ireland and Sub Saharan Africa, the timeware® name is synonymous with long-term reliability, enhanced functionality and continuous innovation.

We employ a full-time, UK based team, that has been developing workforce management hardware and software for over 32 years. We can install systems efficiently, train your staff and provide unrivalled support. We also value customer feedback to assist in the development of our products.

timeware® Professional 2021 is the eighteenth generation of our core product and includes many new features.

Whether your organisation is a large multi-site enterprise or a single location SME, we believe that our product could help streamline your workforce management and ultimately save your business money.



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



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“ Strategic partnerships play a key role in our continued success... ”



Current timeware® customers include:



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# Overview...

## timeware® Professional workforce management software

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timeware® consists of a suite of software modules that enable a company to record and analyse key business information.

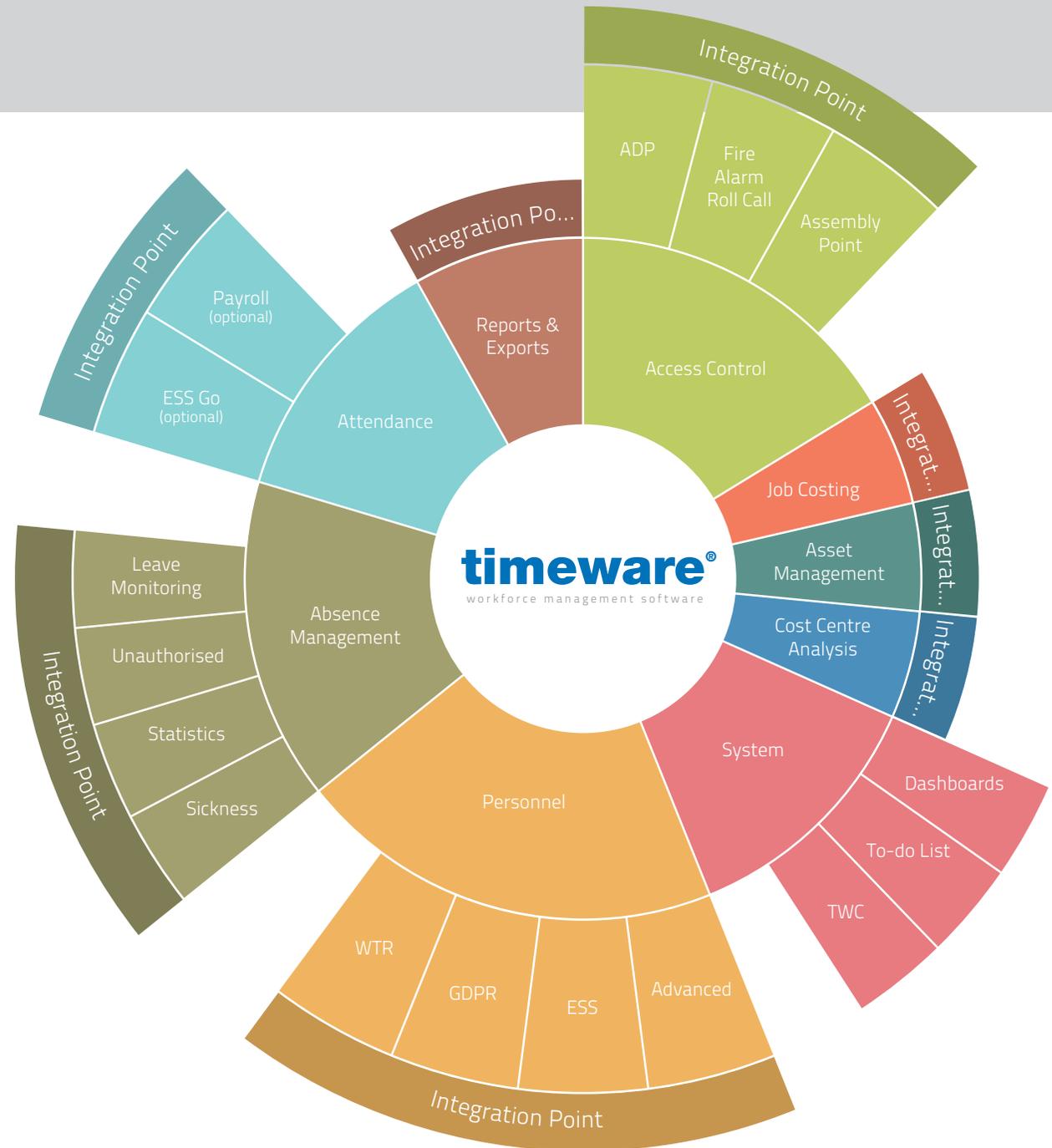
timeware® is capable of processing a vast array of data. Here is an overview of some of the most popular:

- At the heart of timeware® is the personnel module which can be used as a basic HR function to store a variety of information relating to each member of your team.
- timeware® can also track absenteeism, highlighting trends and anomalies whilst ensuring that everyone takes the correct number of annual days leave.
- timeware® attendance can calculate the standard and overtime hours worked when your company implements rotating or continental shift patterns, flexi-time, part time and annualised hours. It can even track the hours worked by mobile workers using the ESS go mobile app.
- Utilising the cost centre module allows different rates of pay to be attributed to different type of categories of work.
- timeware® can be used to provide a physical access control solution, enabling managers to determine who can access certain areas of a building based on predefined security levels.
- timeware® can be connected to your fire alarm system to provide a fast and accurate roll-call in the event of a fire.
- timeware® has been designed to connect to Suprema devices enabling data captured by their biometric and proximity readers to be passed to the relevant software modules providing attendance, access control and assembly point information.
- timeware® incorporates a job costing module for recording the duration of manufacturing processes along with details of the team members involved.
- timeware® has been continually developed for more than 30 years and incorporates an impressive range of functions providing managers with real-time information that may be viewed on a PC, a tablet, a mobile and wall-mounted displays.

**timeware®: Time to take control...**

timeware®:  
Workforce management  
solutions...

timeware®:  
Time to take control...



# Customisation and integration...

Turning a great product into an turnkey solution.

---

timeware® has two unique selling points, its extensive customisation potential and its ability to integrate with other applications.

## **Customisation**

Over 95% of businesses using timeware® Professional 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.

Customisation projects range from the simple to extremely complex. A simple example could be when a business requires that a new employee record cannot be created unless certain fields have been completed in the personnel module. An example of a more complex requirement could be work pattern related, where a shift allowance is awarded to an employee based on the time of the day and the day of the week that the shift was actually worked. Customisation is not limited to individual modules, for example a company may want managers to receive an email notification when an employee enters the building through an access controlled door but fails to make an attendance booking prior to the start of their shift.

## **Integration**

timeware® has a proven track record of successful integration projects. These primarily involve connecting timeware® to another software package, for example a Payroll or HR system and processing data from one location to another.

In most cases, either timeware® or the third party software becomes the 'primary' system, feeding data to the 'secondary'. In the case of an HR system integration, new employee data may be entered into the HR system which in turn passes basic personnel data to timeware®. This simple process eliminates the problems associated with duplicate data entry and reduces the chance of human error. When a person leaves the company, the HR system is updated accordingly and the integration allows timeware® to class the person as a leaver, eliminating them from any further attendance or absence management processes.

Integration projects have included third party HR, Payroll, Job costing packages and access control systems.

A well planned customisation or integration project can turn a great product into an turnkey solution.

## Example integration projects:



Primary system for producing payroll. Integrates with timeware® Attendance, Job Costing and/or Cost Centre modules which produce totals and/or costs for transfer to Sage.



Primary system for managing personnel and their absences. Integrates with timeware® Personnel and Absence Management modules to ensure payroll is calculated correctly.



Can function as either the primary or secondary HR and absence system. PeopleHR employee module integrates with timeware® Personnel and PeopleHR holidays, absences and other event modules integrate with the timeware® Absence Management module.



Bi-directional integration with timeware® Personnel and Attendance modules. SAP exported personnel data to a CSV format which is read by timeware® to ensure all personnel data is up-to-date. timeware® then provides a CSV file containing clocking data for SAP to import.



Primary system for access control. timeware® Access Control and/or Attendance modules receive the Salto event stream to provide a real-time link between the two systems.



Payroll export from timeware® Personnel, Absence Management and Attendance modules to SAP for payroll processing. Integration ensures timeware® knows SAP payroll state at all times and provides data for work patterns, absences and holidays, hours and costs to SAP as well as a staged process to allow users to review the data before finalising payroll.



Primary system for visitor management. Integration with timeware® Attendance and/or Access Control modules to automatically check employees' in and out of the visitor management system when they clock-in/out so that site security have a unified view of all personnel on site irrespective of whether they are visitors or personnel.



This integration eliminates 'duplicate entry' and allows employees and some basic credentials created in timeware® to be passed directly to Genetec. Employee attendance booking data collected by the Genetec system is passed through to timeware® and processed to create hours worked information.

# Indoors and outdoors...

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.

## Attendance

We strongly recommend that an attendance device incorporates a display to show the time and date but most importantly, the name of the person making the booking. There are two devices available, both offering different benefits:

The BioLite N2 has been our recommended attendance device for several years. Its robust design means that it is suitable for most environments, smart enough for an office, yet tough enough for a factory floor.

The new FaceStation F2 supports mask detection plus an optional thermal camera for measuring the skin temperature of a person's face. The F2 resembles a large smartphone and is the latest product to be released by Suprema. Both the fingerprint and face recognition devices support a number of proximity card formats as standard.

## Access control

Access control points do not usually require a display. With the introduction of the FaceStation F2, we are now able to recommend both fingerprint and face recognition as viable alternatives with different benefits. BioEntry W2's are tough and waterproof – the perfect access device for public area and factory floors. The BioEntry P2 is an indoors only device, designed for use in offices.

### Please note

Fingerprint templates are compatible with all fingerprint devices.

A person can use any combination of fingerprint, face recognition and proximity devices on a timeware® system if required.

Face recognition should only be used indoors.

Quick Device Guide

Device	Ingress Protection Rating (IP)	Impact Protection Rating (IK)	POE	Indoor use	Outdoor use	Attendance	Access	Non-contact	Customisable
FaceStation F2	IP65	n/a	No	Yes	No	Yes	Yes	Yes	No
BioLite N2	IP67	n/a	No	Yes	Yes	Yes	Yes	No	No
BioEntry W2	IP67	IK09	Yes	Yes	Yes	No	Yes	No	No
BioEntry P2	n/a	n/a	No	Yes	No	No	Yes	No	No
Tokyo Terminal	Possible	Possible	No	Yes	Yes	No	No	No	Yes

### Ingress Protection Rating (IP) explained.

IP65 IP rated as 'dust tight' and protected against water projected from a nozzle.

IP67 IP rated as 'dust tight' and protected against immersion for 30 minutes at depths 150mm - 1000mm

### Impact Protection Rating (IK) explained

IK09 - Protected against 10 joules of impact (the equivalent to the impact of a 5kg mass dropped from 200mm above the impacted surface)



**BioLite N2**

- Ideal for fast throughput of staff.
- Perfect for attendance, access control and assembly points.
- Ideal for indoor and secure outdoor locations.
- IP67 rated.
- Supports various proximity card formats.



**FaceStation F2**

- Non-contact
- Mask detection
- IP65
- Perfect for attendance and access control.
- Supports various proximity card formats.



**BioEntry P2**

- Ideal for fast throughput of staff.
- Perfect for indoor access control.
- Supports various proximity card formats.



**Tokyo Terminal**

- Attendance / Job Costing / Cost Centre Analysis / ESS
- Suitable for Various locations
- Supports various proximity card formats.



**BioEntry W2**

- Ideal for fast throughput of staff.
- Perfect for access control and assembly points.
- Ideal for all outdoor locations.
- IP67 rated.
- Supports various proximity card formats.

# Personnel...

Many businesses already operate a well established HR solution. timeware® Professional can integrate with your existing software to reduce manual data entry and eliminate potential errors.

For business with no existing HR solution, timeware® personnel provides an effective way of managing all your personnel data. It allows you to store, update and view personnel information, with full auditing, in a secure environment based on company defined permissions.

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

The key is having all your information in one easily accessible place. Everything from contact details to medical reviews, vehicle information to yearly appraisals – timeware® provides a truly effective solution. timeware® personnel integrates with the agenda to provide reminders of important events ranging from birthdays to certification renewal.

The screenshot shows the 'Personnel' software interface. The main window displays the 'Essential (General)' tab for employee Dave Webb. The interface includes a sidebar with navigation options like 'Essential', 'Miscellaneous', and 'Employee Self Service'. The main content area shows fields for personal and employment details, including badge format, facility code, badge number, payroll, integration ID, email address, and biometric data options. A photo of the employee is visible in the top right corner.

The screenshot shows the 'Personnel Employment - (Amend)' window. It displays various employment details for a supervisor, including reference, job description, reporting to, pay type, and tax code. The window also includes a 'Details' section with dropdown menus for date of commencement, probation period, and date of termination. A 'Document' table is visible at the bottom, listing files like 'Contract of Employment' and 'Letter of Resignation'.

Description	File Name	Date and Time	File Size (MB)
Contract of Employment	Contract of Employment...	Mon 29 Nov 2021 10:03	0.01
Letter of Resignation	Letter of Resignation.docx	Mon 29 Nov 2021 10:03	0.01



Personnel

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

**Miscellaneous (Contact Details)**

Address: 43 Fyfan Avenue  
Spike  
St Albans

Postcode: OL9 7ANP

Home and pager number: 0175266668

SMS number: 0795996335 (International format required for SMS services)

Home email address: webb@rnsd@gmail.com

Need of lin contact name, telephone no. and relationship: Jimmy Webb  
01304933854  
Son

Essential  
General  
Groupings  
Employment  
Right to Work  
Disclosure and Barring Service  
Training and Qualification Matrix  
Miscellaneous  
Personal  
Contact Details  
Training and Qualifications  
Achievements  
Education  
Disciplinary  
Interview  
Accident or Injury  
Bank Details  
Pension Details  
Union Details  
Assets  
User Defined Fields  
Documents  
Notepad  
Employee Self Service  
Mobile Worker  
Vehicle  
Health  
Appraisal  
Working Time Regulations

Add Edit Delete End... Refresh Preview... Copy... Close

Record 1 of 91

Personnel "Right to Work" - (Amend)

**Official Government Links**

[www.gov.uk/check-job-applicant-right-to-work](http://www.gov.uk/check-job-applicant-right-to-work)  
[www.gov.uk/government/publications/right-to-work-checklist](http://www.gov.uk/government/publications/right-to-work-checklist)

**Details**

Date of initial check: Fri 01 Jan 2021  
Date of follow up check: Sat 01 Jan 2022  Remove from To Do List

Status: Allowed to Work - Approved

All checks performed. No issues found.

Description	File Name	Date and Time Δ	File Size (MB)
Right to Work	Right to Work.docx	Mon 29 Nov 2021 10:07	0.09

Cancel Ok

### Features include:

- Right to work notes
- DBS notes
- Document scanning
- Enhanced employment history records
- Training matrix

- Take staff ID photos through the personnel module using any webcam.
- Store employment details including training, disciplinary and qualifications gained.
- Use the personnel wizard to quickly set up new employees, ensuring that all the required information has been added correctly.
- The pro-active To-do list lets you know when qualifications, review dates etc. are about to expire.
- User defined fields allow you to hold unlimited amounts of information specific to your company that is not included in the other personnel modules
- Scan documents such as driving license and passport and store within the employees record.
- Print staff ID badges through the personnel module directly to your ID badge printer.
- Connection to the asset management module enables the recording of PPE, mobile phones and IT technology.

Personnel

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

**Miscellaneous (Personal)**

Title: Mr  
Middle name: John  
Date of birth: 17/05/1974 47 years, 6 month(s), 12 day(s)  Remove Retirement Age from To Do List  
Gender: Male  
Marital status: Married  
Ethnic origin: White British  
Religion: Christian  
Nationality: British  
NI Code: JA010203B  
Passport no.: 15639524  
Visa no.: 897

Essential  
General  
Groupings  
Employment  
Right to Work  
Disclosure and Barring Service  
Training and Qualification Matrix  
Miscellaneous  
Personal  
Contact Details  
Training and Qualifications  
Achievements  
Education  
Disciplinary  
Interview  
Accident or Injury  
Bank Details  
Pension Details  
Union Details  
Assets  
User Defined Fields  
Documents  
Notepad  
Employee Self Service  
Mobile Worker  
Vehicle  
Health  
Appraisal  
Working Time Regulations

Add Edit Delete End... Refresh Preview... Copy... Close

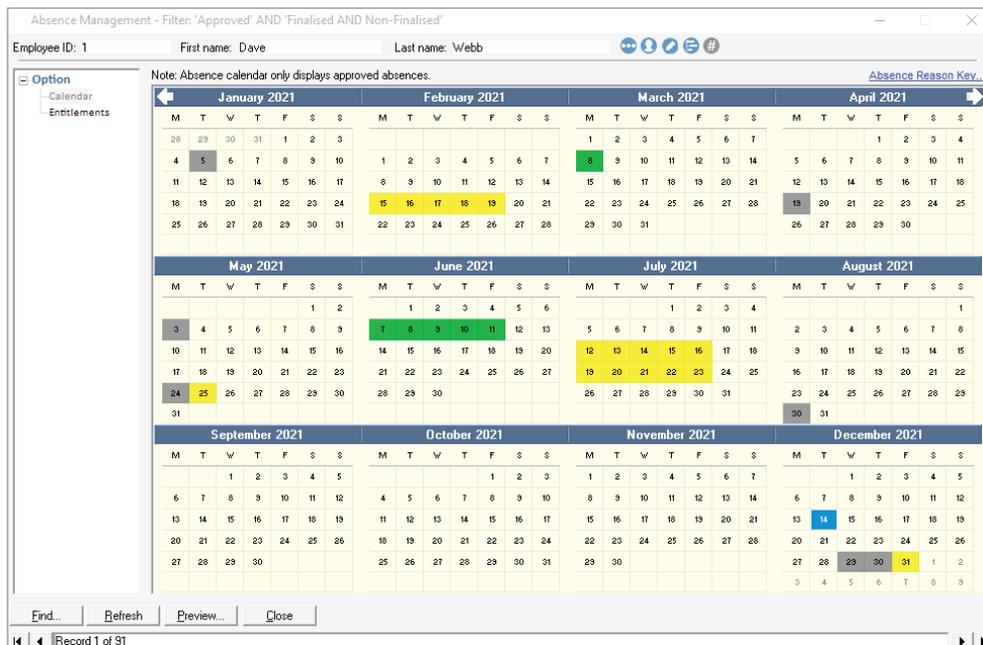
Record 1 of 92

# Absence management...

Tracking holiday entitlement, managing holiday schedules and monitoring absenteeism are the three essential factors that make up timeware® absence management.

It is now possible to 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 must be approved and finalised for secure auditing.

What would happen if all the fork-lift drivers were on holiday at the same time? Or the first aiders? or the staff qualified to complete key tasks in the workplace? timeware® absence management enables line managers to view holiday plans before authorising an absence booking. timeware® also keeps track of the types of absenteeism in the workplace as well as monitoring the holidays taken and days booked in advanced.



- Comprehensive absence and holiday booking screens ensure that the required information has been entered correctly.
- Compatible with Bradford Factor methodology.
- Detailed statistical information is available while booking absences, this will allow you to keep good staffing levels and ensure that employees cannot take more than their yearly entitlement.
- timeware® automatically renews each person's absence entitlements every year, taking into account any days carried forward from the previous absence year and can even award additional time due to a person's years service.
- Create absence entitlement policies with special rules for new starters and long serving employees.
- Enhanced tactical absence analysis.



Absence Booking - (New)

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

**Options**

- Caller Information
- Essential
- Return to Work
- Interview
- Notepad

**Essential**

**General information**

Absence category? Holiday (optional)

Absence to be taken? Holiday Half Day [Paid] Inplace of Sickness

Take absence from? Mon 16 Nov 2020 up to? Mon 16 Nov 2020

**Entitlement**

Entitlement deduction: 0.5 (day)

**Absence restrictions (optional)**

Absence can only be taken between? : and :

Maximum absence duration? :

**Force absence duration to paid at a specified rate (optional)**

Absence duration? : Absence rate? :

**Authorisation**

Authorised by:  

Authorisation: Approved  Finalised

**Information**

**Entitlement**

Absence Period: Wed 01 Jan 2020 - Thu 31 Dec 2020

Entitlement: 20.00

Taken: 0.00 (0.00%)

Planned: 0.00 (0.00%)

Remaining: 20.00 (100.00%)

Absence Period: Fri 01 Jan 2021 - Fri 31 Dec 2021

**12 Month Rolling Absence**

Absence Period: Sun 17 Nov 2019 - Mon 16 Nov 2020

Taken Days: 2

Taken Hrs And Min: 0:00

Holiday Full Day

Mon 30 Dec 2019 - Tue 31 Dec 2019

Authorised by: stanley

Memo:

Public Memo:

**Entitlement Forecast**

"Dave" is 11 months through the entitlement year and has 20 days (100%) of their entitlement remaining.

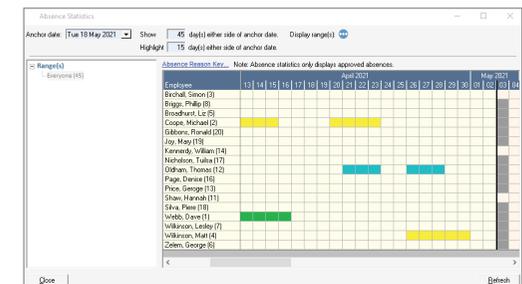
**Tactical Absences**

**Declined Absence Requests**

No Information

**Birthdays**

The last working day before a birthday is within the selected date range.



Absence Management

First name: Dave    Last name: Webb

Options: Entitlements

Entitlement policy: 20 Days Holiday

Absence period	From	To	Year Service
	Wed 01 January 2020	Thu 31 December 2020	10
	Tue 01 January 2019	Tue 31 December 2019	9
	Mon 01 January 2018	Mon 31 December 2018	8
	Sun 01 January 2017	Sun 31 December 2017	7
	16 01 January 2016	Sat 31 December 2016	6
	Thu 01 January 2015	Thu 31 December 2015	5
	Wed 01 January 2014	Wed 31 December 2014	4
	Tue 01 January 2013	Tue 31 December 2013	3

Category: Holiday

Due: 20

Paid absence: 20

Absence: 20

Carry over: 0

Credit: 0

Total entitlement: 20

Absence marked/planned: 0

Absence taken: 10

Absence planned: 2

Forecasting entitlement: 8

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

# Attendance...

This is timeware's flagship module, developed over many years to provide an accurate solution for processing attendance data.

The module supports a number of well-known work pattern 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 numerous 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.

What makes the timeware® attendance module unique are the customisation features made possible through the timeware® scripting engine. During the project, a member of our implementation team will work with your representatives to fully understand your business's attendance processing requirements before providing a fully documented report.

- Tokyo Terminal**
- Attendance / Job Costing / Cost Centre Analysis / ESS
- Suitable for Various locations
- Supports various proximity card formats.



Planner

Display range(s): Select...

Employee	Today	Tue, 30 Nov 2021	Wed, 01 Dec 2021	Thu, 02 Dec 2021	Fri, 03 Dec 2021
Webb, Dave (1)	[P] 06:00-14:00/00				
Cooper, Michael (2)	[P] 06:00-14:00/00				
Birchall, Simon (3)	[P] 06:00-18:00/60 - Res...				
Wilkinson, Matt (4)	[P] 08:00-16:30/30				
Broadhurst, Liz (5)	[P] 09:00-17:00/60 All Hr...				
Zelen, George (6)	[P] 08:00-16:30/30				
Wilkinson, Lesley (7)	[P] 08:00-16:30/30				
Briggs, Philip (8)	[P] 08:00-16:30/30				
Shaw, Hannah (11)	[P] 06:00-18:00/60 - Res...				
Oldham, Thomas (12)	[P] 08:00-16:30/30				
Price, George (13)	[P] 22:00-06:00/00	[P] 22:00-06:00/00	[P] 22:00-06:00/00	[P] 06:00-14:00/00	[P] 22:00-06:00/00
Kennerdy, William (14)	[P] 06:00-18:00/60 - Res...	[P] 06:00-18:00/60 - Res...	[P] 06:00-14:00/00	[P] 06:00-18:00/60	[P] 06:00-18:00/60
Page, Denise (16)	[P] 08:00-16:30/30	[P] 22:00-06:00/00	[P] 08:00-16:30/30	[P] 08:00-16:30/30	[P] 08:00-16:30/30
Nicholson, Tuiisa (17)	[P] 06:00-14:00/00	[P] 22:00-06:00/00	[P] 08:00-16:30/30	[P] 22:00-06:00/00	[P] 08:00-16:30/30
Silva, Piere (18)	[P] 22:00-06:00/00				
Joy, Mary (19)	[P] 08:00-16:30/30				
Gibbons, Ronald (20)	[P] 08:00-16:30/30				
Traville, James (21)	[P] 06:00-18:00/60 - Res...	[P] 06:00-18:00/60 - Res...	[P] 06:00-18:00/60	[P] 06:00-18:00/60	[P] 06:00-18:00/60
Pice, Katie (22)	[P] 22:00-06:00/00				
Flintoff, Andrew (23)	[P] 14:00-22:00/00				
Greulich, Jack (24)	[P] 14:00-22:00/00				
Ramsey, Gordon (25)	[P] 22:00-06:00/00				
Watkins, Charlotte (26)	[P] 06:00-14:00/00	[P] 06:00-14:00/00	[P] 06:00-14:00/00	[P] 09:00-17:00/60 All Hr...	[P] 09:00-17:00/60 All Hr...
Cooper, Hannah (27)	[P] 08:00-16:30/30				
Marrison, Naomi (28)	[P] 06:00-18:00/60 - Res...	[P] 06:00-18:00/60 - Res...	[P] 06:00-18:00/60	[P] 06:00-18:00/60	[P] 06:00-18:00/60
Cooper, Rachel (29)	[P] 08:00-16:30/30				
Hale, George (30)	[P] 14:00-22:00/00				



**Daily Schedules**  
Code: [AS01] Description: [06:00-14:30]

**Options**

- General
- Breaks
  - Standard Breaks
  - Break After
- Core Times
- Grace Times
- Roundings
  - Standard Roundings
  - Round Rates
- Rate Monitoring
- Rates
- Advanced
- Analysar
- Noteepad

**General**

Schedule type: Standard

Workday schedule:  No  Yes If workday, and the day is NOT worked then mark the day with an unauthorised absence.

**Schedule Schema**

Earliest possible start time: 04:30  
Schedule start time: 06:00  
Schedule finish time: 14:30  
Schedule target time: :  
Absence target time: :  
Unallocated threshold: 23:59  
Latest possible finish time: 02:00

- The <earliest possible start time> is a cut off point for this schedule. Bookings made before the <earliest possible finish time> will be excluded from the schedule.
- The <schedule start time> is used to allocate a person to the correct schedule.
- The <schedule finish time> is used when booking absences and also serves as a guide to when the schedule should finish.
- (Optional) The <schedule target time> is used to set an amount of core hours that an employee should work against this schedule.
- (Optional) The <absence target time> is used to calculate how much absence/holiday entitlement should be deducted when using hours and minutes. The figure is based on the absence target time divided by the absence deduct value.
- If the unallocated time against the daily schedule exceeds the unallocated threshold, the day will be marked as an unauthorised absence.
- The <latest possible finish time> is a cut off point for this schedule. Bookings made after the <latest possible finish time> are excluded from the current schedule. Bookings evoked from the current schedule are used in the allocation process for the following schedule (see point 2).

Buttons: Add, Edit, Delete, Find..., Refresh, Preview..., Copy..., Close

Record 2 of 13

**Attendance Adjustments**  
Employee ID: 1 First name: Dave Last name: Webb

Date selected: Sat 27 Nov 2021  
Period schedule: 06:00-14:00-14:00-22:00-22:00-06:00  
Play period selected: Mon 22 Nov 2021 to Sun 28 Nov 2021

Wk/Day	Date	Schedule	Taken absence(s)	Booking(s)	Authorisation	Total	Basic	x1.33	x1.50	x2.00
3 Mon	22/11/2021	06:00-14:00:00	...	05:58-14:00:12		8.00	8.00			
3 Tue	23/11/2021	06:00-14:00:00	...	06:04-14:00:12		7.45	7.45			
3 Wed	24/11/2021	06:00-14:00:00	...	06:00-14:00:12		8.00	8.00			
3 Thu	25/11/2021	06:00-14:00:00	...	22:22:22-22:22:00	Approved	22:22				
3 Fri	26/11/2021	06:00-14:00:00	...	05:54-14:00:12		8.00	8.00			
3 Sat	27/11/2021	Saturday Overtime	...	22:22:22-22:22:00		22:22				
3 Sun	28/11/2021	Sunday Overtime	...	22:22:22-22:22:00		22:22				

Buttons: Find..., Refresh, Preview..., Close

Record 1 of 92



**BioLite N2**

- Ideal for fast throughput of staff.
- Perfect for attendance, access control and assembly points.
- Ideal for indoor and secure outdoor locations.
- IP67 rated.
- Supports various proximity card formats.



**FaceStation F2**

- Non-contact
- Mask detection
- IP65
- Perfect for attendance and access control.
- Supports various proximity card formats.

**Period Schedules**  
Code: [W501] Description: [06:00-14:00 \ 07:30-16:00]

**Options**

- General
- Schedule Allocation
- Rate Monitoring
- Pay Periods
- Advanced
- Noteepad

**Schedule Allocation**

Rotation start day: Sunday  
Rotation weeks: 1

Week	Day	Daily Schedule	Contribute	Planned/Alternative	Standard/Flexitime
1	Sunday	Sun With Dt	No	Planned	Standard
1	Monday	06:00-14:30 07:30-16:30	Yes	Planned	Standard
1	Tuesday	06:00-14:30 07:30-16:30	Yes	Alternative	Standard
1	Wednesday	06:00-14:30 07:30-16:30	Yes	Planned	Standard
1	Thursday	06:00-14:30 07:30-16:30	Yes	Alternative	Standard
1	Friday	06:00-14:30 07:30-16:30	Yes	Planned	Standard
1	Saturday	Sat With Dt	No	Planned	Standard

Buttons: Add, Edit, Delete, Find..., Refresh, Preview..., Copy..., Close

Record 5 of 7

# Access control...

timeware® access control brings you indispensable security, protecting that which is most important – your people and your property.

Simple to use but extremely effective, timeware® access is now installed at more than one thousand companies across the UK and West Africa. Designed to integrate seamlessly with timeware® personnel ensures that when a contractor completes a job or when an individual leaves employment, they will not be able to access your building.

timeware® access can be used to control 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.

**timeware® access – you decide who goes where and at what time!**



### BioEntry R2

- Ideal for fast throughput of staff.
- Perfect for indoor access control.
- Supports various proximity card formats.



### BioEntry W2

- Ideal for fast throughput of staff.
- Perfect for access control and assembly points.
- Ideal for all outdoor locations.
- IP67 rated.
- Supports various proximity card formats.



### BioEntry P2

- Ideal for fast throughput of staff.
- Perfect for indoor access control.
- Supports various proximity card formats.



### FaceStation F2

- Non-contact
- Mask detection
- IP65
- Perfect for attendance and access control.
- Supports various proximity card formats.



ID badge



Turnstile



Vehicle barrier



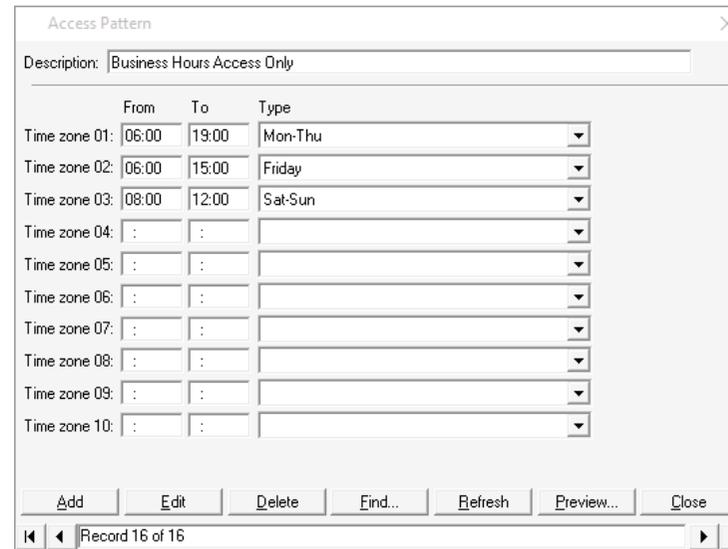
Full auditing is available.

### Management information:

- What time people left the site rather than the time they finished work.
- Who has attempted to access the site outside permitted hours.

### Security guard features:

- Keep track of your employees with real time monitoring.
- Alert feature on your To-do list will notify you immediately of failed entry attempts, doors that are ajar and doors that have been forced.
- Keep an archive of all door activity for future reference.
- Quick employee disable feature.



Door furniture



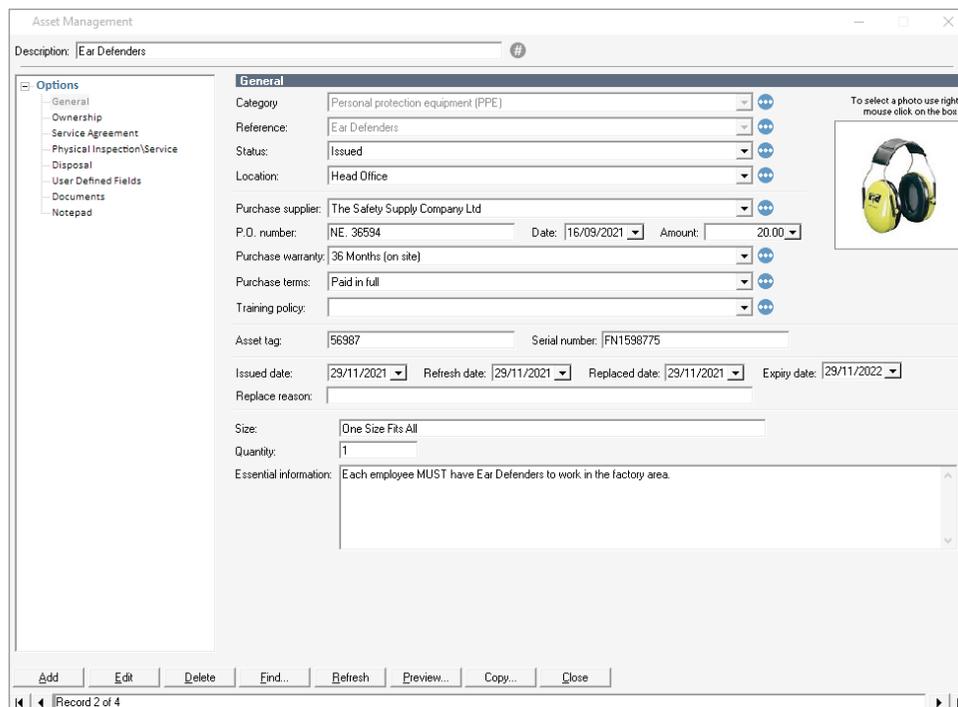
Office door

Date and Time	Employee ID	First Name	Last Name	Badge	Action	Description
24/04/2021 13:50:56					Door ajar	W2 Master Reader
24/04/2021 13:50:46					Door forced	W2 Master Reader
24/04/2021 12:29:28	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 12:26:17					Door ajar	W2 Master Reader
24/04/2021 12:26:07					Door forced	W2 Master Reader
24/04/2021 12:26:06	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 12:25:59	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 12:24:57					Door ajar	W2 Master Reader
24/04/2021 12:24:47					Door forced	W2 Master Reader
24/04/2021 12:24:46					Door forced	W2 Master Reader
24/04/2021 12:23:50					Door ajar	W2 Master Reader
24/04/2021 12:23:40					Door forced	W2 Master Reader
24/04/2021 11:48:27	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 11:48:13					Door ajar	W2 Master Reader
24/04/2021 11:48:01	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 11:34:51					Door ajar	W2 Master Reader
24/04/2021 11:28:36					Door ajar	W2 Master Reader
24/04/2021 11:14:35	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 11:12:14	1	Dave	Webb	10903612	Reader 2 access granted	W2 Master Reader
24/04/2021 10:35:45	1	Dave	Webb	10903612	Reader 2 access granted	W2 Master Reader
24/04/2021 10:31:34	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader

# Asset management...

The timeware® asset management module allows you to keep track of 'things of value' to your company. These things may be as diverse as work boots, laptops, mobile phones and fork-lift trucks!

Designed initially to provide a method of keeping track of personal protection equipment, the module rapidly expanded to include other items including mobile phones and IT equipment. The module is not just limited to personal items. It has been developed to include tangible assets such as company vehicles, fork-lift trucks and even items such as boilers and air-conditioning units. The module allows you to store maintenance records and even asset disposal information.



The screenshot shows the 'Asset Management' software interface. The title bar reads 'Asset Management'. The description is 'Ear Defenders'. The 'General' tab is active, showing the following details:

- Category: Personal protection equipment (PPE)
- Reference: Ear Defenders
- Status: Issued
- Location: Head Office
- Purchase supplier: The Safety Supply Company Ltd
- P.O. number: NE 36594
- Date: 16/09/2021
- Amount: 20.00
- Purchase warranty: 36 Months (on site)
- Purchase terms: Paid in full
- Training policy:
- Asset tag: 56987
- Serial number: FN1598775
- Issued date: 29/11/2021
- Refresh date: 29/11/2021
- Replaced date: 29/11/2021
- Expiry date: 29/11/2022
- Replace reason:
- Size: One Size Fits All
- Quantity: 1
- Essential information: Each employee MUST have Ear Defenders to work in the factory area.

The interface includes a sidebar with 'Options' (General, Ownership, Service Agreement, Physical Inspection/Service, Disposal, User Defined Fields, Documents, Notepad) and a bottom toolbar with buttons for Add, Edit, Delete, Find..., Refresh, Preview..., Copy..., and Close. The status bar at the bottom indicates 'Record 2 of 4'.

## Personnel Protection Equipment (PPE)

The timeware® asset management module includes a section for staff PPE. It is now possible to record the type of equipment issued to each employee along with key information such as date of issue, size, cost, supplier and expiration date. Managers can see an overview of PPE issued using a new dashboard and if an employee should leave, a list of 'assets' to be returned is available through a new option within the personnel module.



## Other system asset types include:

- Mobile phone
- IT equipment
- Vehicles





Asset 'Service Agreement' - (New)

**Details**

Agreement type: Undefined

Agreement status: On support

Period covered: Mon 15 Mar 2021 to Tue 15 Mar 2022

Auto renew:

Supplier: Toyota ForkLift Ltd

P.O. number: 150203/01 Purchase date: 15/03/2021 Purchase amount: 2200.00

**Contact (1):** Toyota ForkLift Ltd  
 Telephone: 03332 458 269  
 Email: forklift@toyota.co.uk

**Contact (2):**  
 Telephone:  
 Email:

Notes:

**Document**

Description	File Name	Date and Time Δ	File Size (MB)
Service Agreement	Service Agreement.docx	Mon 29 Nov 2021 11:42	0.12

Cancel Ok

Asset Management

Description: Forklift Truck (W-098/A/E-2)

**Options**

- General
- Ownership
- Service Agreement
- Physical Inspection/Service
- Disposal
- PPE Prerequisites
- User Defined Fields
- Documents
- Notepad
- Asset Controller
  - Asset Controller
  - Audit

**General**

Category: Machinery

Reference: Forklift Truck

Status: Issued

Location: Head Office

Purchase supplier: Toyota ForkLift Ltd

P.O. number: 150203/01 Date: 15/03/2021 Amount: 2200.00

Purchase warranty: 12 Months (on site)

Purchase terms: Paid in full

Training policy: Fork Lift Truck Policy

Asset tag: W982 Serial number: W-098/A/E-2

Issued date: 25/05/2021 Refresh date: 25/05/2021 Replaced date: 25/05/2021 Expiry date: 25/05/2022

Replace reason: Company Maintenance Policy

To select a photo use right mouse click on the box.

Add Edit Delete Find... Refresh Preview... Copy... Close

Record 3 of 5

# Job costing...

Monitoring costs on the shop floor has been made simpler with timeware's integrated job costing module.

Not only does timeware® allow costing by job, but it also gives you the flexibility of costing by department, individual employee and specific operation. By using the performance comparison reports, you can check on the effectiveness of your employees and highlight areas for improvement.

Logging job details couldn't be easier. An employee simply presses the clearly marked 'job start' or 'job stop' function buttons on the data collection terminal and follows a series of simple on screen requests such as 'Job code', or 'Operation code'. The touch-screen keypad may be used although an increasing number of businesses chose to use barcode scanners for increased efficiency.

The screenshot shows the 'Jobs' interface with the following details:

- Description: Dining Chair Model
- Code: 57858 (job code to be entered at terminal)
- Status: In progress
- Customer: The Furniture Company
- Product: Dining Chair Model
- Quantity: 12
- Planned start: 19/05/2021
- Actual start: 19/05/2021
- Target completion: 19/01/2022
- Delivery: 16/02/2022

Job Information		Tgt job cost	Tgt job time	Actual cost	Actual time
Created on: Mon 29 November 2021 13:24		1344.00	234:00	0.00	3:01
Started on: Mon 29 November 2021 13:24					
Updated on: Mon 22 November 2021 11:40					
Completed on: ??? ?? ???? ???? ??-??					

Job Information		Tgt prod cost	Tgt prod time
		112.00	19:30

Description	Operation Target					Operation Actual		
	Quantity	Unit cost	Unit time	Total cost	Total time	Quantity	Cost	Time
Chair Leg Shaping	1	21.00	0:30	21.00	0:30	1	0.00	0:39
Chair Seat	1	26.00	0:30	26.00	0:30	1	0.00	0:31
Back Rest Fitting	1	15.00	0:30	15.00	0:30	1	0.00	0:56
Chair Assembly	1	50.00	18:00	50.00	18:00	1	0.00	0:55

Notes: [Empty text area]

Buttons: Add, Edit, Delete, End..., Refresh, Preview..., Copy..., Close

Record 1 of 1

The data collected by the terminal is passed directly to the timeware® software making it instantly available for reports and enquiries. With clear identification for each job and operation, timeware® lets you drill down to the exact layer of information you need, making it easy to compare performance and address areas where productivity can be improved

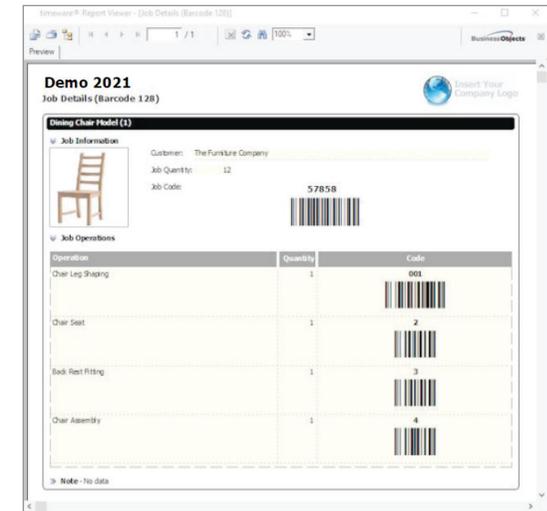
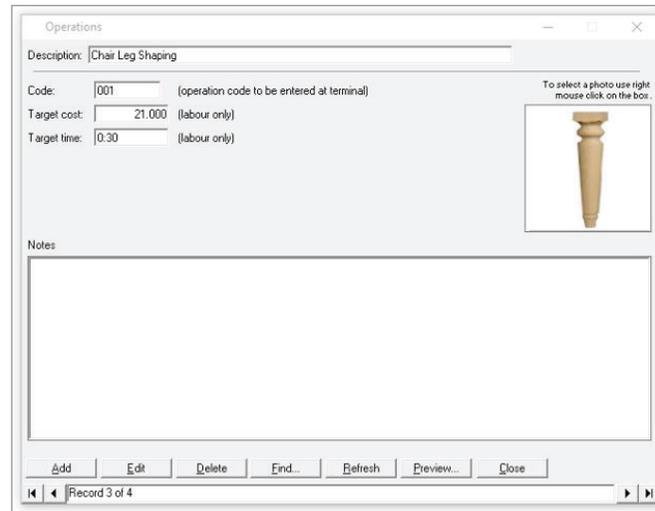
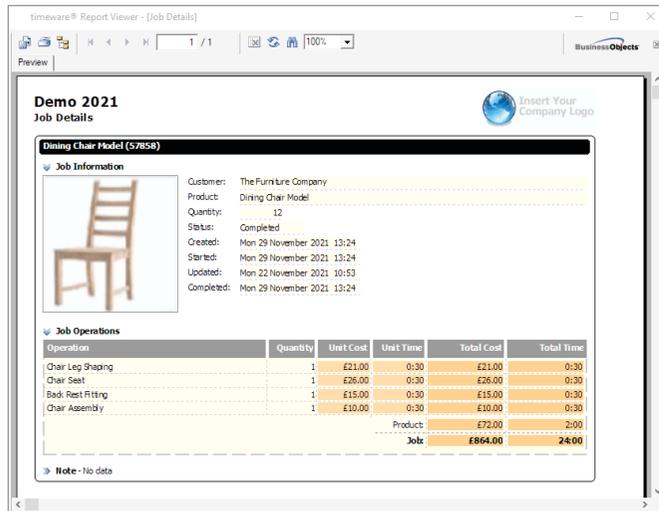
The timeware® terminals run bespoke scripts designed specifically around your business needs, ensuring that the solution provided is perfect for you.

The screenshot shows the 'Job Costing Adjustment' interface with the following data:

Filter Information		Actual	
Date range:	[Not filtered]	Cost	Time
Job:	[Not filtered]	0.00	3:01
Operation:	[Not filtered]		
Employee:	[Not filtered]		

Wk/Day	Date	Schedule	Employee	Start/Stop	Job	Operation	Quantity	Auto	Cost	Time
1 Wed	17/11/2021	09:00-17:00/60 All Hrs ...	Webb, Dave (1)	09:00 - 09:55	Dining Chair Model	Chair Assembly	1	No	0.00	0:55
1 Mon	22/11/2021	09:00-17:00/60 All Hrs ...	Webb, Dave (1)	08:00 - 08:31	Dining Chair Model	Chair Seat	1	No	0.00	0:31
1 Mon	22/11/2021	09:00-17:00/60 All Hrs ...	Webb, Dave (1)	08:00 - 08:39	Dining Chair Model	Chair Leg Shaping	1	No	0.00	0:39
1 Mon	22/11/2021	09:00-17:00/60 All Hrs ...	Webb, Dave (1)	08:00 - 08:56	Dining Chair Model	Back Rest Fitting	1	No	0.00	0:56



**Supported barcode types (external hand held scanner) include:**

- Interleaved 2 of 5
- EAN-13
- Code 2 of 5
- Code 93
- Code 11
- Code 128



Tokyo Terminal	
Attendance / Job Costing / Cost Centre Analysis / ESS	
Supports USB Barcode reader	
Suitable for Various locations	
Supports various proximity card formats.	

# Cost centre analysis...

Different rates of pay for different processes are no problem for timeware's new 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' module interface. The top bar displays 'Employee ID: 1', 'First name: Dave', and 'Last name: Webb'. The main area is titled 'Essential (General)' and contains various fields for employee information. A photo of Dave Webb is visible on the right. The left sidebar shows a navigation menu with categories like 'Essential', 'Miscellaneous', 'Employee Self Service', 'Mobile Worker', 'Vehicle', 'Health', 'Appraisal', and 'Working Time Regulations'. The bottom of the window has buttons for 'Add', 'Edit', 'Delete', 'Find...', 'Refresh', 'Preview...', 'Copy...', and 'Close'. The status bar at the bottom indicates 'Record 1 of 91'.

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.

A timeware® Implementation Specialist will help the customer to identify the preferred method and will then 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' module interface. The description is 'Manufacturing and Production'. Below the description is a table with columns for 'Cost Centre', 'Basic', 'x1.33', 'x1.50', 'x2.00', 'Holiday Hrs', 'Rate 06', 'Rate 07', 'Rate 08', 'Rate 09', 'Rate 10', 'Rate 11', and 'Rate 12'. The table contains data for 'Attendance', 'Manufacturing', 'Production', and 'Service Desk'. The bottom of the window has buttons for 'Add', 'Edit', 'Delete', 'Find...', 'Refresh', 'Preview...', 'Copy...', and 'Close'. The status bar at the bottom indicates 'Record 2 of 3'.

Cost Centre	Basic	x1.33	x1.50	x2.00	Holiday Hrs	Rate 06	Rate 07	Rate 08	Rate 09	Rate 10	Rate 11	Rate 12
Attendance	£9.44											
Manufacturing	£10.63	£11.69	£15.22									
Production	£11.58											
Service Desk												

**Select Cost Centre:**

- Bar Area
- Front of house
- Kitchen
- Restaurant

Selecting a cost centre



**Tokyo Terminal**

- Attendance / Job Costing / Cost Centre Analysis / ESS
- Suitable for Various locations
- Supports various proximity card formats.



Cost Centre Adjustment											
#	Filter Information										
	Date range: [Not filtered]									Actual	
	Cost centre: [Not filtered]									Cost	Time
	Employee: [Not filtered]									89.61	8:02
#	Wk/Day	Date	Schedule	Employee	Start/Stop	Cost Centre	Auto	Rate	Cost	Time	
#	1 Tue	19/05/2020	06:00-14:00/00	Webb, Dave (1)	05:59 - 10:00	Manufacturing	No	Basic	42.70	4:01	
#	1 Tue	19/05/2020	06:00-14:00/00	Webb, Dave (1)	10:00 - 14:01	Production	No	Basic	46.91	4:01	

# Fire alarm roll call / Assembly point...

Did you know that your fire monitoring system can be connected to your timeware® workforce management solution to produce an accurate roll-call report in the event of an emergency?

An increasing number of businesses have introduced this simple feature to ensure the health and safety of their employees.

The way this feature works is very simple: the roll-call facility within timeware® gathers information from different sources – from attendance terminals, from access terminals, from assembly points and from the ESS. This information is processed continuously to ensure that the roll-call list is kept permanently up-to-date. Using this roll-call list allows timeware® to produce roll-call reports on demand as required.

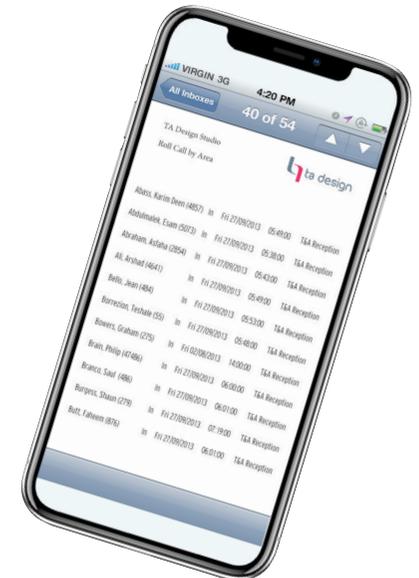
In the event of the company fire alarm being activated, the timeware® alarm monitor will instantly instruct the software to automatically send a roll-call report to either a network printer or to a number of pre-set email addresses. The fire alarm roll call service will continue to monitor alarm signals and will never require resetting.



company fire alarm system



t9-1610 fire monitor device



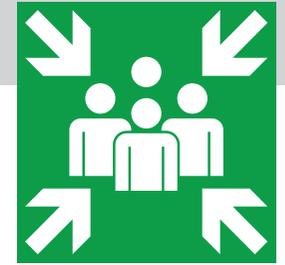
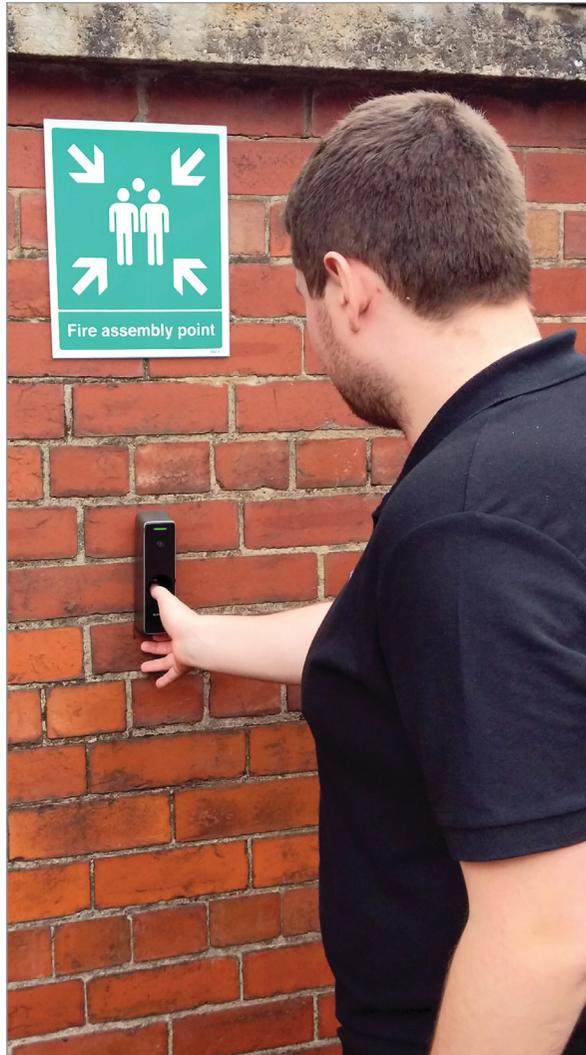
roll call report sent to iphone

Designed to compliment the fire alarm monitor, assembly point terminals can provide an effective method of recording who has safely vacated the building in the event of a fire.

By positioning Suprema BioEntry W2s in external safe-zones, staff simply present their id badge or finger to prove that they have reached the safe area. The attendance display panel (ADP), will instantly list the staff in the safe zones with a real-time update providing an accurate view of staff remaining outside these area.

Alternatively, assembly point terminals can be used to prove that an individual has reached a particular area, for example: someone has arrived for work, is in the building for roll call purposes, but has not yet 'booked' for attendance.

The Suprema BioEntry W2 supports up to 25,000 employees, providing an accurate solution for even the largest companies.



BioEntry W2
Ideal for fast throughput of staff.
Perfect for access control and assembly points.
Ideal for all outdoor locations.
IP67 rated.
Supports various proximity card formats.

# ADP (attendance display panel)...

Do you need to quickly find out whether members of staff have left the building?

Utilise timeware's real-time, roll-call engine to identify departmental manager's attendance status by quickly viewing the timeware® ADP feature.

If you need a real-time, on-screen reference of who is in work and when they arrived, look no further than the enhanced ADP feature.

## **ADP (Attendance Display Panel)**

Now an integral part of timeware® and utilising its tried & tested roll-call technology, the ADP provides Managers with a fast and efficient method of confirming exactly which employees are currently on-site.

We've also added a 'return-to-work' indicator that can be used as a message reminder when a selected individual books back in.

## **Single and multi-site support**

The timeware® ADP can run on both local and remote networks. This means that the booking made by someone in Newcastle can be seen in real-time by a receptionist, (on a centralised system), in a completely different part of the country.

Who's in, who's out?



Old style manual attendance display panel suitable for small, single office environment.



Attendance Display Panel

Display range(s): [Select...](#)

Reader Direction  $\Delta$

Notify on return	Employee ID	Payroll	Known As	Badge	First Name $\Delta$	Last Name $\Delta$	Date and
[none] (74 items)							
In (6 items)							
No	3	3	Birchall,Simon	10598544	Simon	Birchall	Tue 19/06
No	58	58	Booth,Ali	0	Ali	Booth	Tue 19/06
No	5	5	Broadhurst,Liz	10588745	Liz	Broadhurst	Tue 19/06
No	2	2	Coope,Michael	98562145	Michael	Coope	Fri 08/06
No	4	4	Wilkinson,Matt	10522187	Matt	Wilkinson	Tue 19/06
No	6	6	Zelem,George	6	George	Zelem	Tue 19/06
Out (11 items)							
No	8	8	Briggs,Phillip	8	Phillip	Briggs	Fri 21/06
No	20	20	Gibbons,Ronald	20	Ronald	Gibbons	Fri 21/06
No	19	19	Joy,Mary	19	Mary	Joy	Fri 21/06
No	14	14	Kennerdy,William	14	William	Kennerdy	Sat 04/06
No	17	17	Nicholson,Tulisa	17	Tulisa	Nicholson	Mon 24/06
No	12	12	Oldham,Thomas	12	Thomas	Oldham	Mon 24/06
No	16	16	Page,Denise	16	Denise	Page	Mon 24/06
No	13	13	Price,Geroge	13	Geroge	Price	Tue 25/06
No	11	11	Shaw,Hannah	11	Hannah	Shaw	Fri 21/06
No	18	18	Silva,Piere	18	Piere	Silva	Tue 25/06
No	7	7	Wilkinson,Lesley	7	Lesley	Wilkinson	Mon 24/06

Attendance Display Panel

Display range(s): [Select...](#)

Reader Direction  $\Delta$

Notify on return	Employee ID	Payroll	Known As	Badge	First Name $\Delta$	Last Name $\Delta$	Date and
[none] (73 items)							
In (7 items)							
No	3	3	Birchall,Simon	10598544	Simon	Birchall	Tue 19/06
No	58	58	Booth,Ali	0	Ali	Booth	Tue 19/06
No	5	5	Broadhurst,Liz	10588745	Liz	Broadhurst	Tue 19/06
No	2	2	Coope,Michael	98562145	Michael	Coope	Fri 08/06
No	1	1	Webb,Dave	10698345	Dave	Webb	Tue 19/06
No	4	4	Wilkinson,Matt	10522187	Matt	Wilkinson	Tue 19/06
No	6	6	Zelem,George	6	George	Zelem	Tue 19/06
Out (11 items)							
No	8	8	Briggs,Phillip	8	Phillip	Briggs	Fri 21/06
No	20	20	Gibbons,Ronald	20	Ronald	Gibbons	Fri 21/06
No	19	19	Joy,Mary	19	Mary	Joy	Fri 21/06
No	14	14	Kennerdy,William	14	William	Kennerdy	Sat 04/06
No	17	17	Nicholson,Tulisa	17	Tulisa	Nicholson	Mon 24/06
No	12	12	Oldham,Thomas	12	Thomas	Oldham	Mon 24/06
No	16	16	Page,Denise	16	Denise	Page	Mon 24/06
No	13	13	Price,Geroge	13	Geroge	Price	Tue 25/06
No	11	11	Shaw,Hannah	11	Hannah	Shaw	Fri 21/06
No	18	18	Silva,Piere	18	Piere	Silva	Tue 25/06
No	7	7	Wilkinson,Lesley	7	Lesley	Wilkinson	Mon 24/06

Notify on Return - 'Kennerdy, William (14)'

Please enter any notes regarding this notification:

Arrange a meeting with William, to discuss absenteeism and time-keeping.

**+ Notify on return...**

Kennerdy, William (14)  $\blacktriangleright$

Print preview...

Print

Stop automatic refresh

Refresh

- Collapse all

+ Expand all

Reset grid

timeware's scalable automated attendance display panel suitable for any size of business with any number of employees at multiple locations around the world.

# Reports and exports...

The ability to provide each client with a unique, customisable solution makes the timeware® workforce management system the obvious choice.

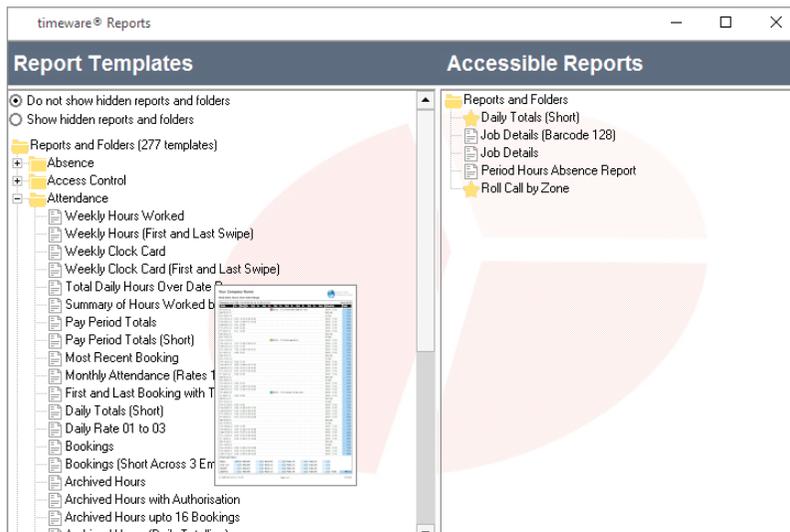
timeware's® major strength is its customisation ability -there are no other products in the same market sector that offer such a high level of personalisation.

The timeware® report module provides over 160 clear and concise user editable reports, forms and graphs as standard. The timeware® export module provides an easy way to pass raw timeware® data to an external application such as Microsoft Excel for further data mining or to simply develop an ad-hoc report.

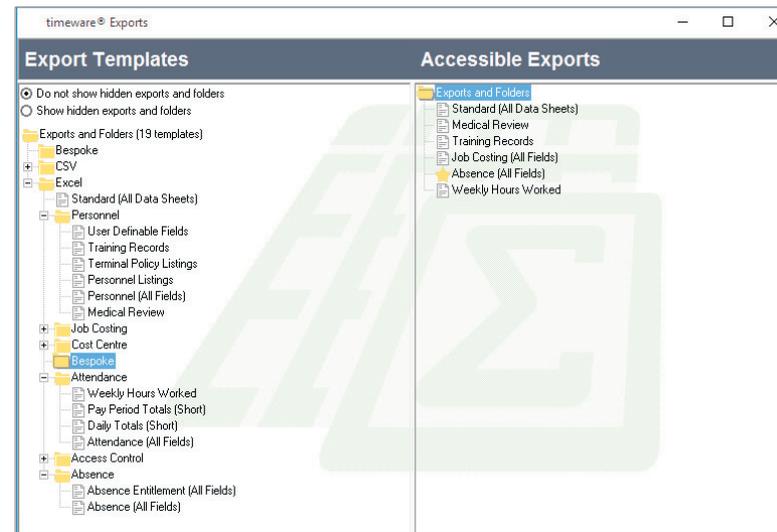
timeware® customisation points appear throughout the package and along with the timeware® SmartBooking® technology provide the development team the facility to create unique solutions. For further information about timeware® customisation, please contact the timeware® team to arrange an appointment.

**Superb reports & graphs available through Business Objects and Excel...**

**SAP BusinessObjects**



Over 160 pre-defined reports tried and tested by the timeware® community



A variety of exports designed to work with Microsoft Excel



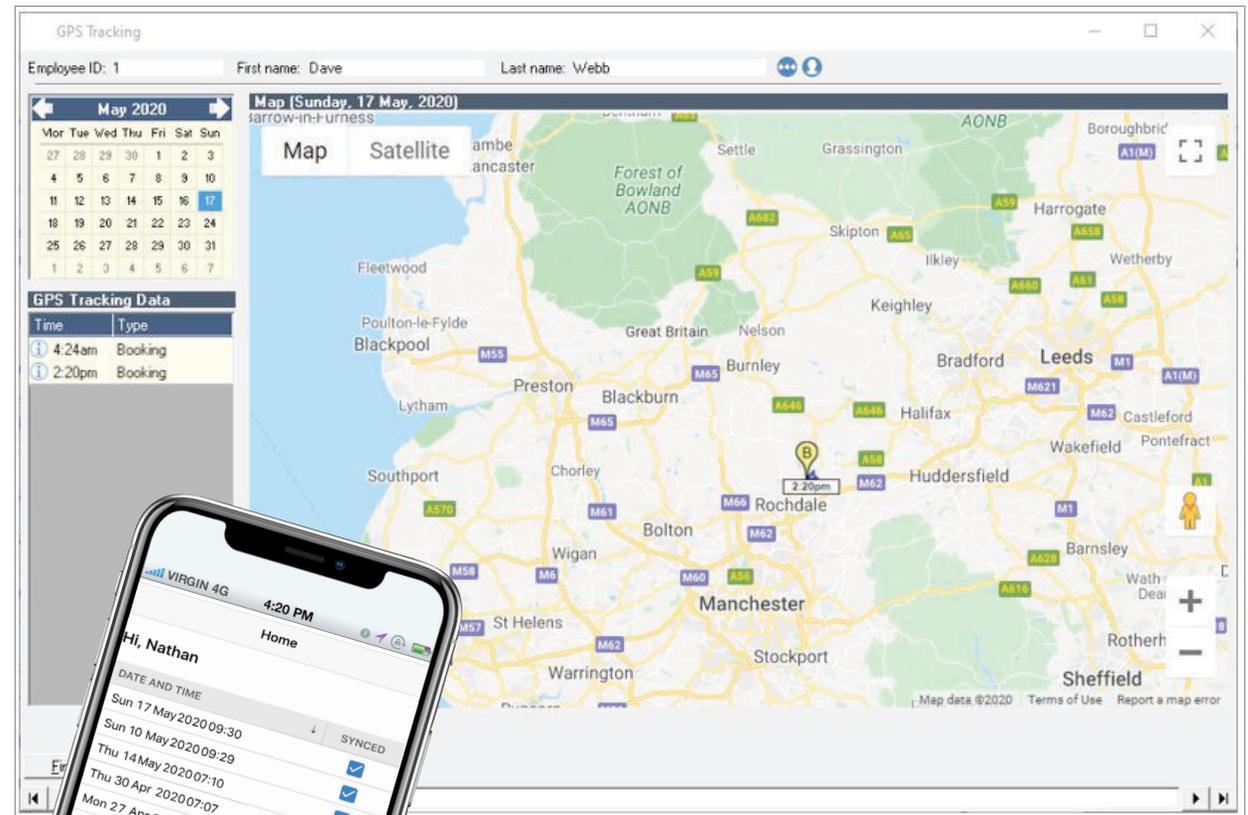
# ESS Go (optional)...

timeware® Professional provides an extremely effective method of tracking remote workers by utilising mobile based technology.

Employees can download an app directly from the iOS app store or Android play store. Once the mobile feature is enabled, employees are able to make bookings via their mobile device, with all data being stored in the Microsoft Azure Cloud. The host timeware® system then access the cloud at regular intervals to download the booking data.

## Booking location

The ESS Go feature within timeware® Professional enables a manager to check an individual's location where his attendance booking was made. Utilising a mobile devices GPS signal, it tracks exactly where in the employee 'clocked in' and displays them on a map interface within the software. All the locations are stored within the timeware® database so you can reference them in the future. With a low-cost extremely competitive yearly maintenance charge, the timeware® mobile worker module is sure to provide an affordable solution for businesses looking for effective ways to monitor attendance of remote workers.



Attendance Adjustment Bookings, edit in progress...

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

Date selected: Wed 24 Nov 2021

# Actuals for '06:00-14:00/00' \*\* Contribute \*\*

Slot	Terminal	From Date	From Time	Terminal	To Date	To Time
Slot 1	Shop Floor	Wed 24/11/2021	06:00	Employee Self Se...	Wed 24/11/2021	14:00

[Add another set of bookings...](#)  
 Override daily schedule...     Employee has manually ended this schedule.  
[GPS Tracking...](#)     Remove from adjustment anomaly list.

Rates		Costs	
Slot	Amount	Slot	Amount
Basic	8:00		<a href="#">Override...</a>

[Override...](#)

Static Registers					
Slot	Reason	Authorisation	Authorised By	Amount	Overridden
x1.33?	None	Awaiting decision		0:00	No...
x1.50?	None	Awaiting decision		0:00	No...
x2.00	None	Awaiting decision		0:00	No...

Original Bookings			Actual Bookings After Calculation			
Slot	Terminal	Date	Time	Time	Type	Flag(s)
Slot 1		Wed 24/11/2021	06:00	06:00	Paid	
Slot 2		"	14:00	14:00	Paid	Manual Entry

Authorisation

Memo:

Authorised by:

Authorisation status:  Awaiting decision     Finalised  
 Approved     Declined

[Update](#)

# To-do list & Dashboards...

Two slick methods of presenting key company data in customisable formats.

No more searching for important information. The To-do list and Dashboard features gather and present important data in an easy to read format. Standard To-do lists and dashboards 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 whilst dashboards provide managers with KPI's without the need for timeware® being installed on their PC.

**'To-do' List**

- Attendance Adjustments**
  - [3] Outstanding missed bookings that require attention
  - [58] Outstanding unauthorised absences that require attention
  - [6] Full day absences have been worked that may require attention
  - [1] Outstanding bookings that require finalisation
- People Missing from Active Daily Schedules**
  - 09:00-17:00/60 All Hrs Std (9:00am - 5:00pm on Mon 29 November 2021)**
    - [1] Broadhurst, Liz (5)
  - 08:00-16:30/30 (8:00am - 4:30pm on Mon 29 November 2021)**
    - [1] Rogan, Phillip (8)
    - [1] Cooper, Hannah (2)
    - [1] Gibbons, Ronald (20)
    - [1] Jov, Merv (19)
    - [1] Nicholson, Tullia (17)
    - [1] Oldham, Thomas (12)
    - [1] Page, Denise (16)
    - [1] Wilkinson, Matt (4)
    - [1] Zelem, George (6)
  - 06:00-14:00/00 (6:00am - 2:00pm on Mon 29 November 2021)**
    - [1] Coope, Michael (2)
    - [1] Webb, Dave (1)
- Static Registers**
  - [5] Awaiting decision) x1.33?

**Working Time Regulations**

**Infringements by date/type**

**Infringements by employee/type/date**

Employee	Infringements...
> Alan Contr...	3
> Daniel Ba...	22
> Desmond...	1
> Eamon D...	1
> Elizabeth ...	1
> Graham ...	2
> Jan Smyth	1
> Peter Mo...	8
Grand Total	39

**Infringements by type**

**Maximum weekly working time (recent infringements)**

Employee ID	First Name	Last Name	From Date	To Date	Worked	Maximum Allowed	+/-
218	Daniel	Barry	25/04/2020	15/05/2020	5.67	4.00	+41.67%
218	Daniel	Barry	26/04/2020	16/05/2020	5.67	4.00	+41.67%
218	Daniel	Barry	27/04/2020	17/05/2020	5.67	4.00	+41.67%
218	Daniel	Barry	28/04/2020	18/05/2020	5.67	4.00	+41.67%
218	Daniel	Barry	28/04/2020	18/05/2020	4.25	4.00	+6.25%
218	Daniel	Barry	07/05/2020	18/05/2020	4.25	4.00	+6.25%
218	Daniel	Barry	09/05/2020	18/05/2020	5.67	4.00	+41.67%



# Payroll (optional)...

timeware® provides an authorised, integrated multi-company Payroll integration option that eliminates the need for third party 'payroll linking software'.

timeware® are an official Sage development partner and as such, we are able to provide an approved integration to your Sage payroll software

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!

Finally, once the timeware® Payroll integration has transferred the hours worked to the company payroll, the agenda item changes and highlights the date and time of the successful Payroll integration.

timeware® have integrated with many of the major UK payroll providers in the UK. For more information about system integration, contact timeware® today!

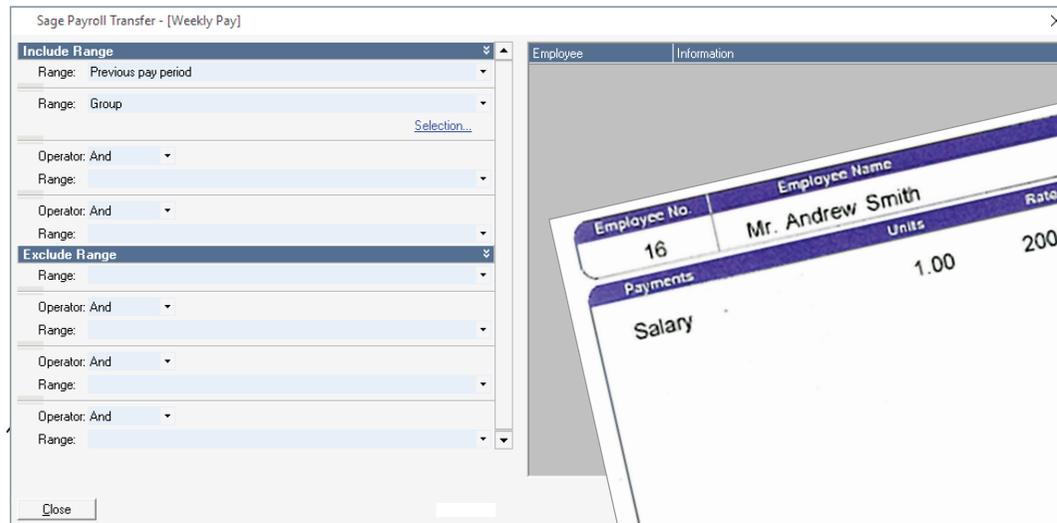
The screenshot shows the 'timeware® Professional 2021' application window. The main area displays a 'To-do' List with a yellow checkmark icon and a clock icon. The list is organized into sections: 'Attendance Adjustments' and 'People Missing from Active Daily Schedules'. Under 'Attendance Adjustments', there are four items: (3) Outstanding missed bookings that require attention, (28) Outstanding unauthorised absences that require attention, (6) Full day absences have been worked that may require attention, and (1) Outstanding bookings that require finalisation. Under 'People Missing from Active Daily Schedules', there are three time slots for Monday 29 November 2021: 09:00-17:00/60 All Hrs Std (9:00am - 5:00pm), 08:00-16:30/30 (8:00am - 4:30pm), and 06:00-14:00/00 (6:00am - 2:00pm). Each time slot lists several names with their respective counts in parentheses.

The screenshot shows the 'User To-do List Policy - (Amend)' dialog box. The 'Description' field is set to 'Standard Client'. The 'Payroll (Reminder)' section is expanded, showing a checkbox for 'Add payroll reminder to the to-do list?' which is checked. The 'Interval type' is set to 'Monthly'. The 'Calendar date' is set to '1st'. The 'Week day' is set to 'Monday'. The 'Time' is set to '24 (hours)'. The 'Enter the number of hours to be notified in advance:' field is empty.

Once this feature has been configured, the process of passing data from timeware® to your payroll is as easy as 1, 2, 3!

1. Ensure all line-managers have approved their staff overtime.
2. Click File, then Payroll, and select the correct company.
3. Press the 'Transfer' button!

Within seconds, the timeware® data is passed to your payroll, eliminating all human data entry errors - it really is that easy!



Employee No.	Employee Name	Units	Rate	Amount	Process Date	National Insurance Number
16	Mr. Andrew Smith	1.00	2000.0000	2000.00	01/05/2020	
<b>Payments</b>					<b>Deductions</b>	
Salary					PAYE Tax	299.20
					National Insurance	169.84
					Pension	48.00
<b>Remaining:</b> 14.0					<b>Year To Date</b>	
Holidays: Taken: 6.0		Total Gross Pay		2000.00	16000.00	
Andrew Smith		Gross for Tax		2000.00	16000.00	
		Earnings for NI		1997.00	2394.60	
		Tax paid TD			15976.00	
		National Insurance TD			1358.72	
		Pension TD (Inc AVC)			48.00	

Payroll transfer automation

3 -

# ESS at the terminal...

Accessed through a timeware® Tokyo terminal, the capacity and scope of the facility is second to none.

## timeware® ESS – empowering your employees

The following ESS functions are available as standard the Tokyo terminal:

### Absence management

**Holiday entitlement request** – individuals can check their holiday entitlement including number of holidays taken, holiday requests pending approval and remaining days.

**Absence leave request** – Individuals can request leave up to three years in advance. These requests are posted directly to the individual's manager's timeware® agenda for approval.

**Absence leave cancellation** – Individuals can request cancellation of previously approved leave.

### Attendance

**View my scheduled rota** – individuals can now check what daily schedules they are planned to work, up to 31 days in advance.

**Hours worked summary** – individuals can select a previous period and check their hours worked at basic plus other overtime rates. Individual booking times can also be displayed.

### General

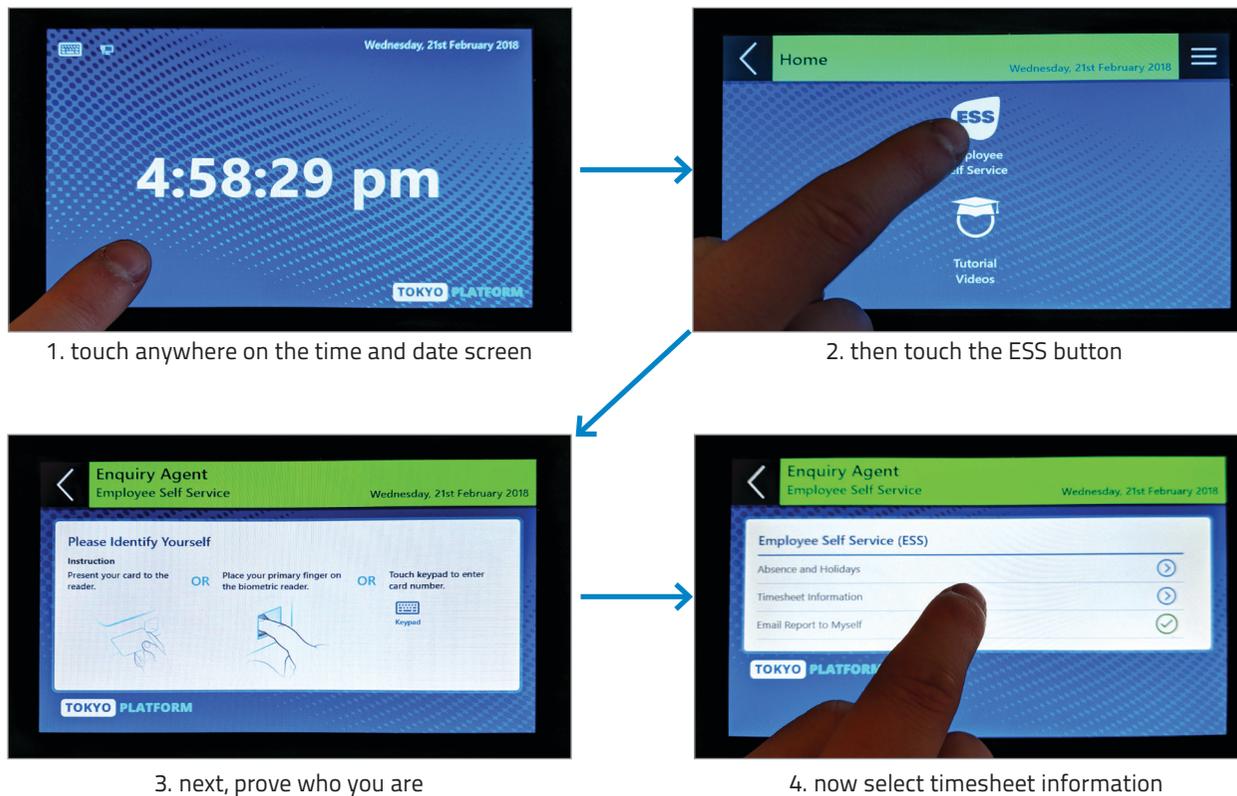
**Email-me!** – This popular facility will instantly send an email to the individual's personal email address containing, rota, hours worked and absence management information.



Tokyo Terminal
Attendance / Job Costing / Cost Centre Analysis / ESS
Suitable for Various locations
Supports various proximity card formats.

By creating an interactive framework that shares intelligence between the hardware, firmware and software, the ESS facility is not only able to act as a portal enabling access to key information, it now offers the ability for individuals to initiate requests and to confirm questions from terminal.

timeware's highly developed scripting language is now flexible enough to enable leave requests to be made from the terminal, messages to be sent to individuals, confirmation of message reads to be sent back to management and it is even possible to create integration links to third party system so information from different sources appears seamlessly at one point.



# ESS at the computer, tablet and mobile phone...

Accessed via a web browser on PCs, tablets and mobile phones make the ESS available to even more of your workforce.

## timeware<sup>®</sup> ESS – empowering your employees

As the workplace becomes increasingly diverse, it is not always practical for employees to 'book' at a conventional, wall mounted terminal. In these types of situations, timeware<sup>®</sup> ESS can be used to provide an extensive range of functions accessible from both your company intranet or directly from the internet.

Registered to Demo 2021 | Welcome Dave Webb | Log Out

Monday, 22 November 2021

Essential information | Next of kin | Training | Achievements | Documents | Record Accident

### Absence Management

Holiday Entitlement (01 Jan 2021 to 31 Dec 2021)

11 (Holiday remaining), 6 (Holiday booked), 3 (Holiday taken)

### Attendance

Pay Period (Mon, 29 Nov 21 to Sun, 05 Dec 21)

Daily Hours: Mon 29 (16), Tue 30 (16)

Rate of Pay: 16

Submit a booking, Submit multiple bookings, View your timesheet, View your rota

Registered to Demo 2021 | Welcome Dave Webb | Log Out

Monday, 22 November 2021

Essential information | Next of kin | Training | Achievements | Documents | Record Accident

### View Your Attendance Timesheet

Pay period: Mon, 22 Nov 2021 to Sun, 28 Nov 2021

Date	Schedule	Bookings(s)	Ab
Mon, 22 Nov 2021	06:00-14:00/00	Mon 22/11 05:56 - Mon 22/11 14:00	
Tue, 23 Nov 2021	06:00-14:00/00	Tue 23/11 06:04 - Tue 23/11 14:00	
Wed, 24 Nov 2021	06:00-14:00/00	Wed 24/11 06:00 - Wed 24/11 14:00	
Thu, 25 Nov 2021	06:00-14:00/00	???? - ????	Holiday P
Fri, 26 Nov 2021	06:00-14:00/00	Fri 26/11 05:54 - Fri 26/11 14:00	
Sat, 27 Nov 2021	Saturday Overtime	???? - ????	
Sun, 28 Nov 2021	Sunday Overtime	???? - ????	

Pay Period Totals : (Mon, 22 Nov 2021 to Sun, 28 Nov 2021)

### Bookings Awaiting Calculation

No data to display

### About me

- Display address and next of kin details
- Display employee's training matrix
- Display employment appraisal and achievement information
- View company documents

### Absence management

- Graphical display of holidays booked, holidays taken and holidays remaining on login screen
- Facility for staff to check their own entitlement and remaining holiday balance
- Ability to check who else in their department has booked time-off before requesting their own time-off

### Attendance

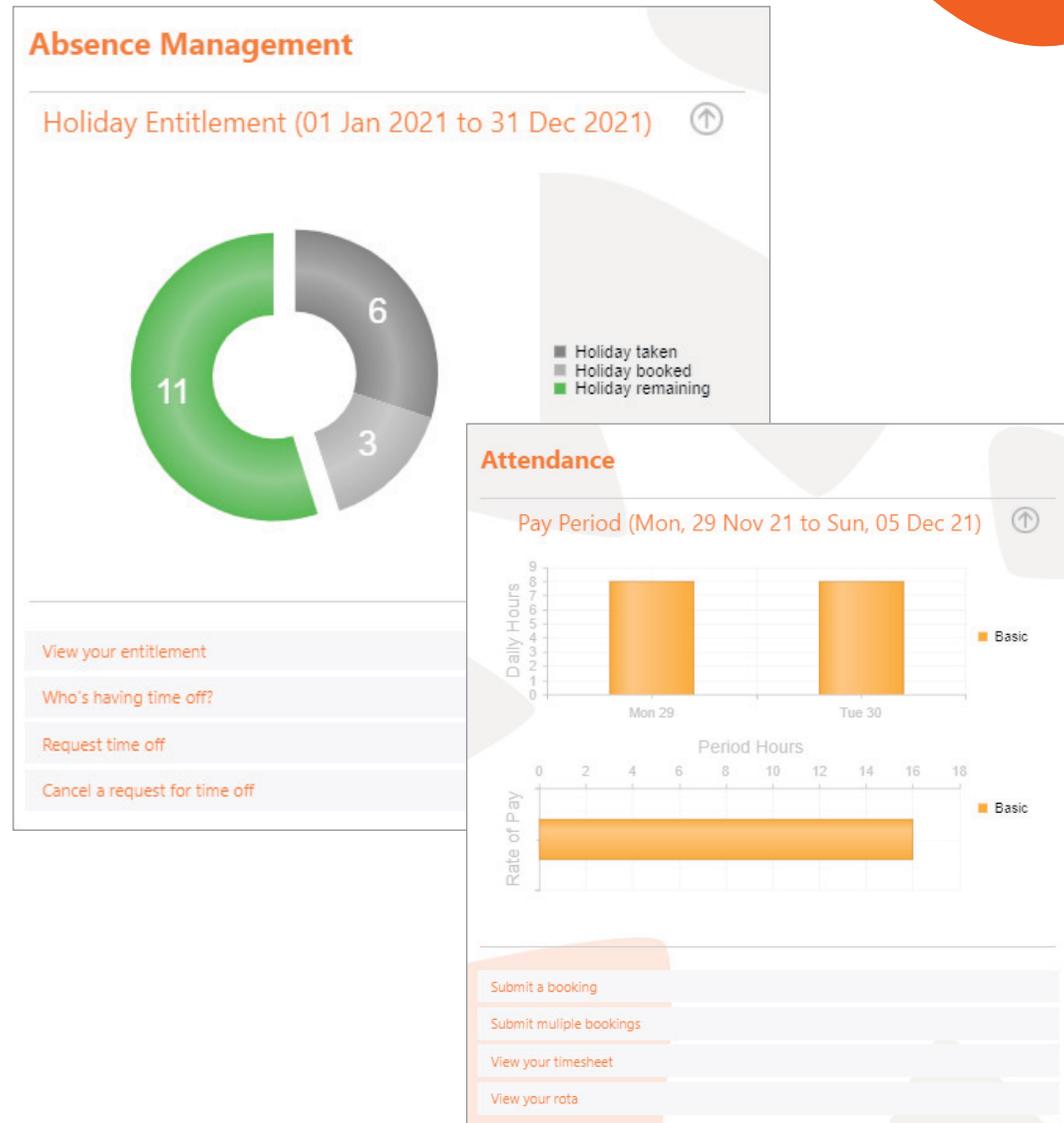
- GPS location stored at the point of booking
- Graphical display of basic and overtime hours worked for each day this week
- Adding a booking in real-time or retrospectively
- Facility to check work rotas

### Job costing

- Adding a booking in real-time or retrospectively
- Facility to view timesheet

### Cost centre analysis

- Adding a booking in real-time or retrospectively
- Facility to view timesheet



# TWC (timeware® web client)...

Managers can now access key timeware® features when away from their desks.

TWC is a dedicated web browser interface, accessed online from any mobile, tablet or desktop. TWC provides managers with permission based, secure access to key timeware® features including:

## General

- ADP (Attendance Display Panel) for a range of staff
- View staff rota

## Personnel

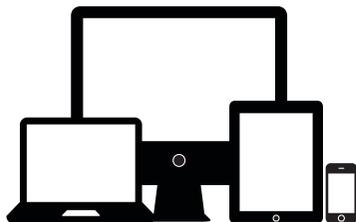
- View personnel records including training matrix

## Absence Management (for selected staff members)

- Authorise or decline bookings
- Submit new booking
- Amend existing booking
- View entitlement

## Attendance (for selected staff members)

- Authorise or decline bookings
- Submit new booking
- View timesheet



Registered to Demo 2021 | Welcome Admin 1 [ Log Out ] | Monday, 22 November 2021

**TWC timeware® web client**

- General**
  - To-do list
  - ADP (Attendance Display Panel)
  - View rota
- Personnel**
  - View details
  - Training
  - Achievements
- Absence Management**
  - Authorise or decline bookings
  - Submit new booking
  - Amend existing booking
  - View entitlement
  - Who's having time off?
- Attendance**
  - Anomalies list
  - Authorise or decline bookings
  - Submit new booking
  - Amend existing booking
  - View timesheet
- Job Costing**
  - Anomalies list
  - Authorise or decline bookings
  - Submit new booking
  - Amend existing booking
  - View timesheet
- Cost Centering**
  - Anomalies list
  - Authorise or decline bookings
  - Submit new booking
  - Amend existing booking
  - View timesheet

Back

### Attendance Display Panel

Drag a column header here to group by that column

Employee ID	First Name	Last Name	Badge	Person Status	Department	Sub Dept	Location	Category	Bookings	Zone	Reader
Information	Fri, 26 Nov 21 17:32		Name Broadhurst, Liz (5)	Badge	Person Status Employee	Groupings A & B Manufacturing, General Office, Finance, Monthly, Simon Birchall,					
Information	Fri, 26 Nov 21 17:36		Name Gibbons, Ronald (20)	Badge	Person Status Employee	Groupings A & B Manufacturing, Fitting, Engineering Manager, Hourly Paid,					
Information	Fri, 26 Nov 21 18:06		Name Joy, Mary (19)	Badge	Person Status Employee	Groupings A & B Manufacturing, Casting, Engineer, Hourly Paid,					
Information	Fri, 26 Nov 21 17:06		Name Nicholson, Tulisa (17)	Badge	Person Status Employee	Groupings A & B Manufacturing, General Office, Operations Director, Hourly Paid,					
Information	Fri, 26 Nov 21 17:14		Name Page, Denise (16)	Badge	Person Status Employee	Groupings A & B Manufacturing, General Office, Finance, Hourly Paid,					



Registered to Demo 2021 | Welcome Admin 1 | [ Log Out ]

**Monday, 22 November 2021**

### Who's Having Time Off

Filter : None

November – December, 2021

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
November 21	22	23	24	25	26	27
			Li'e Broadhurst			
			Michael Coope	Dave Webb		
28	29	30	December 1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
			Geroge Price			
			Philip Briggs			
			Philip Briggs			
					Hannah Shaw	
					Hannah Shaw	
					William Kennerly	
19	20	21	22	23	24	25
						Hannah Shaw
						Simon I
						William Kennerly

Registered to Demo 2021 | Welcome Admin 1 | [ Log Out ]

**Monday, 22 November 2021**

### Personnel Details

**Webb, Dave**  
Employee ID: 1  
Status: Employee

#### Essential

**General**

Date started: Sat, 31 Oct 2009  
 Badge: 10698345  
 Known as: Webb, Dave  
 Employment status: Employee  
 Absence entitlement policy: 06:00-14:00;14:00-22:00;22:00-06:00  
 Period schedule: 06:00-14:00;14:00-22:00;22:00-06:00  
 Terminal policy: Admin Employee (All Office Access 24/7)

**Groupings**

Department: A & B Manufacturing  
 Sub Dept: Steel Prep  
 Location: Supervisor  
 Category: Hourly Paid

#### Miscellaneous

**Personal**

Title: Mr  
 Middle name: John  
 Date of birth: Fri, 17 May 1974  
 Gender: Male  
 Marital status: Married  
 Ethnic origin: White British  
 Religion: Christian  
 Nationality: British  
 NI. Code: JA0102038  
 Passport number: 15698524  
 Visa number: 897

Registered to Demo 2021 | Welcome Admin 1 | [ Log Out ]

**Monday, 22 November 2021**

### View Absence Entitlement

**Webb, Dave**  
Employee ID: 1  
Status: Employee

**Entitlement period:**  
Friday, January 1, 2021 to Friday, December 31, 2021

**Entitlement Summary (Friday, January 1, 2021 to Friday, December 31, 2021)**

Category	Entitlement	Taken	Booked	Remaining
Holiday (days)	20	6	3	11
Sickness (days)	0	10	0	-10
Medical (days)	0	0	0	0
Authorised (days)	0	6	2	-8
Unauthorised (days)	0	0	0	0
Compassionate (days)	0	0	0	0
Maternity/ Paternity (days)	0	0	0	0
Business Absence (days)	0	0	0	0
Educational / Training (days)	0	0	0	0
Time in Lieu (days)	0	0	0	0

**Absences (Friday, January 1, 2021 to Friday, December 31, 2021)**

From	To	Taken / Planned	Absence	Authorisation	Cancellation
Fri, 01 January 2021	Fri, 01 January 2021	1 (days)	Bank Holiday (Paid)	Approved (Unknown)	
Mon, 15 February 2021	Fri, 19 February 2021	5 (days)	Holiday Full Day	Approved (Admin)	
Mon, 01 March 2021	Mon, 01 March 2021	1 (days)	Sickness Full Day (Unpaid)	Approved (Admin)	
Fri, 02 April 2021	Fri, 02 April 2021	1 (days)	Bank Holiday (Paid)	Approved (Unknown)	
Mon, 05 April 2021	Mon, 05 April 2021	1 (days)	Bank Holiday (Paid)	Approved (Unknown)	
Tue, 13 April 2021	Fri, 16 April 2021	4 (days)	Sickness Full Day (Unpaid)	Approved (Admin)	

Employee Note  
Company Note (Private)

Registered to Demo 2021 | Welcome Admin 1 | [ Log Out ]

**Monday, 22 November 2021**

### View Absence Entitlement

**Webb, Dave**  
Employee ID: 1  
Status: Employee

**Entitlement period:**  
Friday, January 1, 2021 to Friday, December 31, 2021

**Entitlement Summary (Friday, January 1, 2021 to Friday, December 31, 2021)**

Category	Entitlement	Taken	Booked	Remaining
Holiday (days)	20	6	3	11
Sickness (days)	0	10	0	-10
Medical (days)	0	0	0	0
Authorised (days)	0	6	2	-8
Unauthorised (days)	0	0	0	0
Compassionate (days)	0	0	0	0

# General Data Protection Regulation (GDPR)...



GDPR has arrived and it 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 a timeware® workforce management system?

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

2. 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.

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 timeware® will never 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, the TWC and the ESS 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)...



A Working Time Indicator feature was incorporated into timeware® 5 in the late 1990's and has remained part of the application throughout the product's development over the past twenty one years.

## 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, unlike other EU Member states, 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.

# Genetec integration...

An option to integrate with the world's leading security system reinforces timeware's position as an enterprise class workforce management solution...

Genetec is a world class provider of IP-based security solutions. From CCTV, physical access control through to vehicle barrier control and ANPR, Genetec can provide resilient, connected solutions for every market sector.

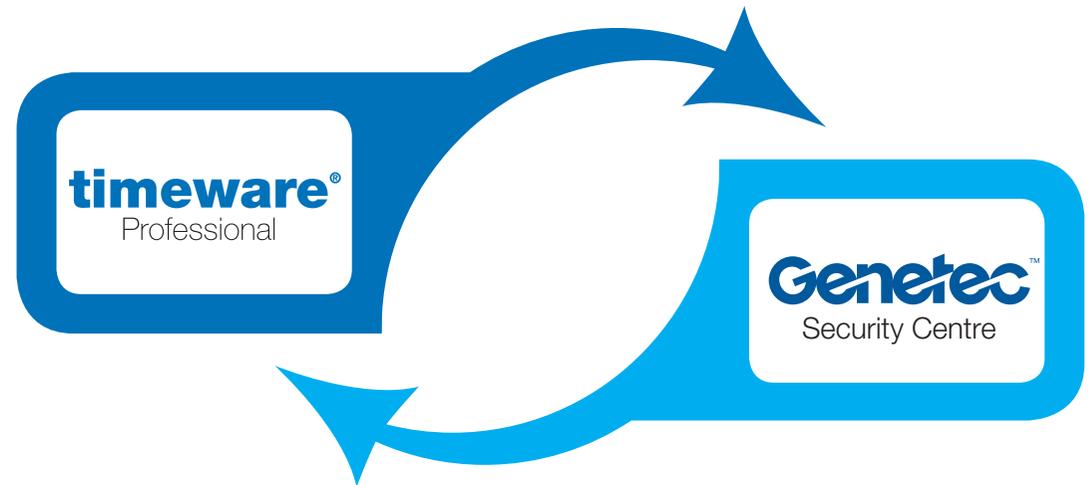
timeware® is an official Genetec technology partner and has developed an integration that sits seamlessly between timeware® Professional and the Genetec Security Centre. This integration eliminates 'duplicate entry' and allows employees and some basic credentials created in timeware® to be passed directly to Genetec. Employee attendance booking data collected by the Genetec system is passed through to timeware® and processed to create hours worked information. Similarly, employee access data collected by the Genetec system may be passed back to timeware® and may be viewed alongside the hours worked data in the timeware® adjustment screen.

Proximity, biometric or barcode readers? The integration is 'hardware agnostic' which means that it will work with data captured by any technology connected to the Genetec system.

Introduce the timeware® - Genetec integration to reduce time and reduce stress.

**Part code: GSC-1SDKTIMEWARE-TWPro**

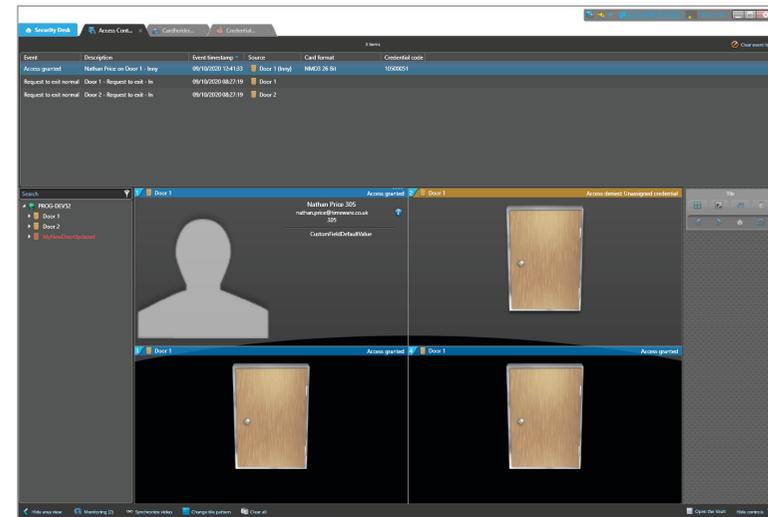
Employees and agency staff and basic credentials created in timeware® are passed to Genetec Security Centre.



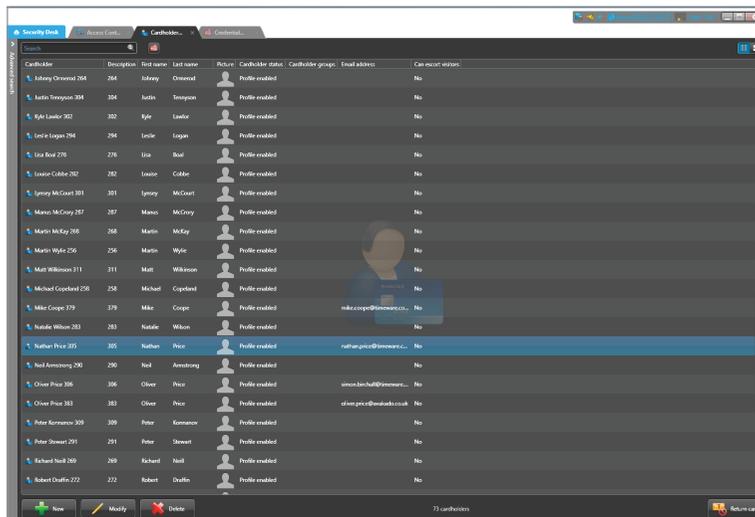
Employee and agency staff attendance and access events collected by the Genetec Security Centre are passed back to timeware®.



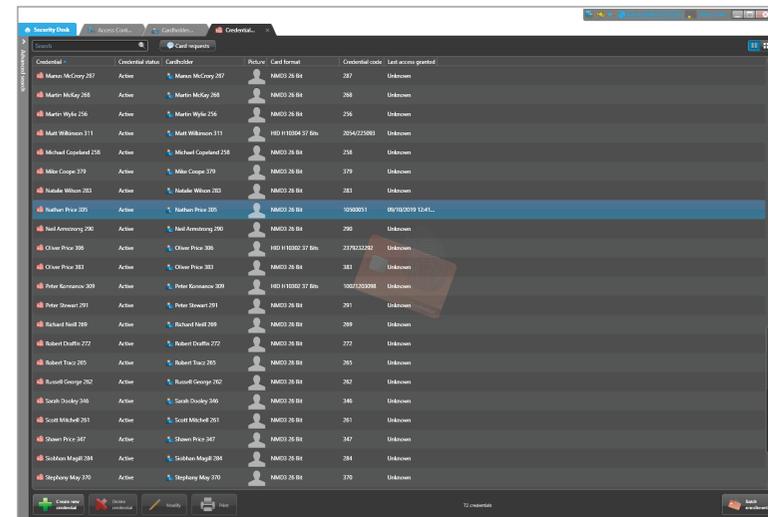
Genetec Security Centre.



Access door events.



Card holders.



Credentials.

# timeware® Customer Care...

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

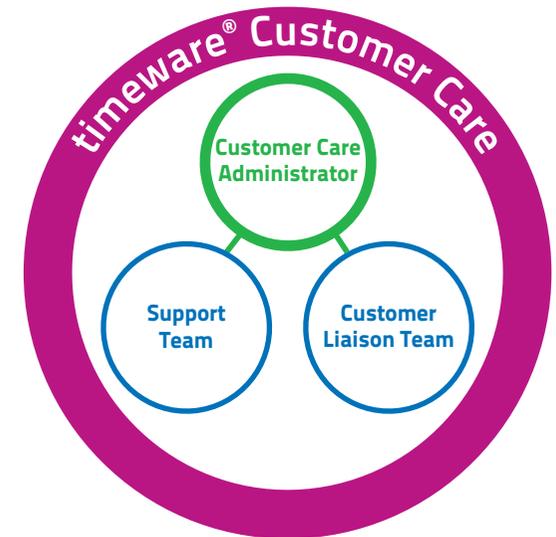
Once your timeware® system has been configured and your staff have been trained by the implementation team, there will be a hand-over to Customer Care. For the first few weeks, a member of the Liaison Team will contact your timeware® Administrator on a daily basis to check that everything is working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

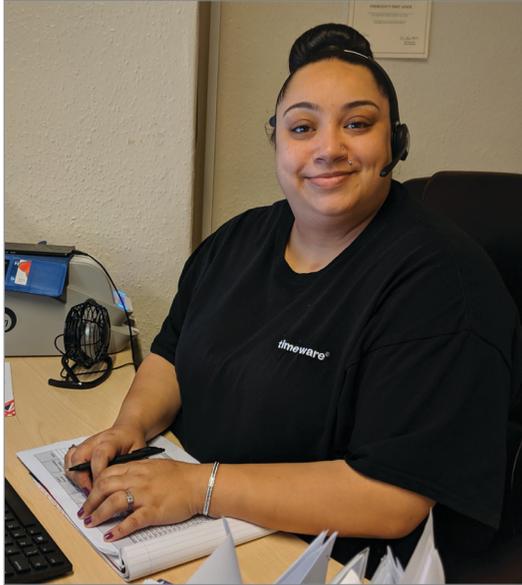
We put great value on the after sales care offered by timeware®. We are aware that poor support will sour a business relationship very quickly, no matter how good the product.

timeware® Customer Care incorporates two important teams, the Technical Support Team and Customer Liaison Team. Both teams are managed by the Customer Care Administrator who is ultimately responsible for the smooth running of the department.

The Technical Support Team consists of two team leaders and a minimum of five Support Technicians that have been trained to resolve support calls in a timely manner. As part of your Managed Service, members of the Technical Support Team will visit your site on an annual basis to upgrade your timeware® system. Authorised staff members can contact the Support Team by email, by phone or by accessing our on-line fault logging system which is available 365 days per year.

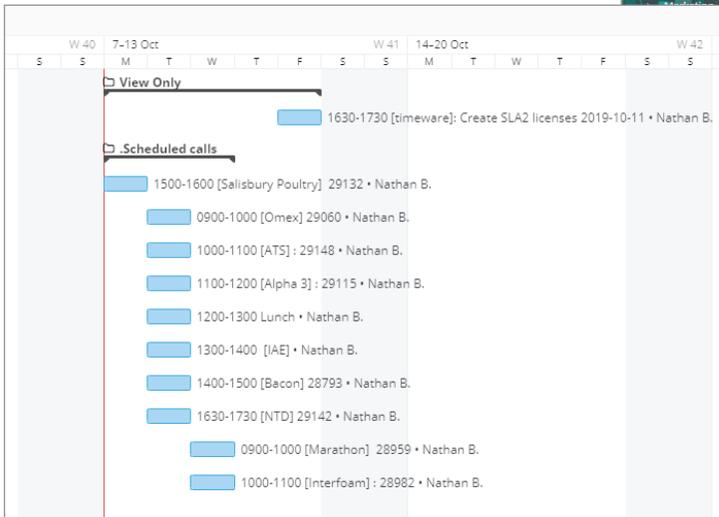
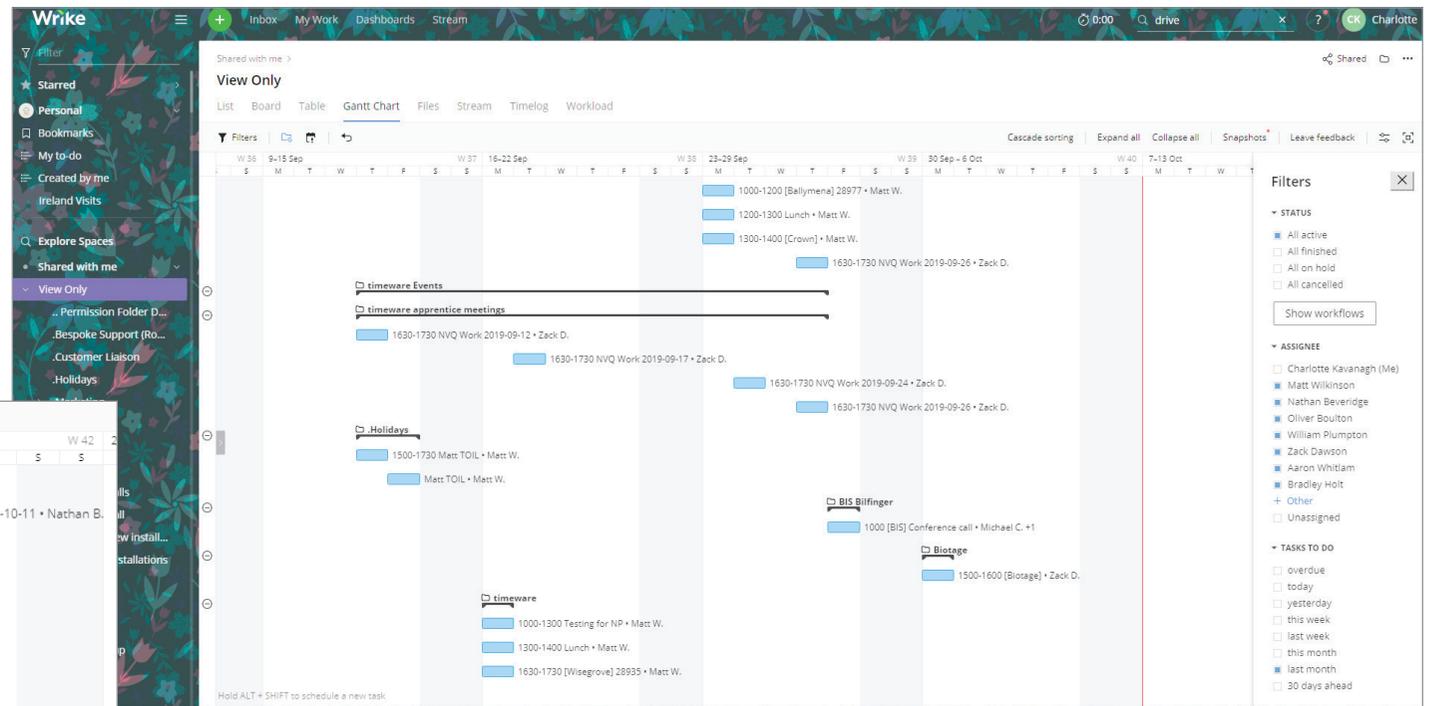
The Customer Liaison Team is responsible for ensuring that timeware® keeps your system running in an acceptable manner. The Liaison Team are non-technical but are instrumental in the planning of annual upgrades and on-site visits. Their duties include ensuring that timeware® meets GDPR guidelines, co-ordinating roadshows and overseeing the editing of timeware's quarterly magazine timelines.





**Charlotte Kavanagh**  
Customer Care Administrator

Charlotte is the lead administrator in timeware® Customer Care and manages a team of eight staff. Charlotte has held several roles throughout her five years service at timeware® and now reports directly to the Management Team ensuring that the high standards required of her teams are met at all times.



WRIKE project planning software

Hourly support slots allocated to each support team member

# timeware® Support Team...

The Support Team take on the responsibility of administering your timeware® system 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® user 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 will receive your own timeware® Support Technician who is on standby to assist you with any issues you may have along with setting up features you require. 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 excluding Bank holidays.
- A complete Managed Service where timeware® make any change requests within an agreed time frame.
- An annual 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.

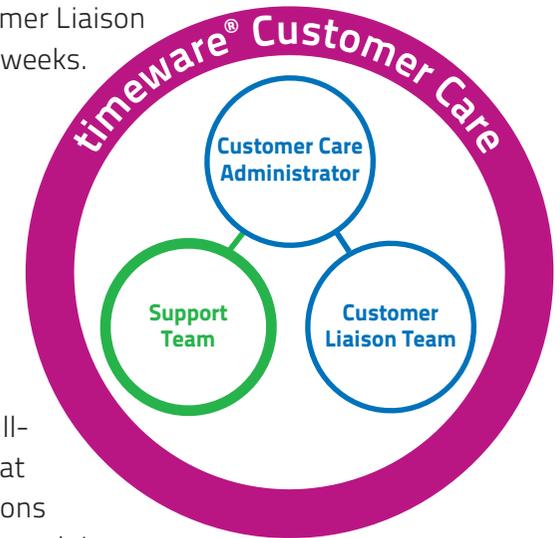
- A courtesy call from the Customer Liaison Team approximately every six weeks.
- Complimentary subscription to the timeware® community magazine, 'timelines', for each staff member on your approved contacts list.

## How will the timeware® Support Team help?

Within Customer Care we have a full-time, 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 web-based helpdesk service.

When addressing an incident, 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 have also worked in the Development Team 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, the registered 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



**Nathan Beveridge**  
Support Team Leader (Team 1)



**Matt Wilkinson**  
Support Team Leader (Team 2)

Both team leaders have over 5 years Support experience and have been instrumental in the development of the Support department during this time. The Support Team handle around 35 scheduled calls each day and are responsible for upgrading all timeware® customers annually to the latest software version. Each team leader also attends Managed Service Liaison meetings at the customer site and is responsible for the training and development of their Support Team members.

#### Example response times

When a change request or a support call is received, we allocate the next time slot so for example an email or call logged at 9:22am would receive a call back at 10am.

If we are responding to a change request, we may need the customer to gather further information for us. This would mean that we would agree on a time slot later that day, or if late in the day, early the next morning.

# timeware® Customer Liaison Team...

The Liaison Team ensure you are getting the most out of your timeware® investment...



## **Karl Briggs** **Customer Liaison Officer**

The skills Karl gained over 16 years at Virgin Trains culminating in his role as a service manager have been key in the development of his role within timeware®.

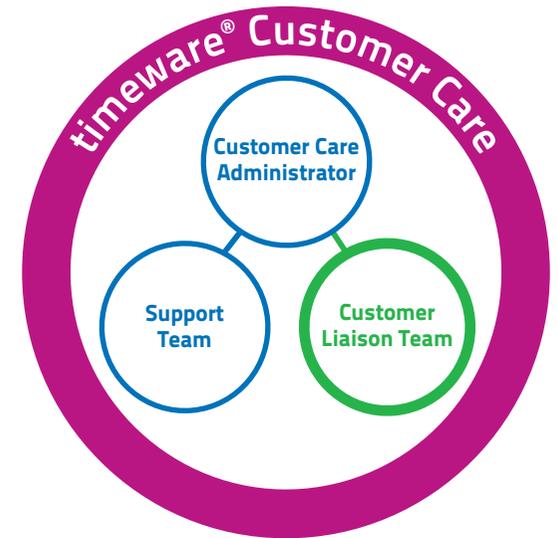
The Customer Liaison Team have four main areas of responsibility: Customer Care calls, the organising of both annual system upgrades and Managed Service Liaison meetings and the distribution of the quarterly timelines magazine.

### **Customer care calls**

A designated timeware® Administrator at each customer 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.

### **Annual software upgrades**

Every customer is allocated an upgrade month and visited each 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.

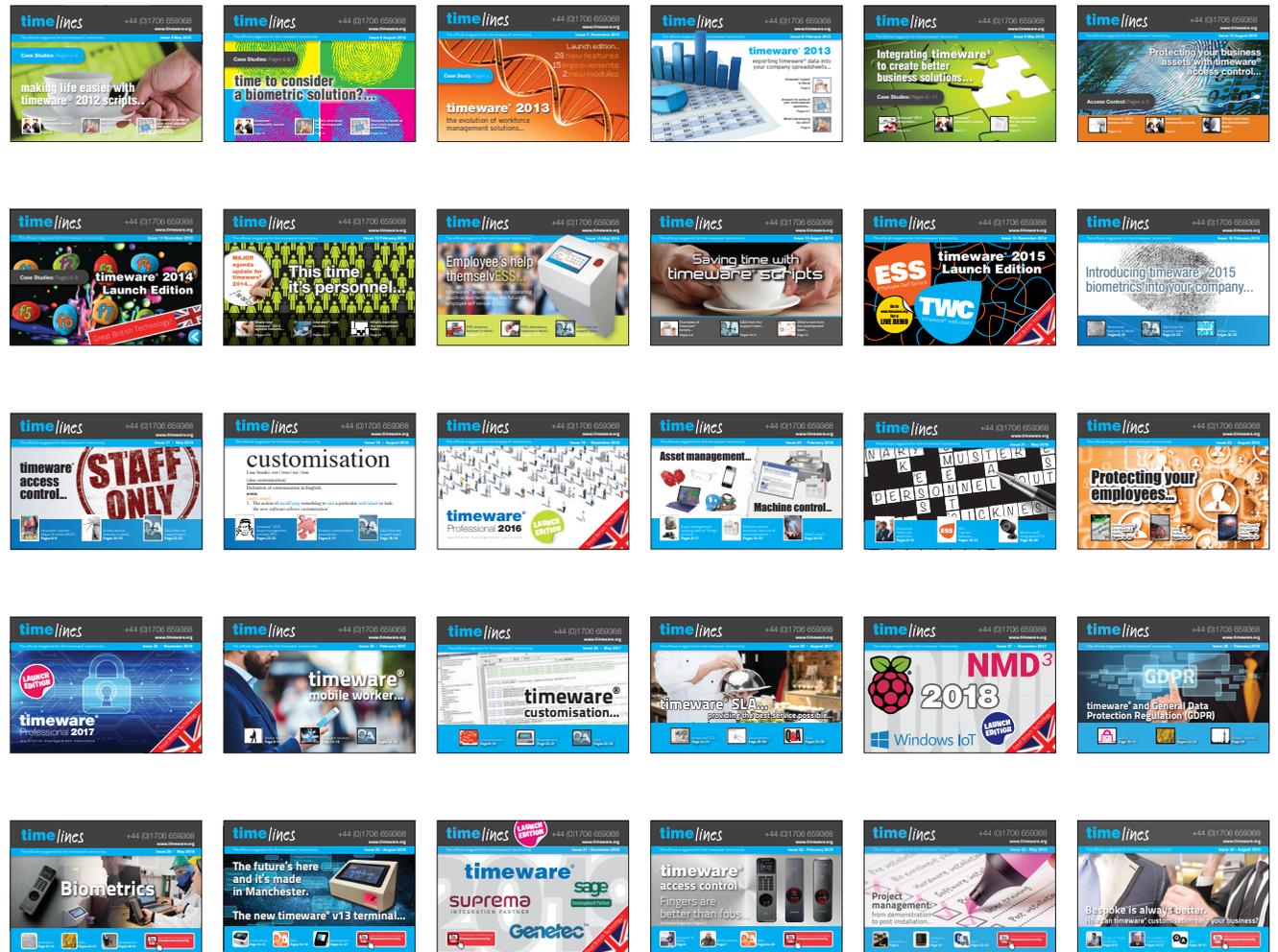


## Managed service liaison meetings

These meetings give timeware® Administrators an opportunity to meet with Support Staff to discuss system performance with the aim of eliminating bottlenecks. They also provide an opportunity to discuss future development plans. The number of Managed Service meetings is dependent on the system size and complexity.

## timelines magazine

The Customer Liaison Team also oversee the distribution of timelines, timeware's quarterly magazine. The magazine is sent out to all approved contacts keeping them up-to-date with the latest developments and future development plans.



# timeware® project management...

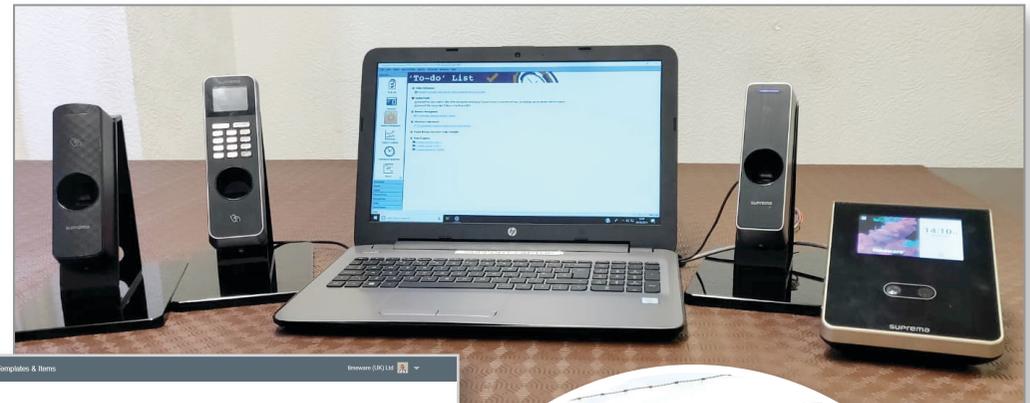
timeware® project management ensures your system installation is completed on time with minimum disruption...



Liz Broadhurst



Mike Coope



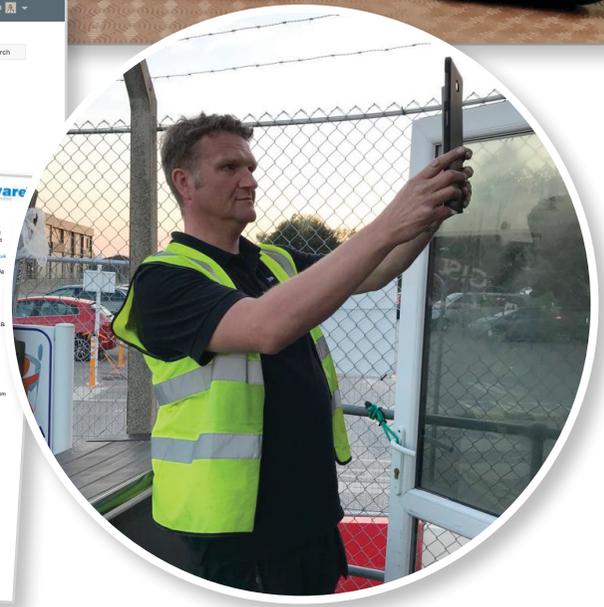
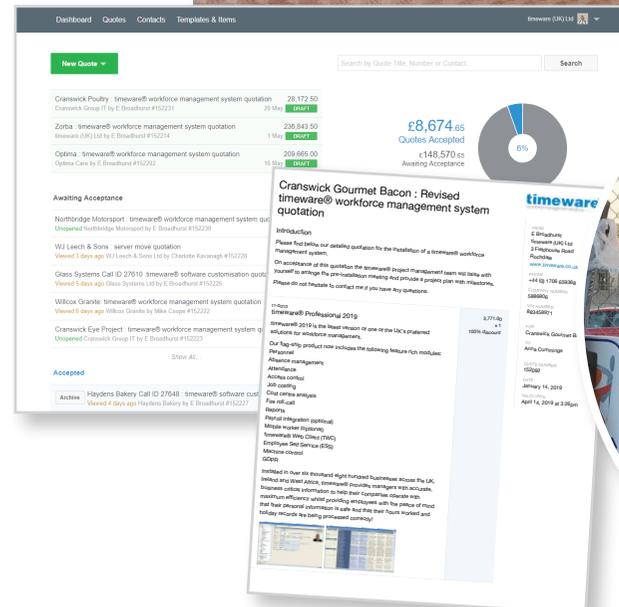
## Project management: Pre order phase

**Step 1:** Demonstration...

**Step 2:** Customisation meeting...

**Step 3:** Site survey...

**Step 4:** Quotation...



**Project management:** Post order phase

Co-ordinating the project...

**Step 5:** Pre installation meeting...

**Step 6:** Software installation...

**Step 7:** Bio enrolment...

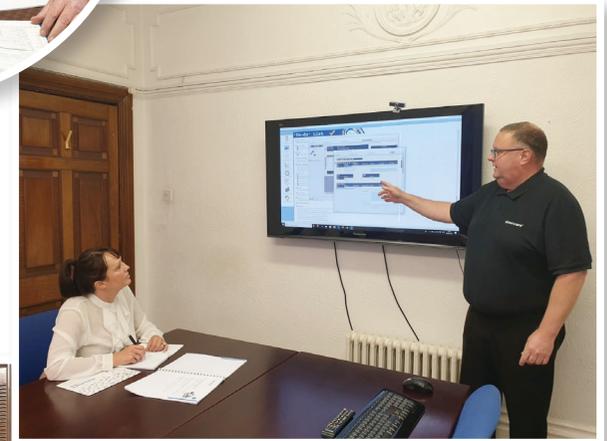
**Step 8:** Hardware installation...

**Step 9:** Project build...

**Step 10:** Project commissioning...

**Step 11:** User training...

**Step 12:** Post installation meeting...





# timeware®

Professional **2021**  
workforce management software

## Head office

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