timeware®

workforce management software

2023

Integrates with

suprema BIOMETRICS

Software modules include:

Attendance, Absence Management, Personnel, Access Control, Job Costing, Cost Centre Analysis, Fire Alarm Roll Call/Assembly Point, ADP (Attendance Display Panel), Dashboards and Reports, To-do List, ESS on your browser, GDPR & Working Time Regulations, ESS GO (licenced) & Payroll (licenced).

Introduction

timeware® is recognised as one of the UK's leading developers of Workforce Management software.

With more than 7,500 installations across the UK, Ireland and West Africa, the timeware® name is synonymous with long-term reliability, enhanced functionality and continuous innovation.

timeware® comprises of professional Workforce Management specialists, based in the UK with over 33 years' experience in developing and implementing customised Time and Attendance software.

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

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

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

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

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

Simon Birchall
Managing Director
timeware® (UK) Ltd

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> "Integration and customisation are our USP..."

Current timeware® customers include:

NMD³ acknowledges any logos and/or trademarks used within this document

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Overview...

timeware® Workforce Management Software

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

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

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

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

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

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

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

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

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

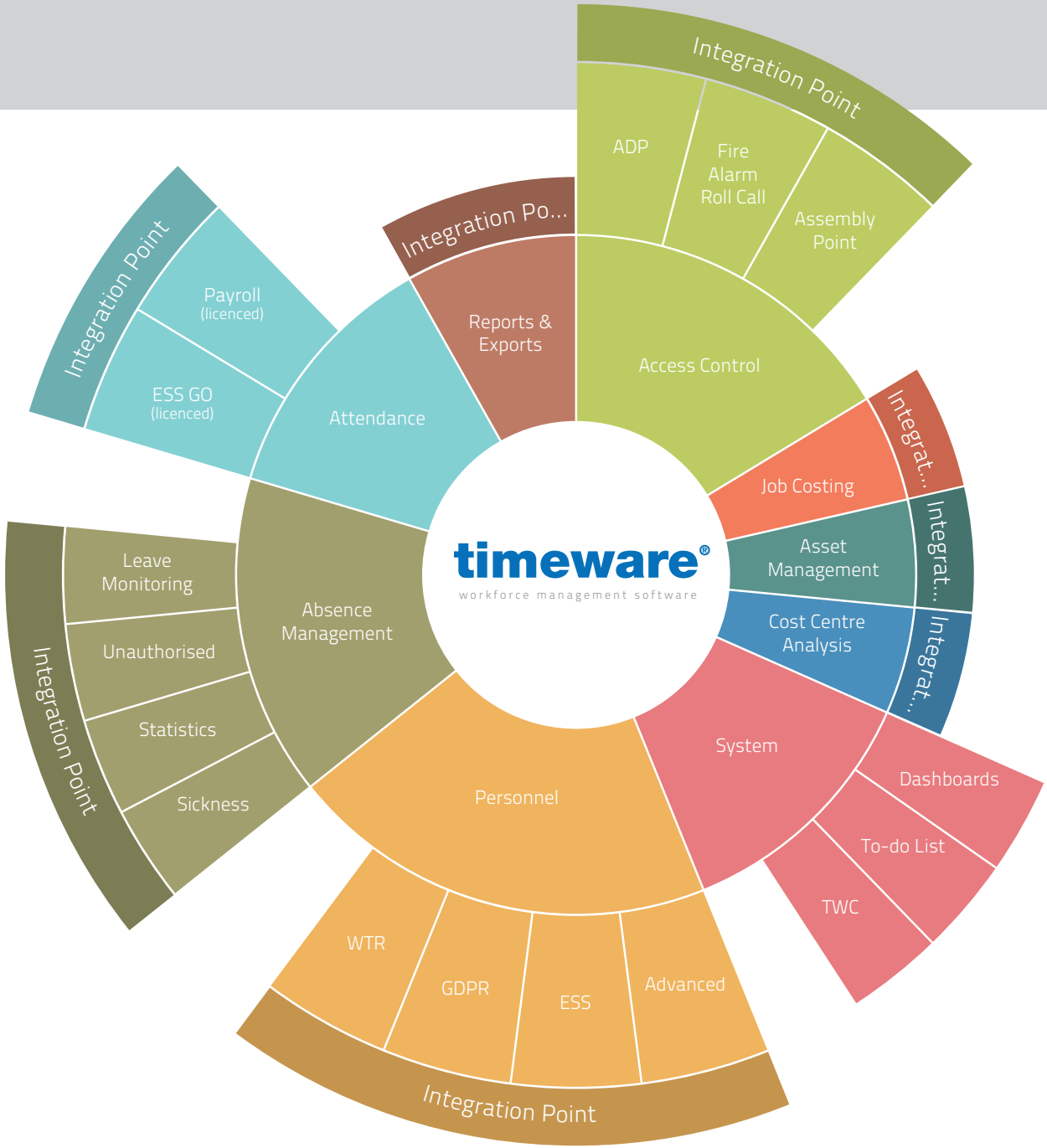
timeware® UK Ltd is an approved Suprema Integration Partner and can provide solutions including proximity, fingerprint and face recognition solutions.

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

Time to take control...

timeware®

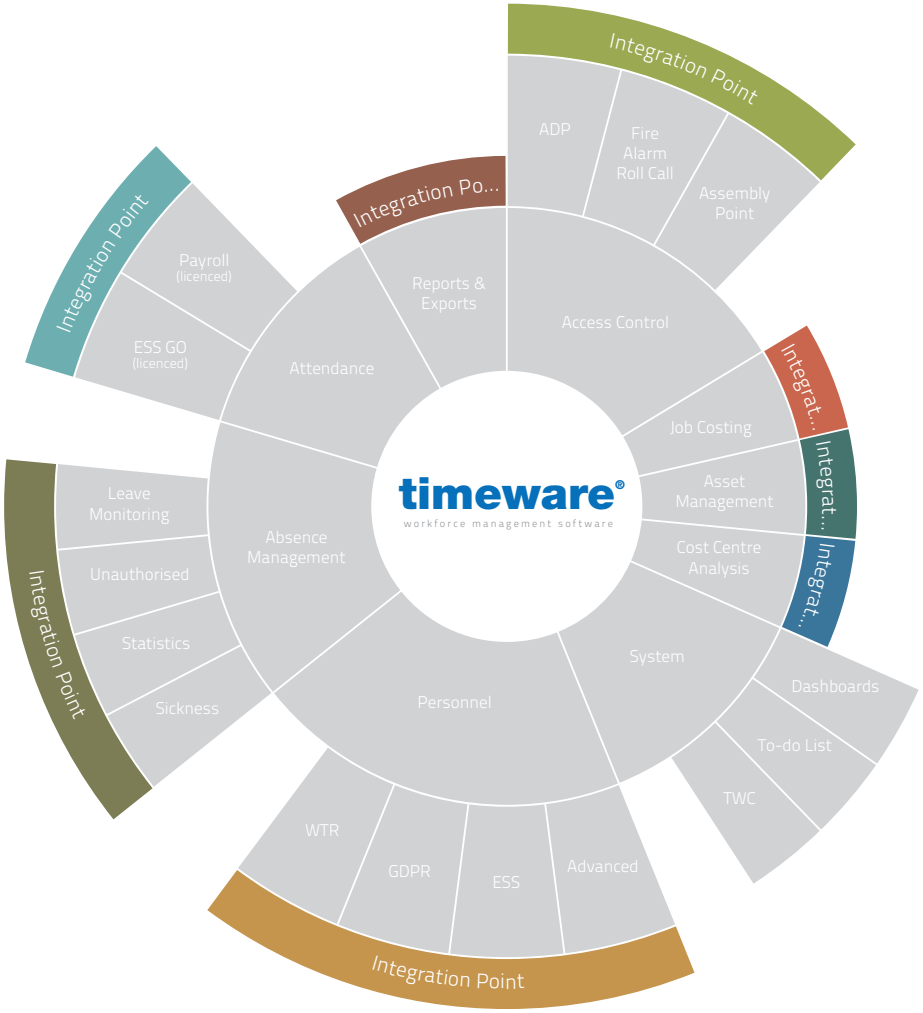
workforce management software



Integration...

Combining specialist systems to improve workflow.

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



Integrations:

HR Integration

bambooHR®

Access Control Integration

Genetec™

Paxton | Net2

entrowatch
ACCESS CONTROL THE WAY FORWARD

suprema
BioStar 2

Visitor Integration

INVENTRY
SIGN IN SOLUTIONS

Payroll Integration

sage

Opera

ADP®

earnie
The payroll people

Customisation...

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

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

Examples:

A – Absence Entitlement

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

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

B – Break

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

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

C – Email

Send emails to managers under specific circumstances.

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

D – Event Handler

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

E.g - Email lateness report to managers.

E – Form Event

Automatically fill out fields or force fields to be entered on forms throughout the system.

E.g - When creating a new employee in the software, make a specified field mandatory.

F – Period

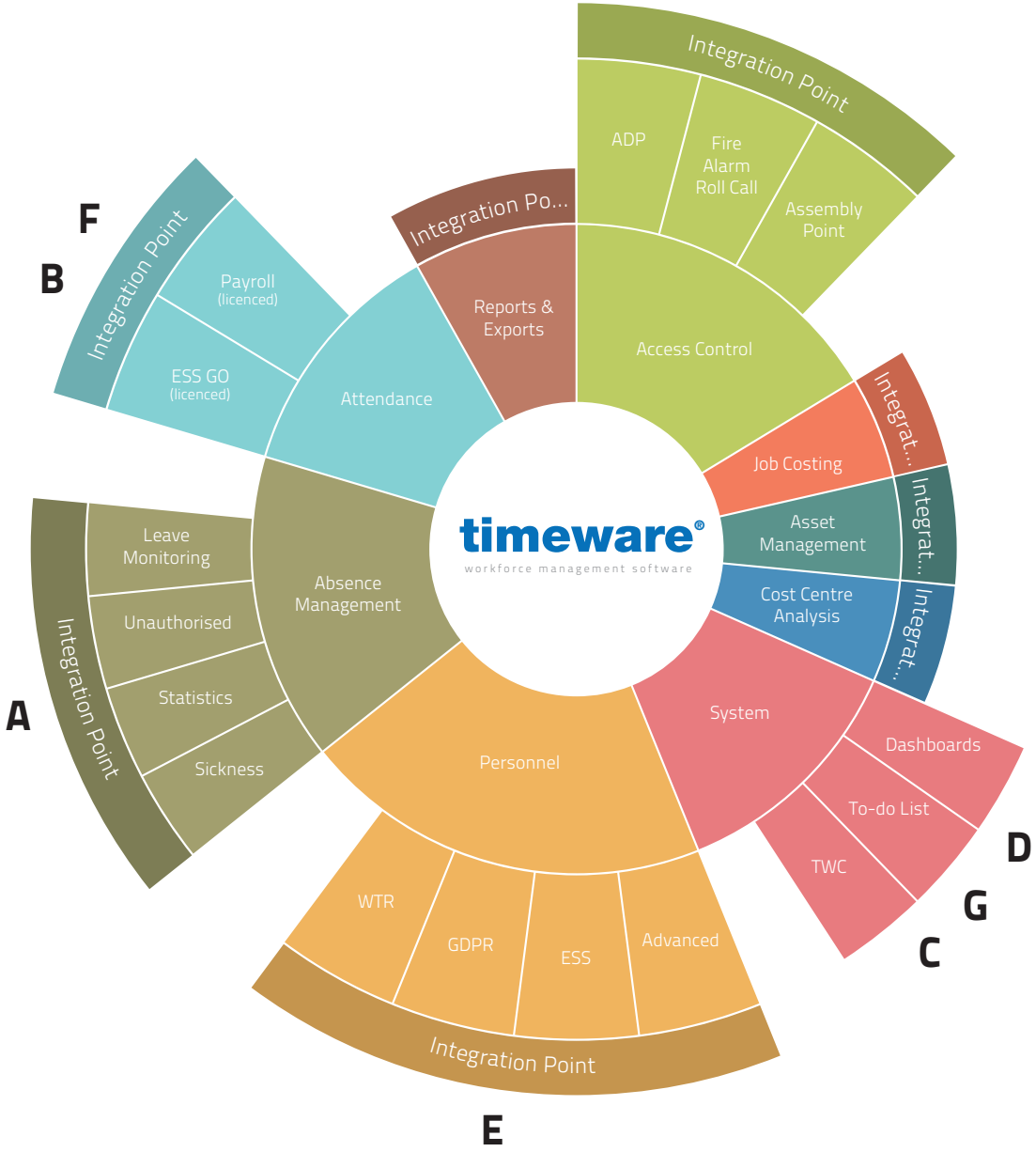
Apply specific rules for the production of weekly hours.

E.g - Award a first aid bonus to employees with a specific grouping within timeware®.

G – To-do List

Display bespoke fields within the users To-do list

E.g - Display employees that have taken the average number of days holiday for this point in the holiday year.



Devices...

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

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

X-Station 2
Proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.

BioStation 3
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.

timeware® Puck
Incorporates low cost NFC technology.
Recommended for internal or external attendance and assembly points when there is no network or power points.
IP67 rated.
Works with ESS GO app.

X-Station 2
Fingerprint and proximity device with large display.
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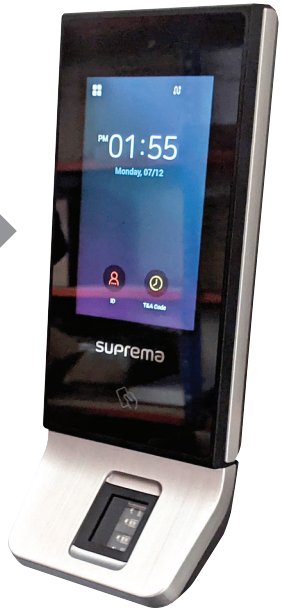

ESS GO
Multifunction attendance and absence management app.
Recommended for a mobile or static workforce.
Recommended to eliminate absence request bottlenecks.
Runs on Android and iOS

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

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

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

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

Time and Attendance...

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

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

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

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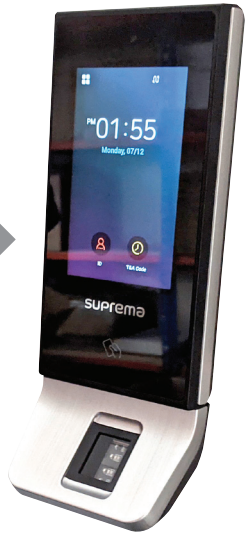

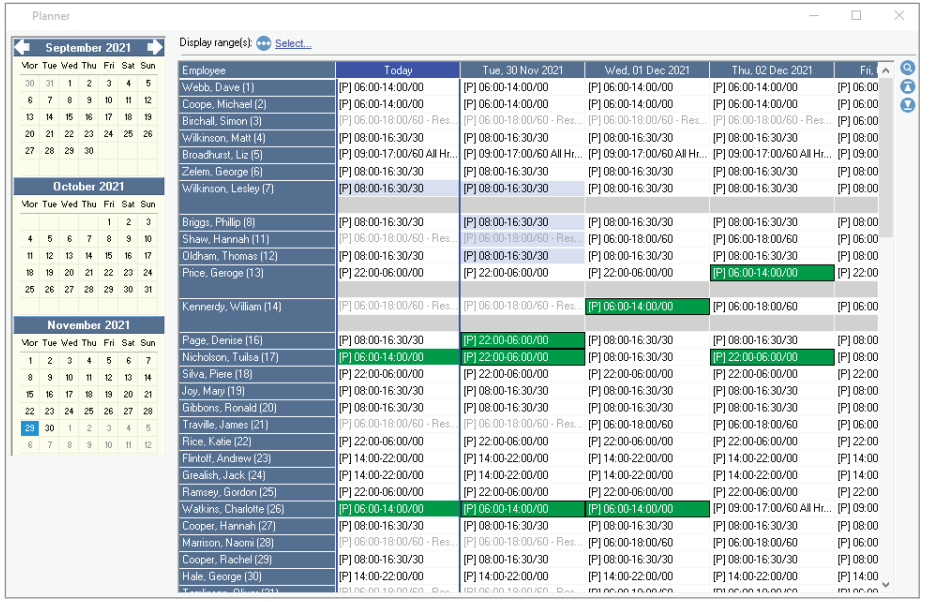

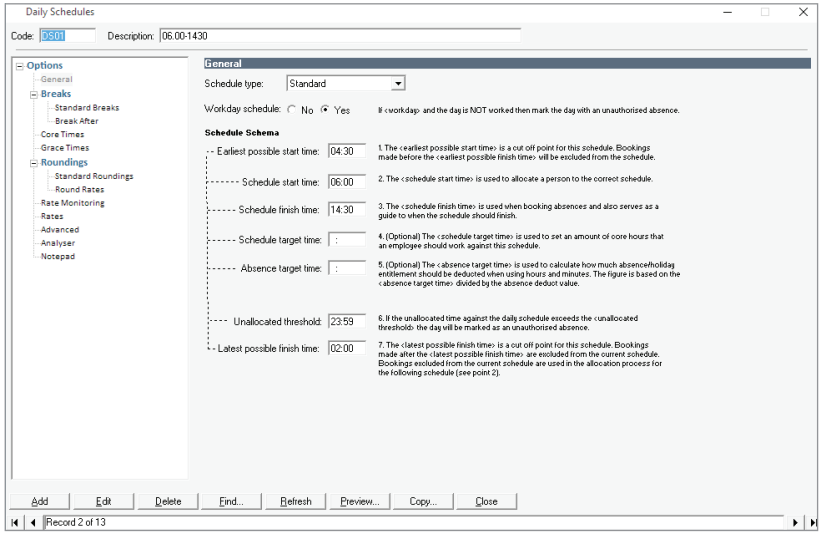

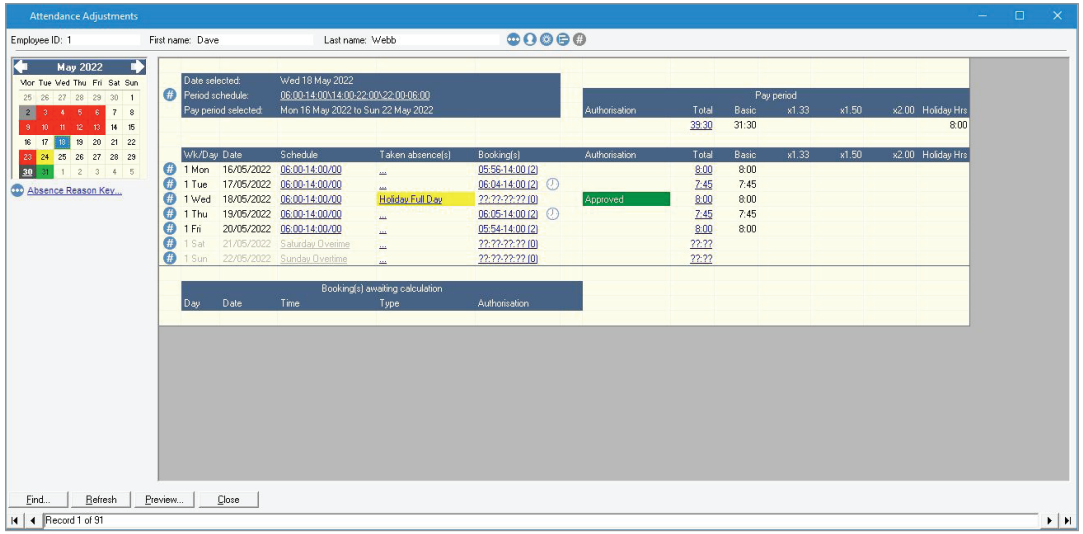

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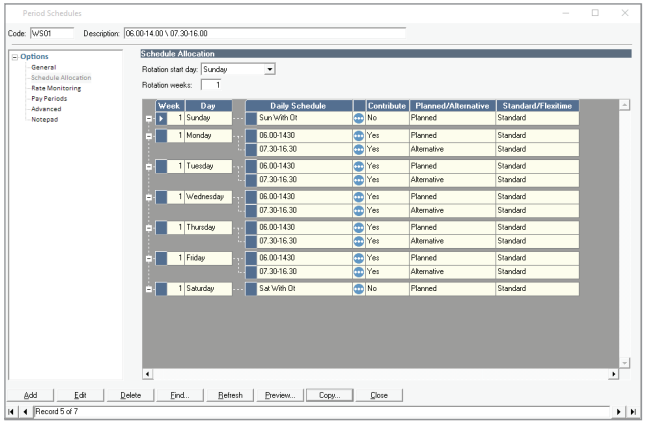
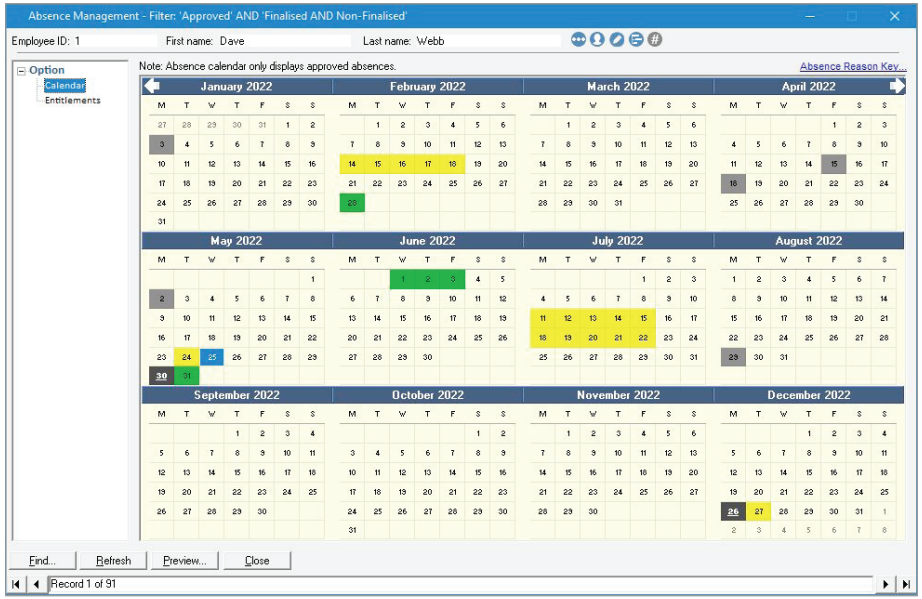


Absence Management...

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

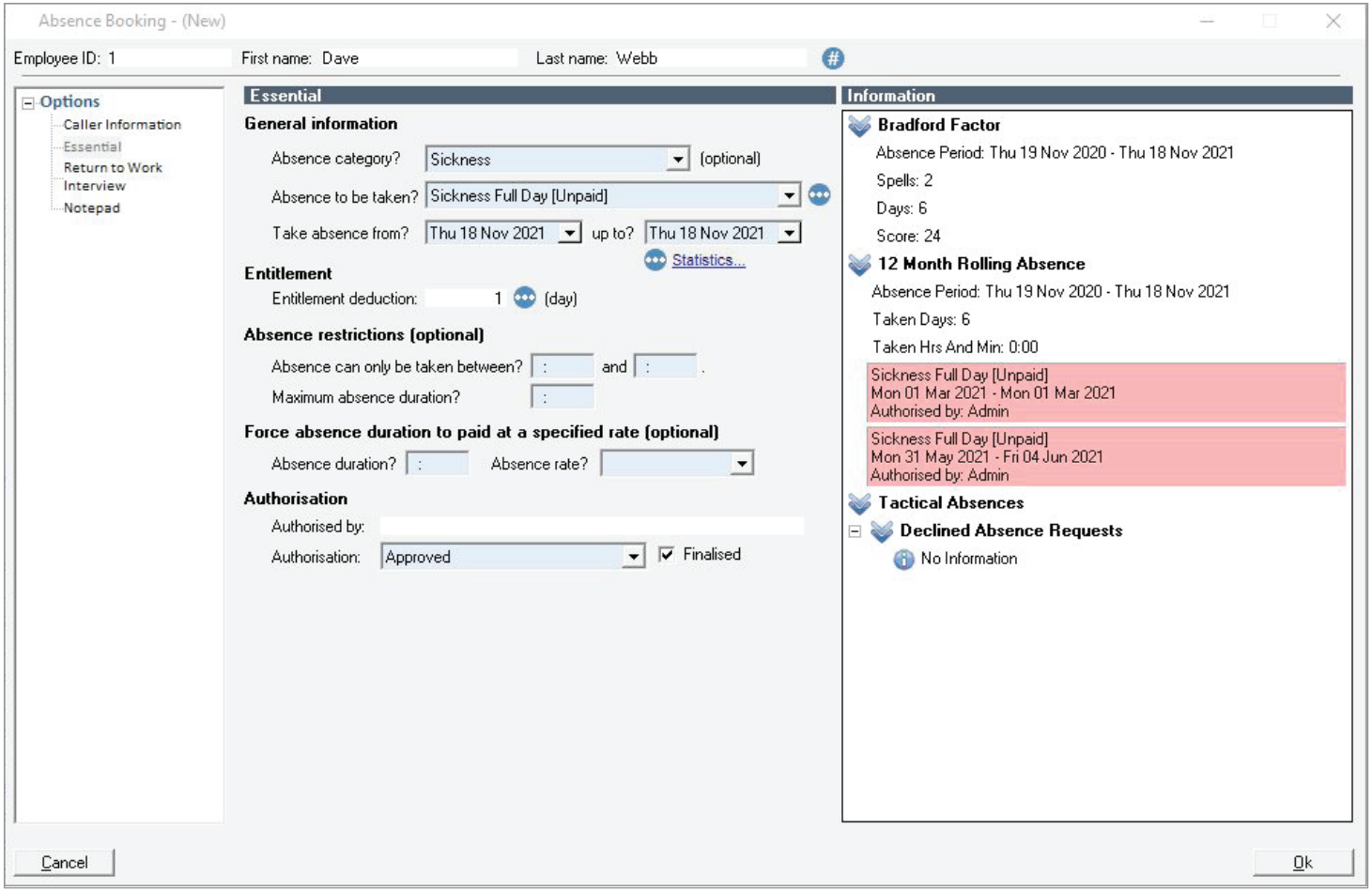
You can create absence entitlement policies that define the number of days holiday based on years' service from any date. You can specify the amount of time that may be carried forward from one year to the next and even award entitlement credits for additional holidays. All absence management amendments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

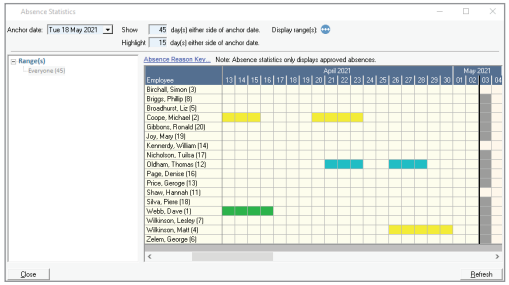
timeware® absence management enables team leaders to view holiday schedules before authorising an absence booking to ensure that minimum staffing levels are maintained at all times.

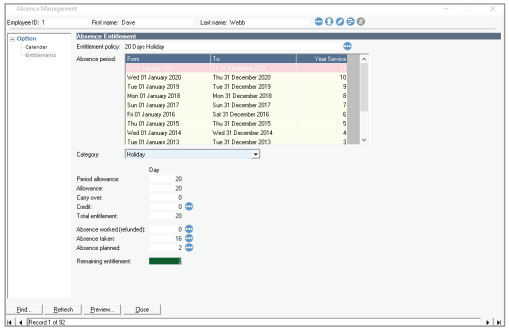


Features include:

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







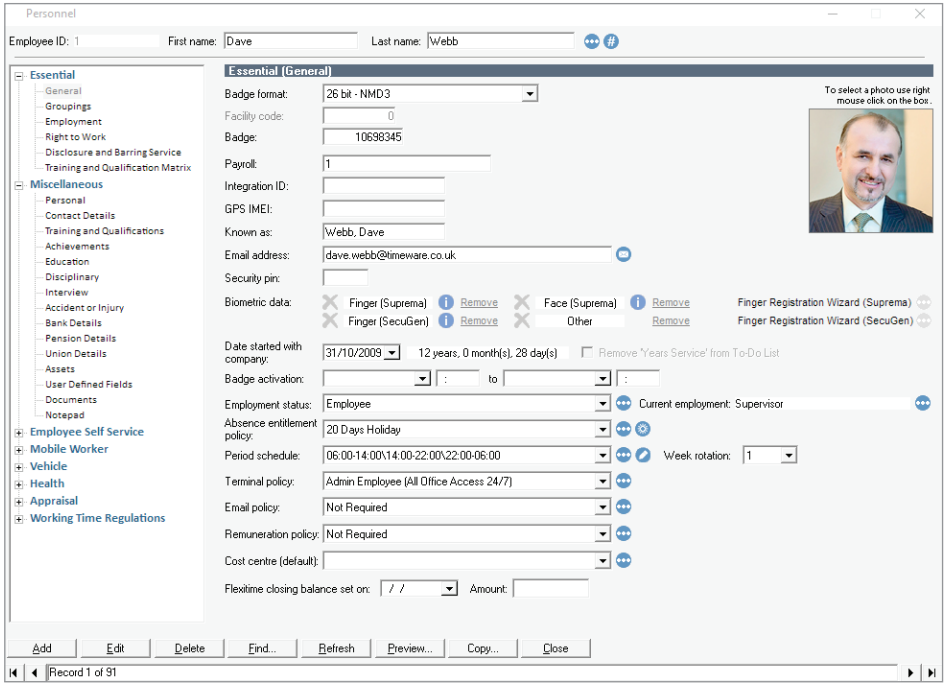
The absence management information panel can be customised to the clients exact requirements.

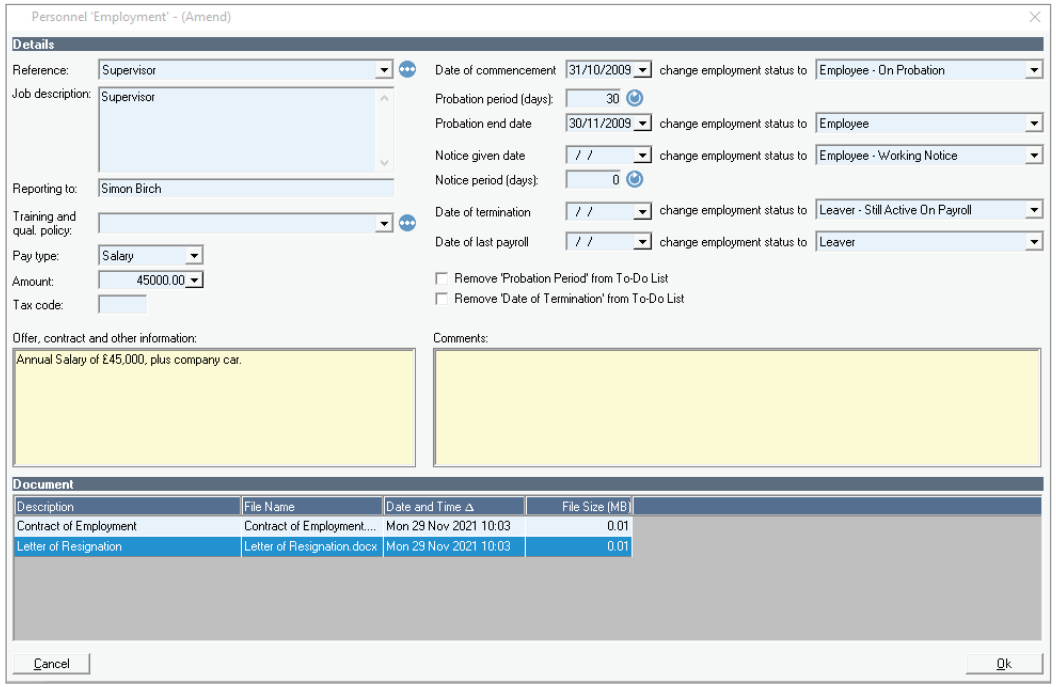
Personnel...

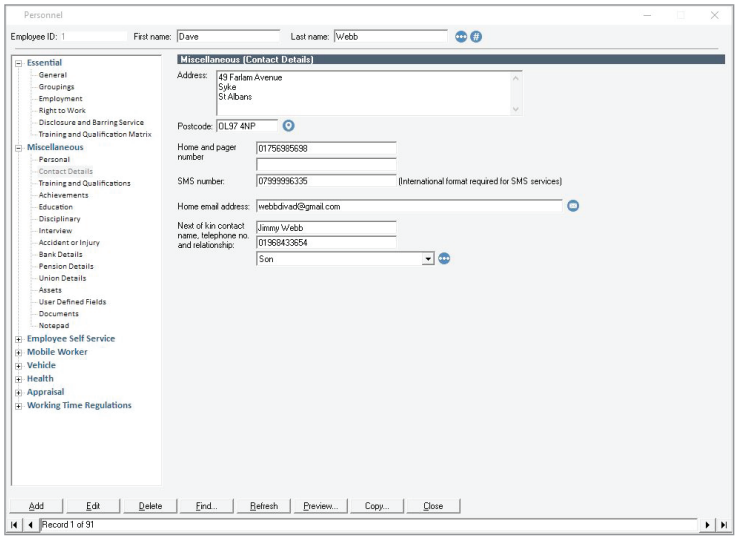
timeware® personnel provides an effective way of managing all your personnel data. It allows you to store, update and view information, with full auditing in a secure environment with multiple levels of security access.

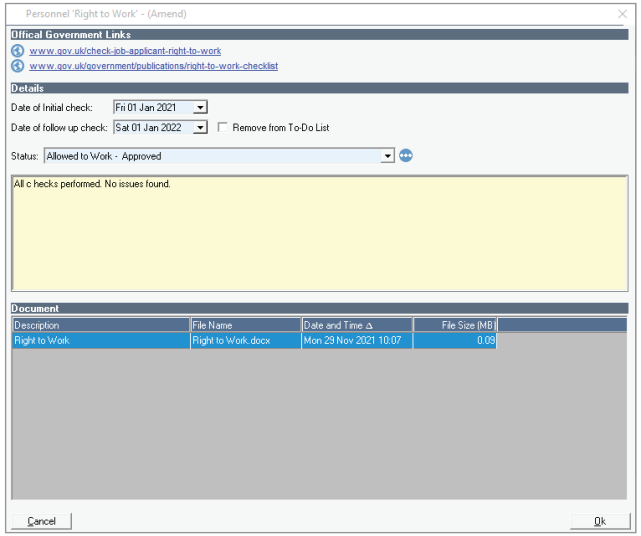
timeware® personnel keeps all of your information in one place. From copies of driving licences to employer references, from blood type to bank account details timeware® personnel stores the data centrally making it available for viewing and reporting when required.

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



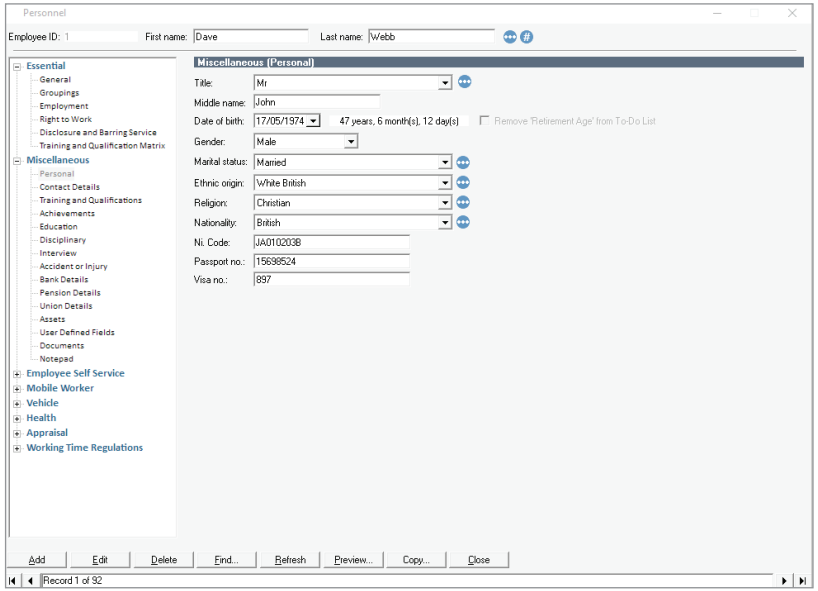






Features include:

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



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 control is installed at many companies across the UK and West Africa.

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

ID badge

Turnstile

BioEntry P2
Ideal for fast throughput of staff.
Perfect for indoor access control.
Supports various proximity card formats.

BioStation 3
Non-contact
IP65
Perfect for attendance and access control.
Supports various proximity card formats.

Vehicle barrier

Management information:

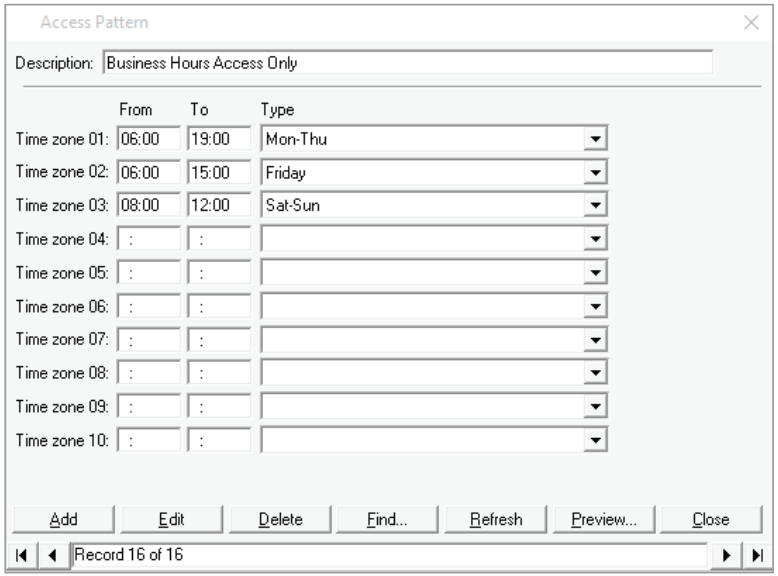
- What time people left the site rather than the time they finished work.
- Who has attempted to access the site outside permitted hours.
- Full auditing is available.
- When a contractor completes a job or when an individual leaves employment, they will not be able to access your building.

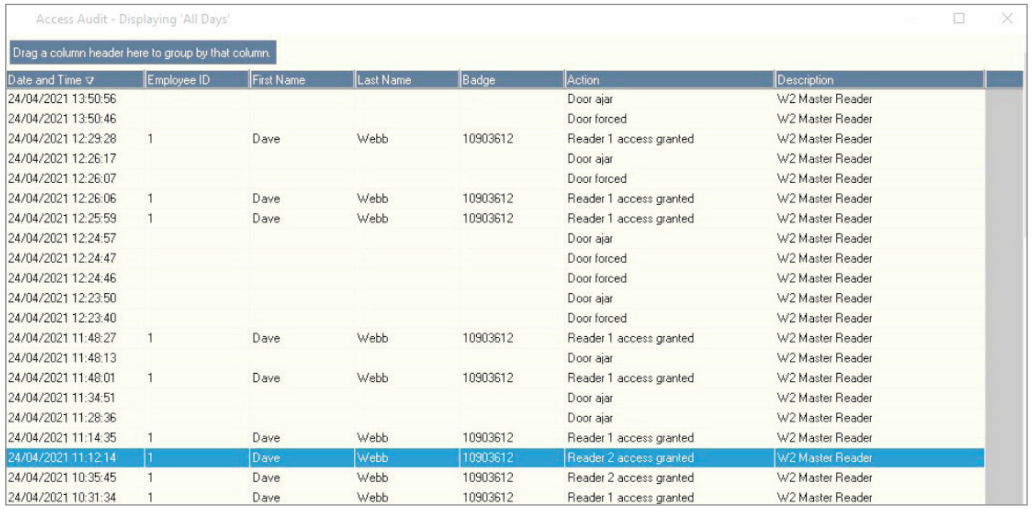
Security guard features:

- 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





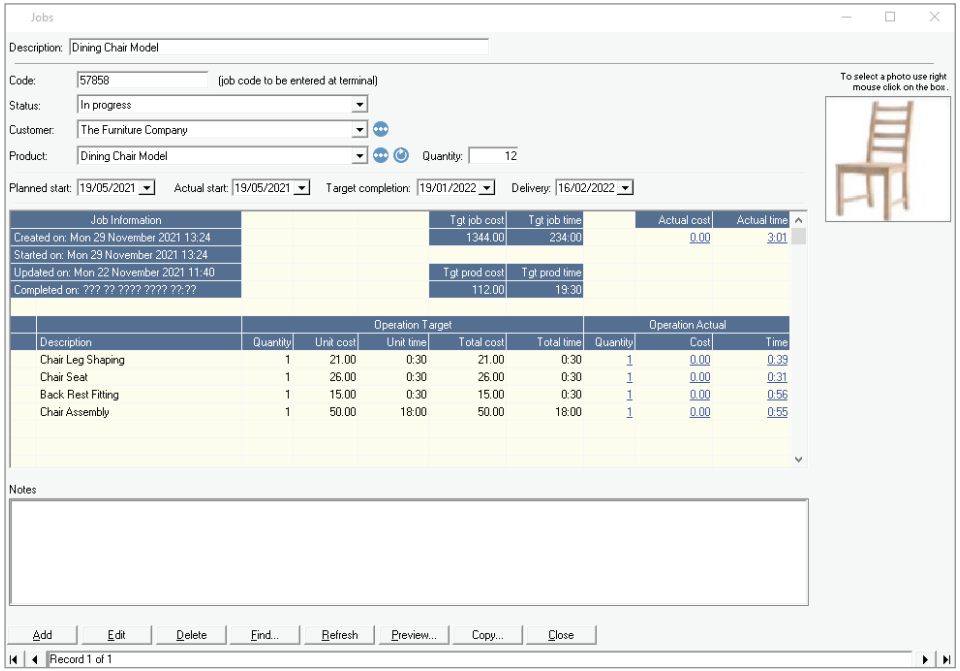
Date and Time	Employee ID	First Name	Last Name	Badge	Action	Description
24/04/2021 13:50:56					Door ajar	W2 Master Reader
24/04/2021 13:50:46					Door forced	W2 Master Reader
24/04/2021 12:29:28	1	Dave	Webb	10903612	Reader 1 access granted	W2 Master Reader
24/04/2021 12:26:17					Door ajar	W2 Master 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

Job Costing...

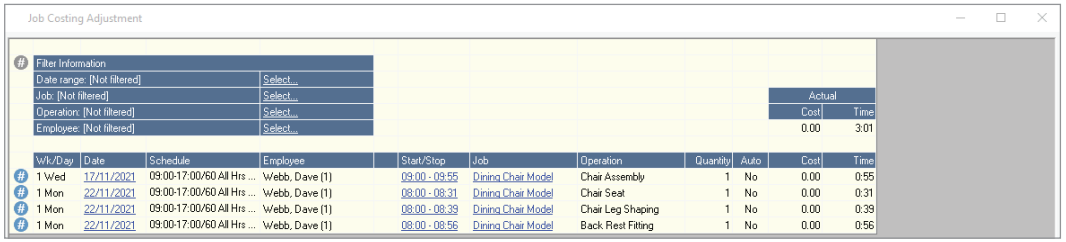
Monitoring costs on the shop floor has been made simpler with timeware's integrated job costing module.

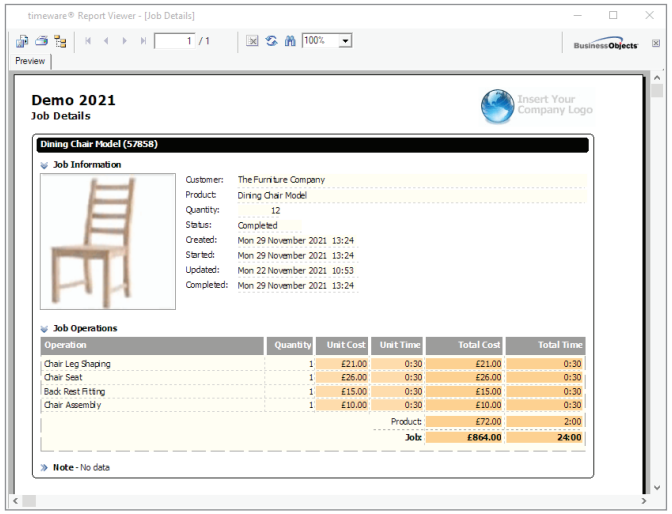
Not only does timeware® allow costing by job, but it also gives you the flexibility of costing by department, person and specific operation. By using the performance comparison reports, you can check on the effectiveness of your employees and highlight areas for improvement.

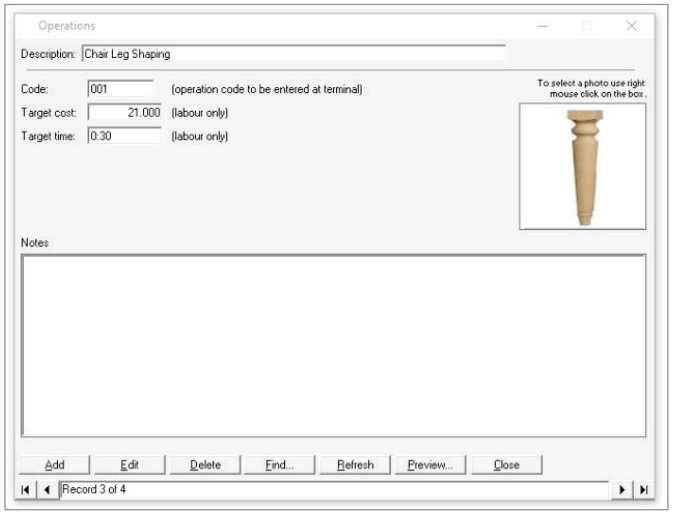
Logging job details couldn't be easier. An employee simply presses the 'Job Start' or 'Job Stop' function buttons on the Tokyo terminal and follows a series of simple on screen requests such as enter 'Job Code', or 'Operation Code'. A touch-screen keypad may be used although an increasing number of businesses chose to use barcode scanners for increased efficiency.

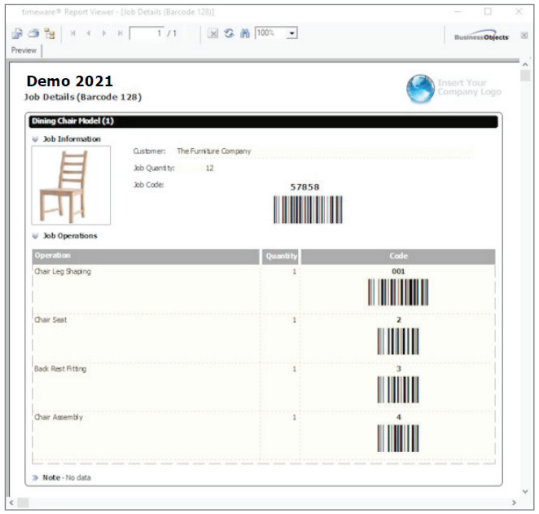


The data collected by the terminal is passed directly to the timeware® software making it instantly available for reports and enquiries. With clear identification for each job and operation, timeware® lets you drill down to the exact layer of information you need, making it easy to compare performance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









Supported barcode types (external hand held scanner) include:

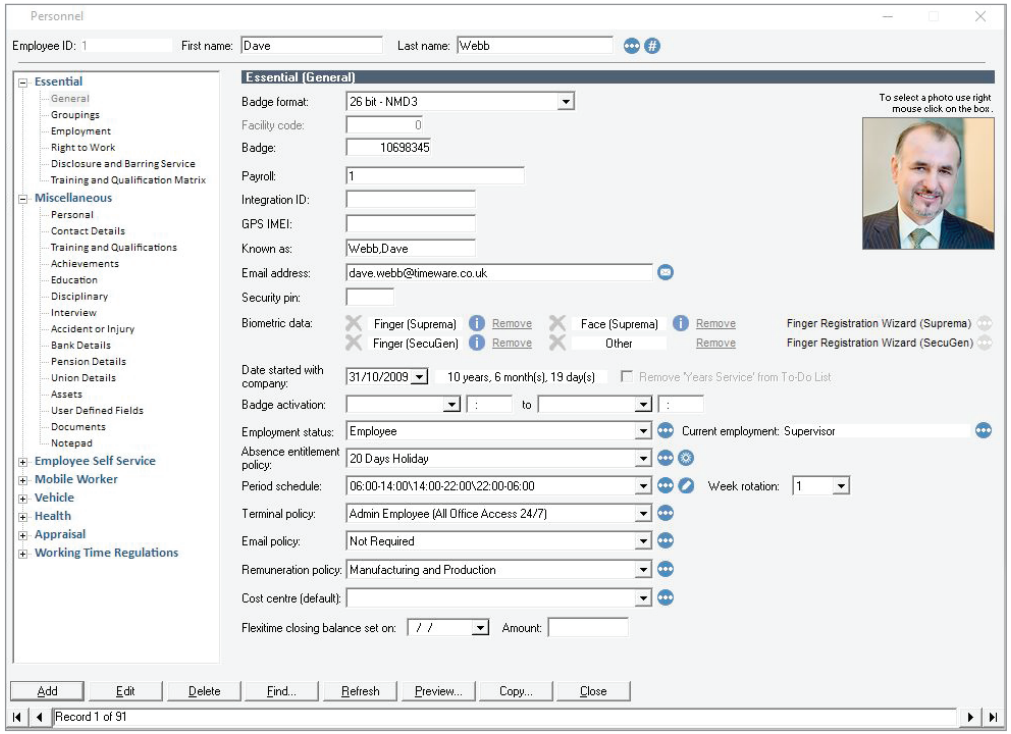
- Interleaved 2 of 5
- EAN-13
- Code 2 of 5
- Code 93
- Code 11
- Code 128

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...

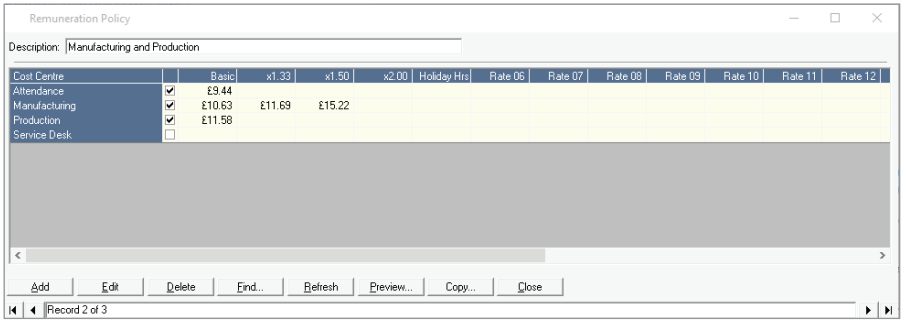
Different rates of pay for different processes are no problem for timeware's cost centre analysis module.

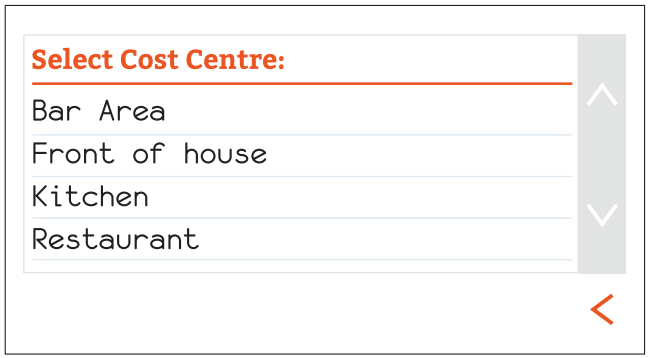
Do your employees have different rates of pay depending on the cost centre they are working in? If so, timeware's cost centre analysis module and enhanced remuneration feature are now available to identify the amount of time, and the labour cost, of the work.



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

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





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]	Select...	
Cost centre: [Not filtered]	Select...	
Employee: [Not filtered]	Select...	

									Actual	
	Wk/Day	Date	Schedule	Employee	Start/Stop	Cost Centre	Auto	Rate	Cost	Time
									89.61	8:02
#	1 Tue	19/05/2022	06:00-14:00/00	Webb, Dave (1)	05:59 - 10:00	Manufacturing	No	Basic	42.70	4:01
#	1 Tue	19/05/2022	06:00-14:00/00	Webb, Dave (1)	10:00 - 14:01	Production	No	Basic	46.91	4:01

Fire alarm / Assembly point...

Did you know that your fire monitoring system can be connected to your timeware® workforce management software 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.

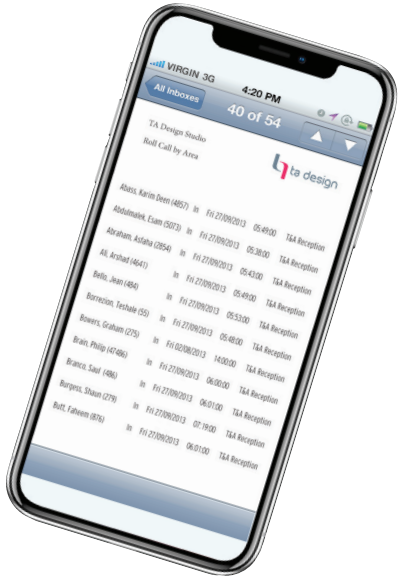
The way this feature works is very simple: the roll-call facility within timeware® gathers information from different sources - from attendance and access devices, from assembly points and from the ESS GO. This information is processed continuously to ensure that the roll-call is kept permanently up-to date.

In the event of the company fire alarm being activated, timeware® fire alarm monitor will 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

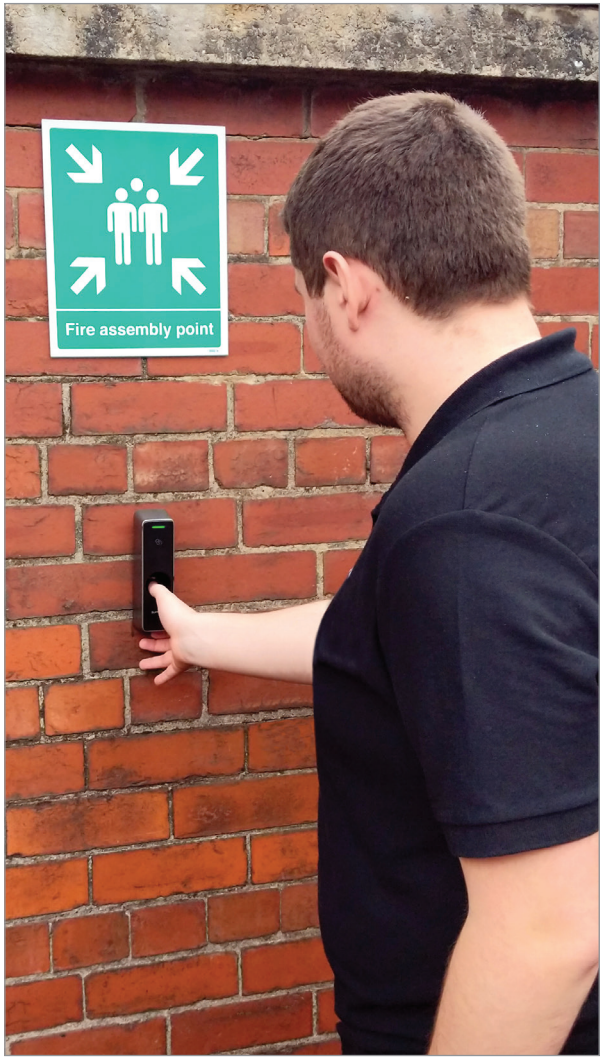
Designed to complement the fire alarm monitor, assembly point devices can provide an effective method of recording who has safely vacated the building in the event of a fire.

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 devices 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 the capacity for even the largest companies.



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

ADP (attendance display panel)...

Do you need to quickly find out if a member of staff has left the building?

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 it's 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.

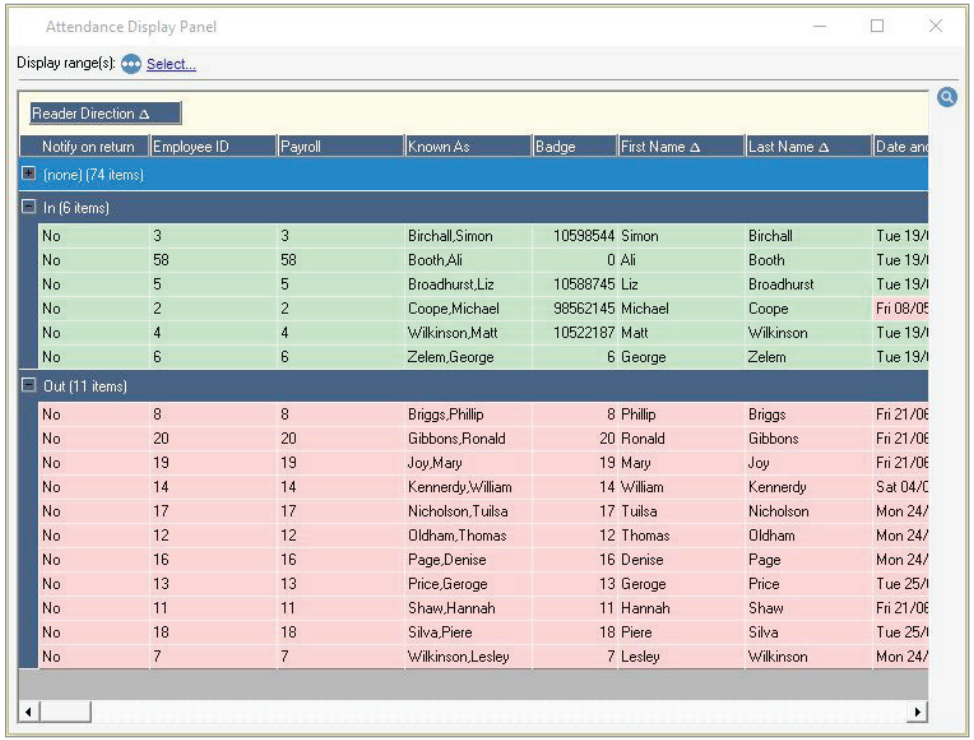
Single and multi-site support

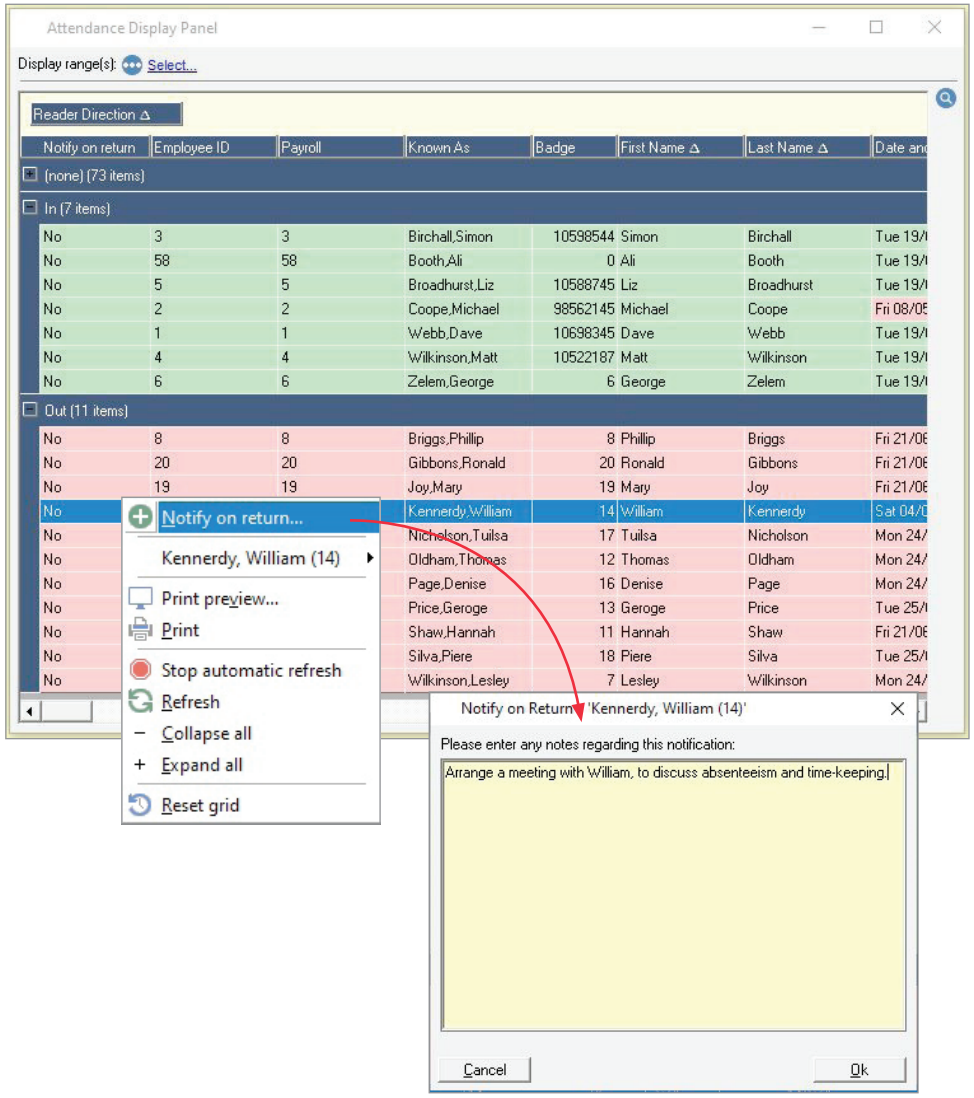
The timeware® ADP can run on both local and remote networks. This means that the booking made by someone in Newcastle can be seen in real-time by a receptionist, (on a centralised system), in a completely different part of the country.

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

Who's in, who's out?

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





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

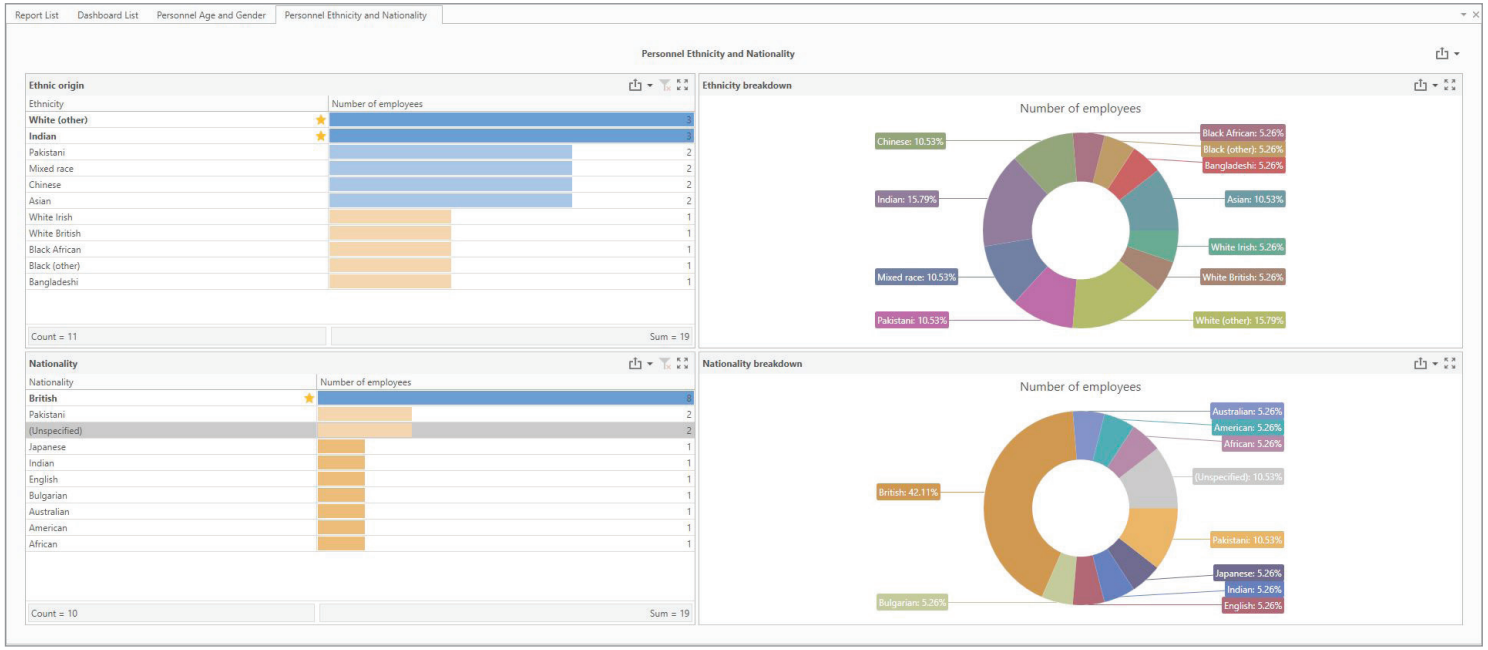
Dashboards and Reports...

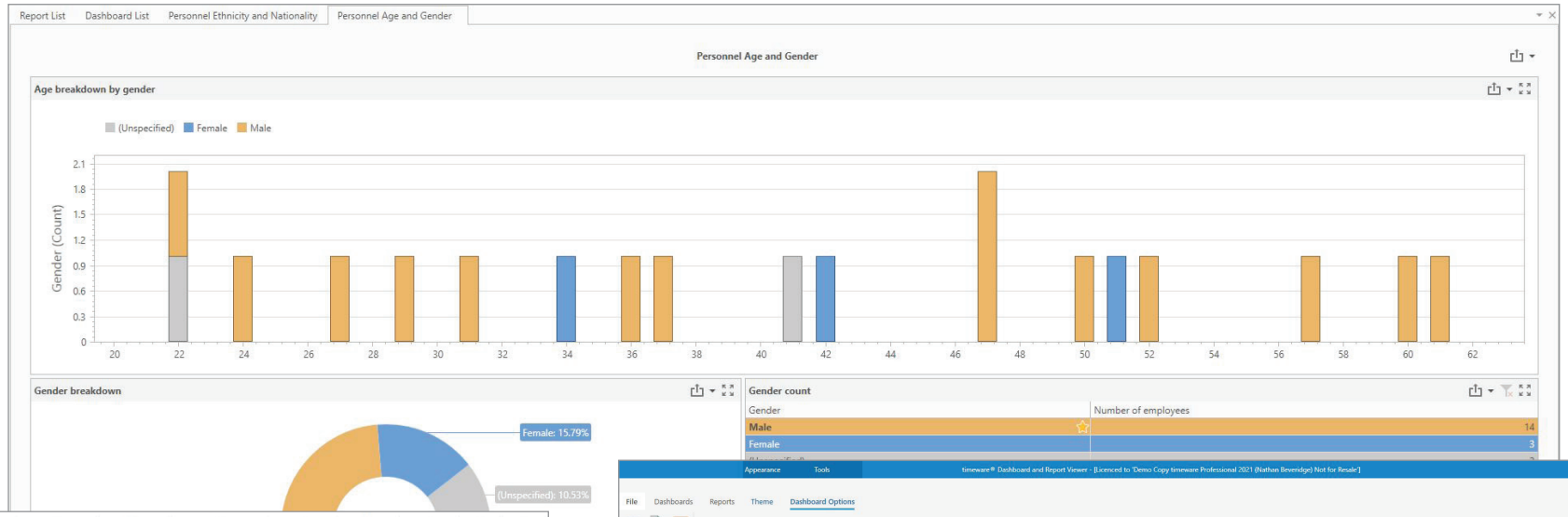
Clear and concise data produced quickly, on demand.

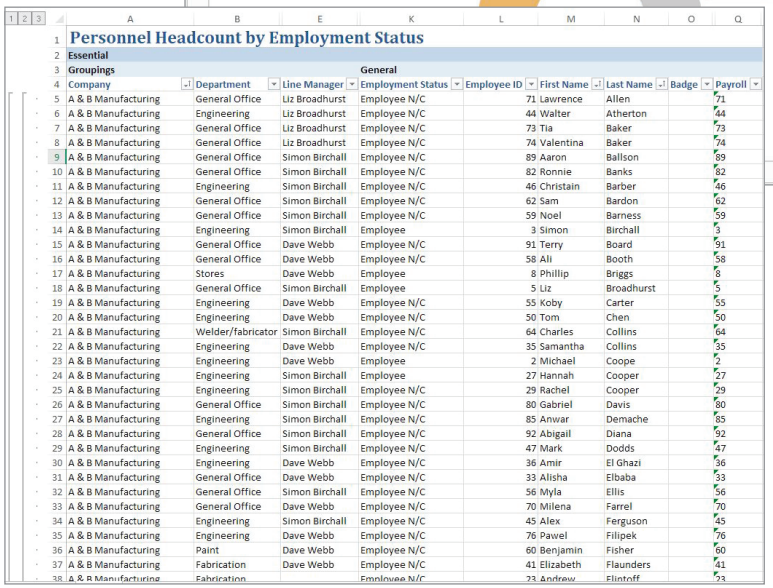
Dashboards provide at-a-glance views of key performance Indicators (KPI) whereas reports are designed to provide a more detailed breakdown of that key data.

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

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

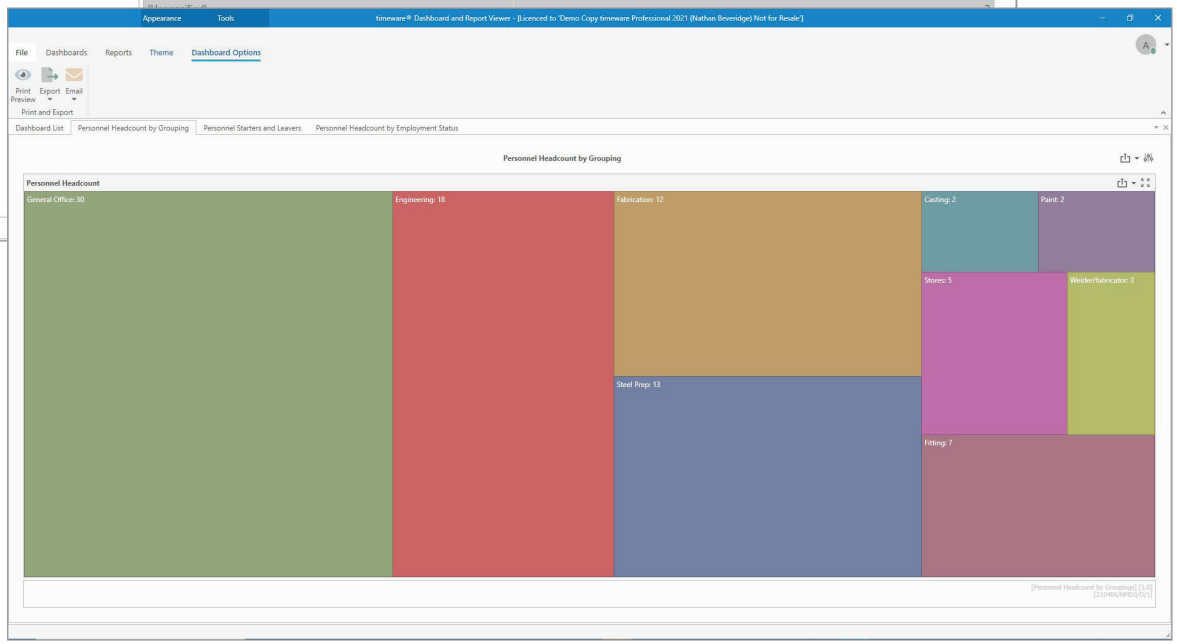






Personnel Headcount by Employment Status

Company	Department	Line Manager	Employment Status	Employee ID	First Name	Last Name	Badge	Payroll
A & B Manufacturing	General Office	Liz Broadhurst	Employee N/C	71	Lawrence	Allen		71
A & B Manufacturing	Engineering	Liz Broadhurst	Employee N/C	44	Walter	Atherton		44
A & B Manufacturing	General Office	Liz Broadhurst	Employee N/C	73	Tia	Baker		73
A & B Manufacturing	General Office	Liz Broadhurst	Employee N/C	74	Valentina	Baker		74
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	89	Aaron	Ballson		89
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	82	Ronnie	Banks		82
A & B Manufacturing	Engineering	Simon Birchall	Employee N/C	46	Christain	Barber		46
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	62	Sam	Bardon		62
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	59	Noel	Barness		59
A & B Manufacturing	Engineering	Simon Birchall	Employee	3	Simon	Birchall		3
A & B Manufacturing	General Office	Dave Webb	Employee N/C	91	Terry	Board		91
A & B Manufacturing	General Office	Dave Webb	Employee N/C	58	Ali	Booth		58
A & B Manufacturing	Stores	Dave Webb	Employee	8	Phillip	Briggs		8
A & B Manufacturing	General Office	Simon Birchall	Employee	5	Liz	Broadhurst		5
A & B Manufacturing	Engineering	Dave Webb	Employee N/C	55	Koby	Carter		55
A & B Manufacturing	Engineering	Dave Webb	Employee N/C	50	Tom	Chen		50
A & B Manufacturing	Welder/fabricator	Simon Birchall	Employee N/C	64	Charles	Collins		64
A & B Manufacturing	Engineering	Dave Webb	Employee N/C	35	Samantha	Collins		35
A & B Manufacturing	Engineering	Dave Webb	Employee	2	Michael	Coope		2
A & B Manufacturing	Engineering	Simon Birchall	Employee	27	Hannah	Cooper		27
A & B Manufacturing	Engineering	Simon Birchall	Employee N/C	29	Rachel	Cooper		29
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	80	Gabriel	Davis		80
A & B Manufacturing	Engineering	Simon Birchall	Employee N/C	85	Anwar	Demache		85
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	92	Abigail	Diana		92
A & B Manufacturing	Engineering	Simon Birchall	Employee N/C	47	Mark	Dodds		47
A & B Manufacturing	Engineering	Dave Webb	Employee N/C	36	Amir	El Ghazi		36
A & B Manufacturing	General Office	Dave Webb	Employee N/C	33	Alisha	Elbaba		33
A & B Manufacturing	General Office	Simon Birchall	Employee N/C	56	Myla	Ellis		56
A & B Manufacturing	General Office	Dave Webb	Employee N/C	70	Milena	Farrel		70
A & B Manufacturing	Engineering	Simon Birchall	Employee N/C	45	Alex	Ferguson		45
A & B Manufacturing	Engineering	Dave Webb	Employee N/C	76	Pawel	Filipek		76
A & B Manufacturing	Paint	Dave Webb	Employee N/C	60	Benjamin	Fisher		60
A & B Manufacturing	Fabrication	Dave Webb	Employee N/C	41	Elizabeth	Flaunders		41
A & B Manufacturing	Fabrication		Employee N/C	23	Andrew	Flintoff		23

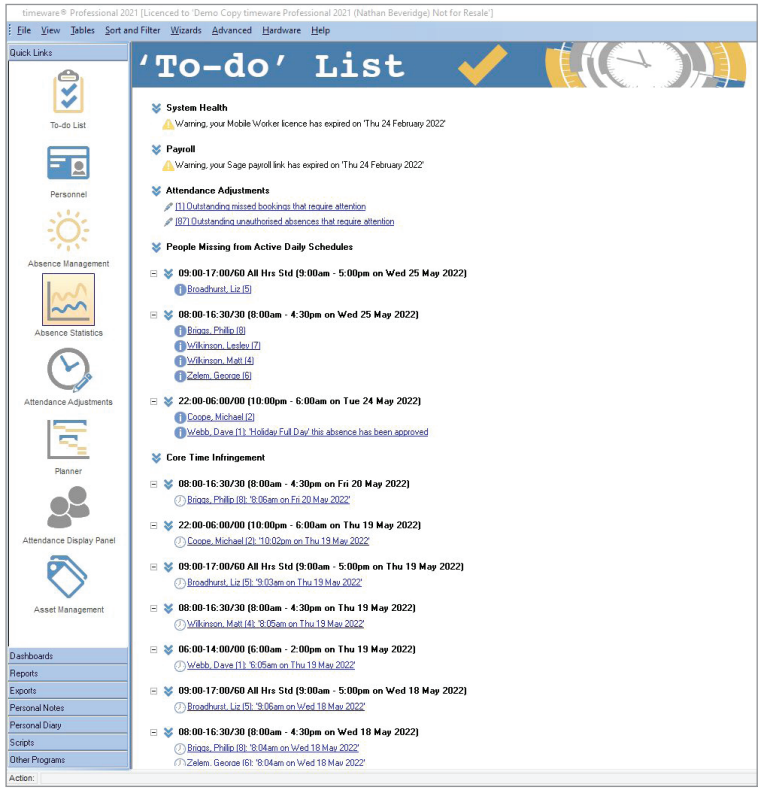


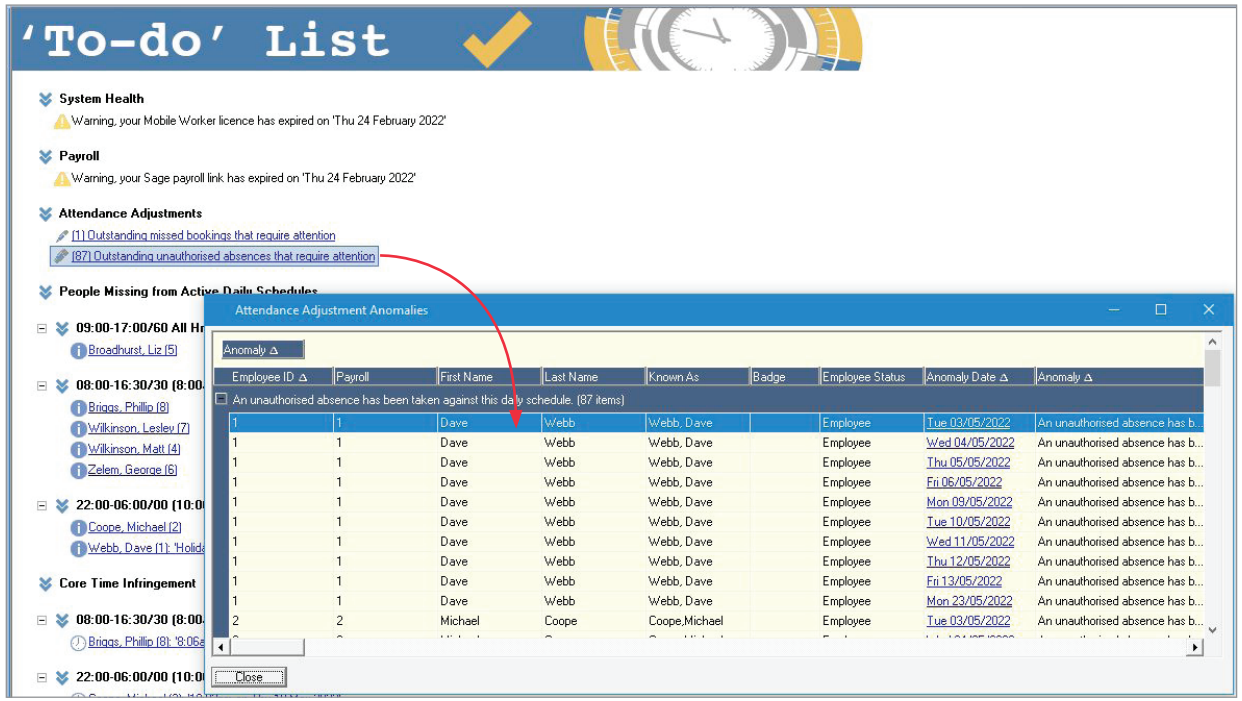
To-do List...

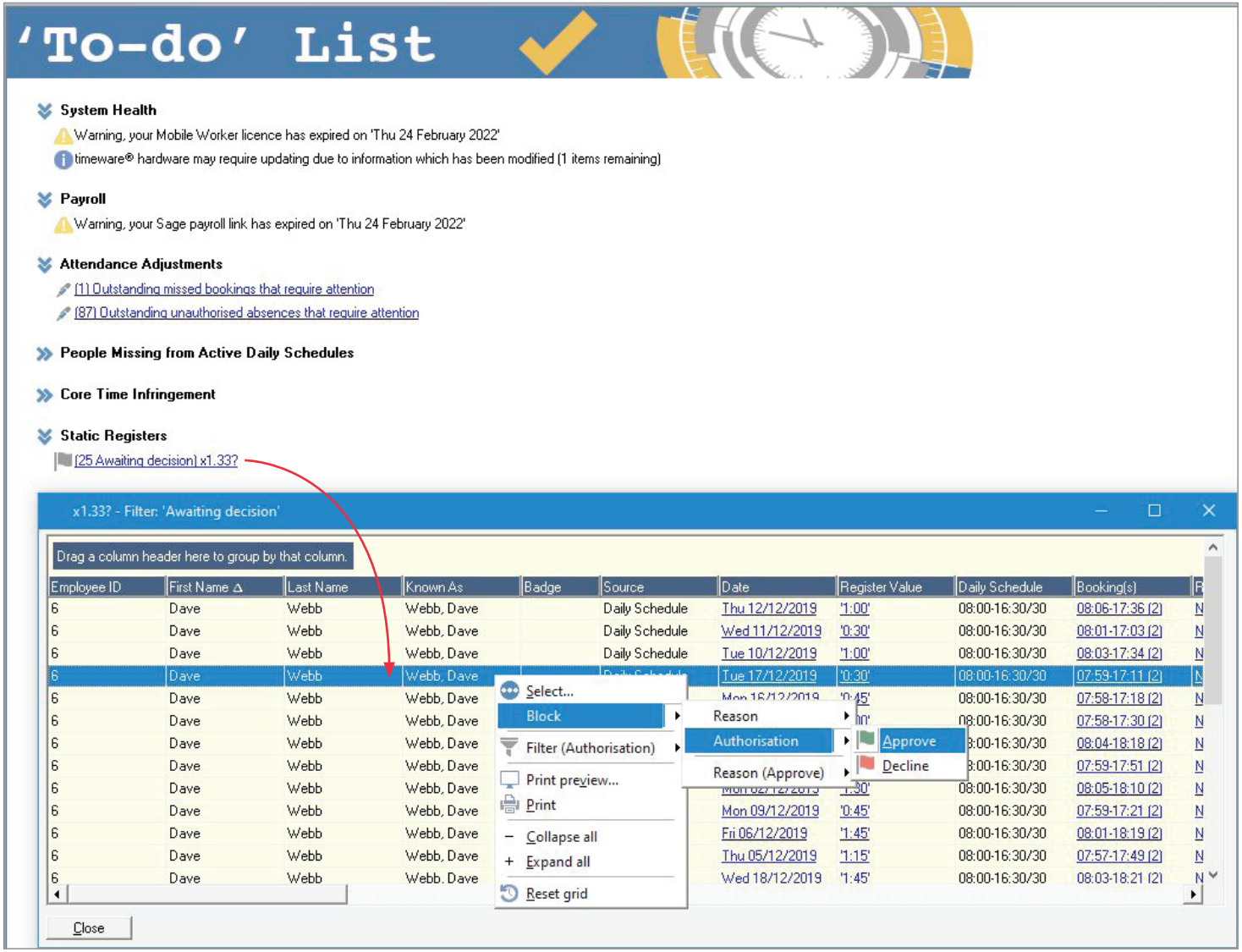
Key business information displayed in real-time.

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

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





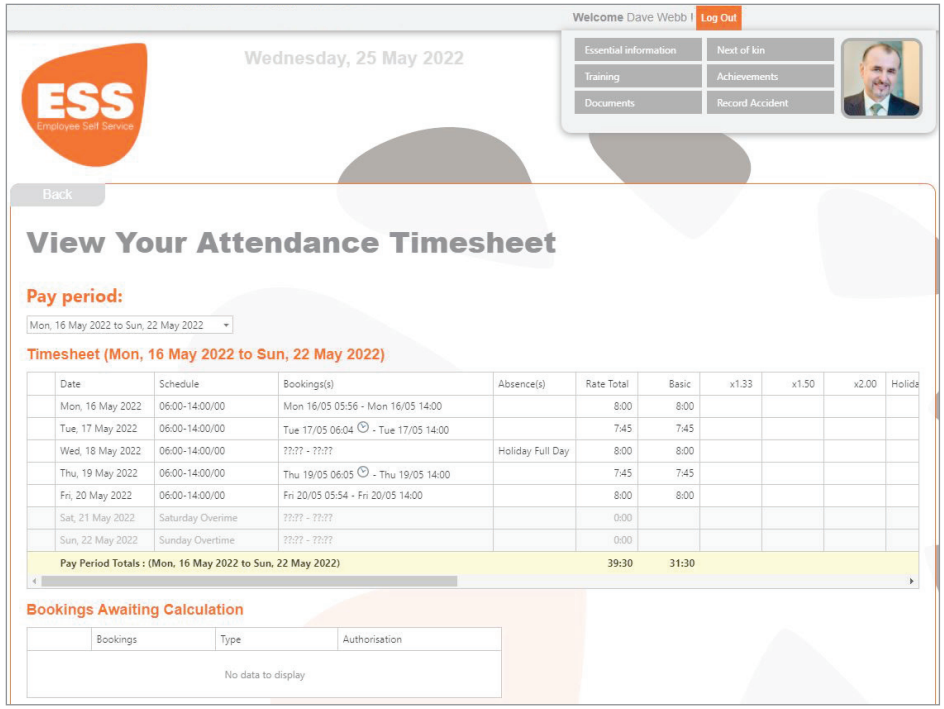

'To-do' List
System Health
Warning, your Mobile Worker licence has expired on 'Thu 24 February 2022'
timeware® hardware may require updating due to information which has been modified (1 items remaining)
Payroll
Warning, your Sage payroll link has expired on 'Thu 24 February 2022'
Attendance Adjustments
(1) Outstanding missed bookings that require attention
(87) Outstanding unauthorised absences that require attention
People Missing from Active Daily Schedules
Core Time Infringement
Static Registers
(25 Awaiting decision) x1.33?
x1.33? - Filter: 'Awaiting decision'
Drag a column header here to group by that column.
Employee ID
First Name
Last Name
Known As
Badge
Source
Date
Register Value
Daily Schedule
Booking(s)
Select...
Block
Filter (Authorisation)
Print preview...
Print
Collapse all
Expand all
Reset grid
Reason
Authorisation
Reason (Approve)
Approve
Decline
Close

ESS (employee self service)...

Accessed via a web browser on PCs and tablets allows the ESS to be accessible to more of your workforce.

timeware® ESS – empowering your employees

As the workplace becomes increasingly diverse, timeware® ESS can be used to provide an extensive range of functions accessible from both your company intranet or directly from the internet.



ESS
Employee Self Service

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.

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

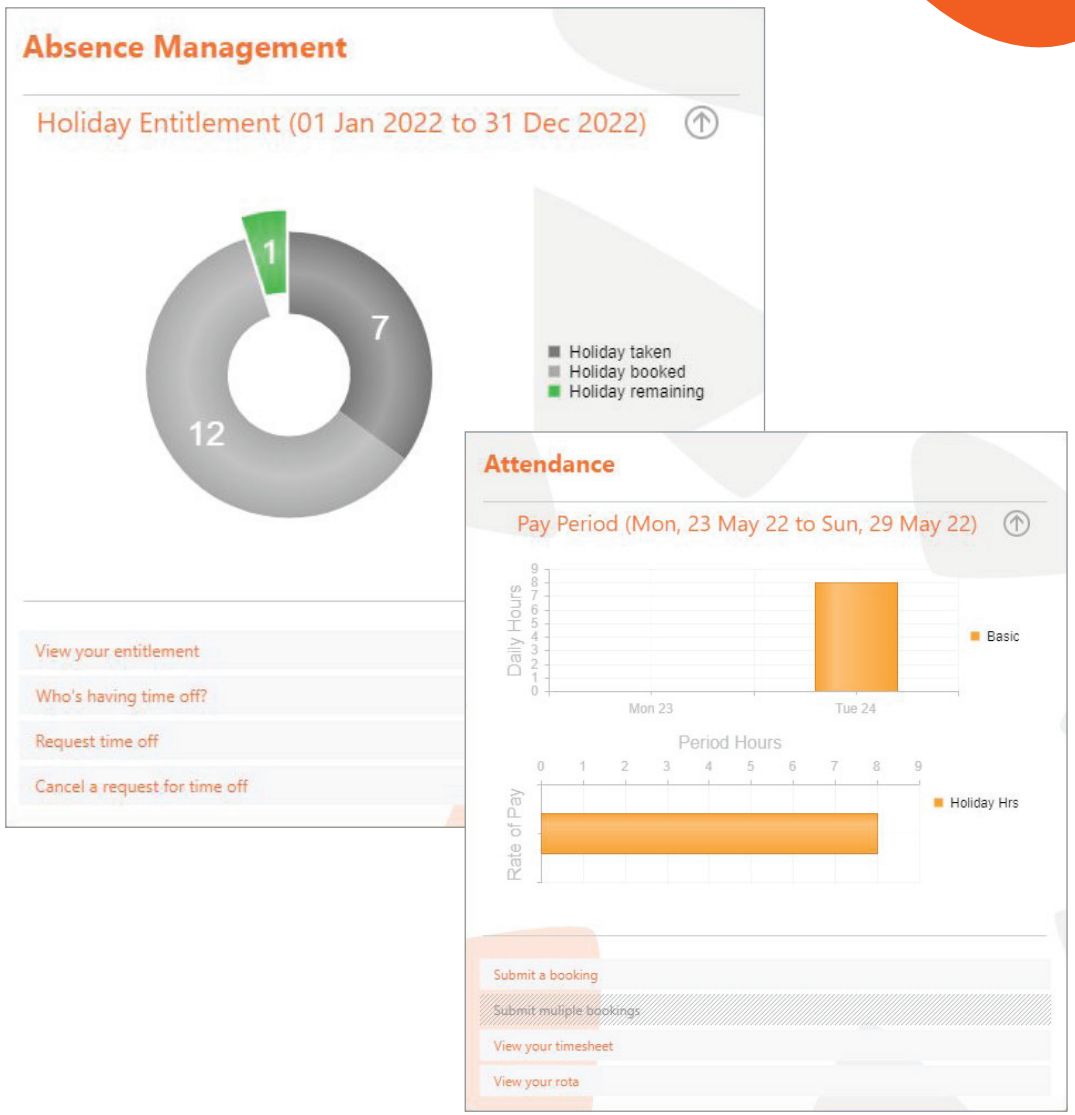
- GPS location stored at the point of booking.
- Graphical display of basic and overtime hours worked for each day this week.
- Adding a booking in real-time or retrospectively.
- Facility to check work rotas.

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.



General Data Protection Regulation (GDPR)...

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

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

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

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

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

This meeting will cover two main areas:

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

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

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

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

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

Some example GDPR housekeeping scripts:

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

Working Time Regulations (WTR)...

Why do we have working time regulations?

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

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

The 48-hour working week

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

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

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

Rule 1

Maximum weekly working time

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

Rule 2

Rest period

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

Rule 3

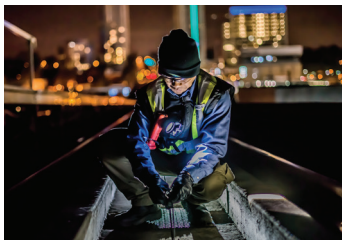
Daily rest period

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

Rule 4

Weekly rest period

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



Rule 5

Night workers

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

Rule 6

Holidays

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

ESS GO (licenced)...

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

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

Shift rota

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

Leave entitlement and remaining balance

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

Leave requests

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

Current and previous timesheets

Users can see their own timesheets for the current and two previous pay periods. They can see their attendance bookings, basic and approved overtime hours and any core-time infringements.

Flexi balance

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

Offsite attendance bookings

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

What's next?

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

android iOS

Attendance bookings at the timeware® Puck

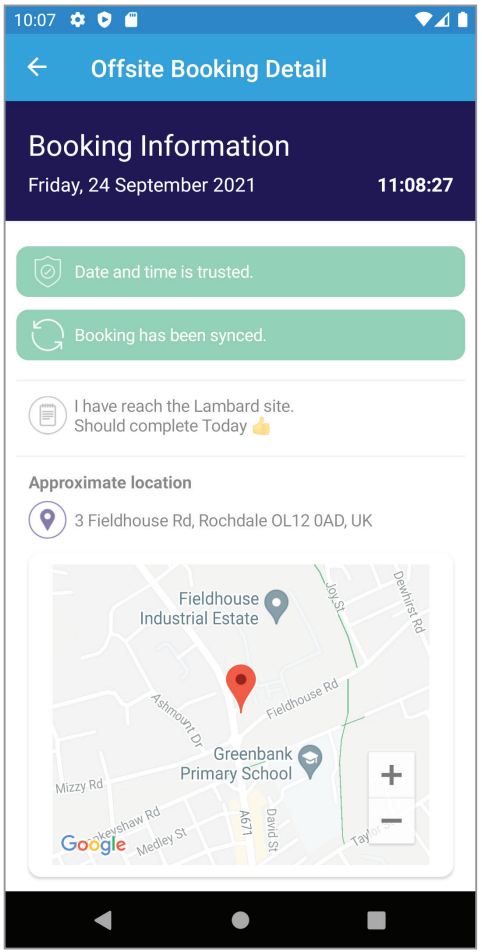
The new timeware® Puck is the perfect attendance point for businesses where the cost of a traditional attendance device is prohibitive or where network or power is unavailable. Each timeware® Puck incorporates an NFC tag which allows them to be 'read' by all modern smart phones running the employee self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

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

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

What's next?

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



Payroll (licenced)...

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

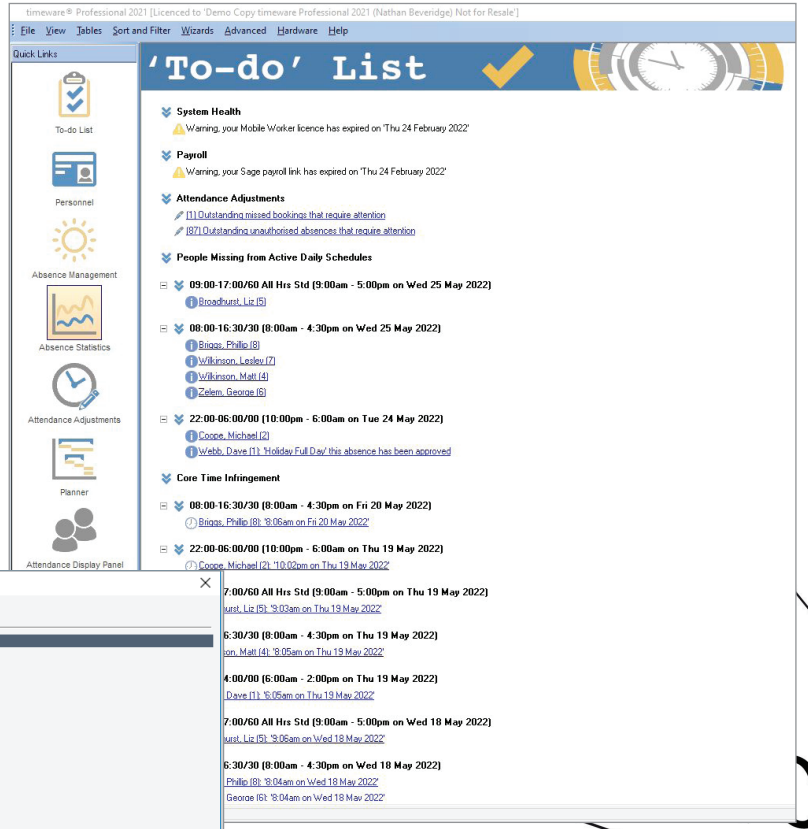
timeware® incorporates an authorised, Sage payroll integration.

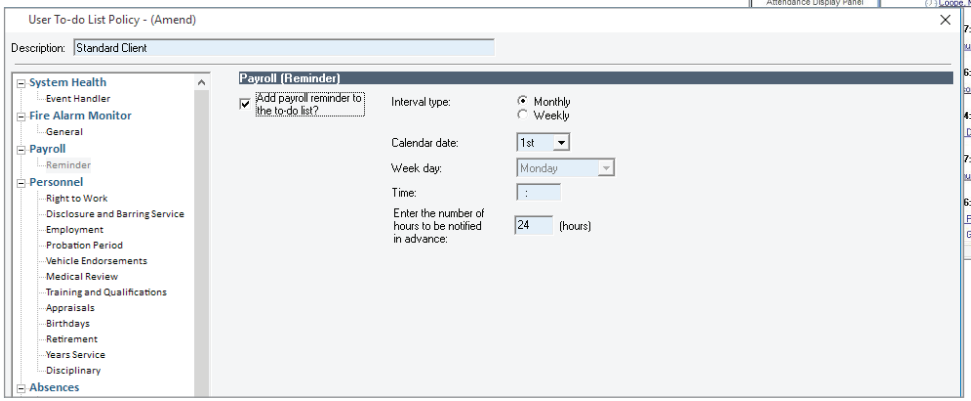
Every company has a deadline for running the payroll yet how many times has the deadline had to be delayed due to line-managers failing to approve overtime?

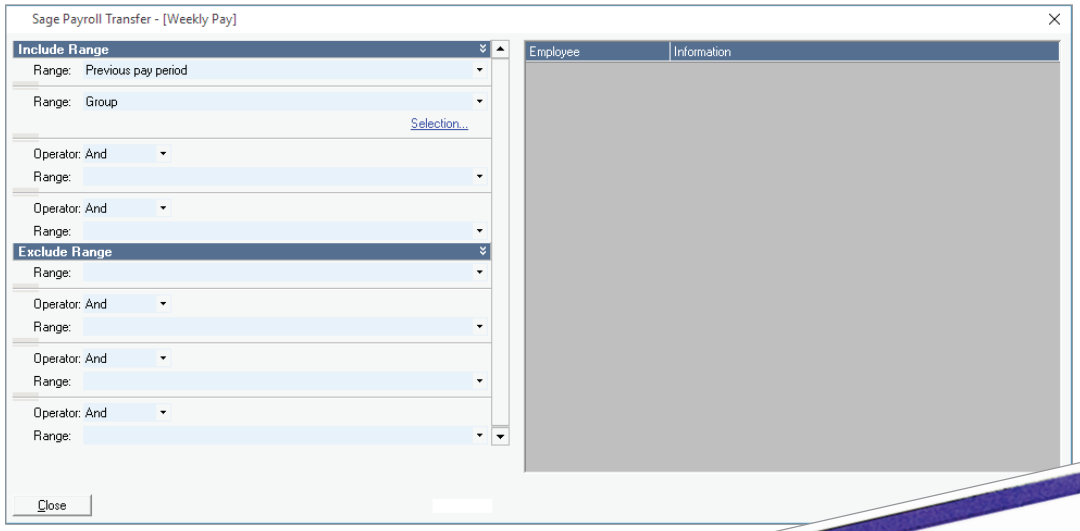
timeware® includes a 'payroll reminder' to-do list item. Set by the timeware® administrator, this feature provides an hourly countdown of the oncoming payroll deadline!

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

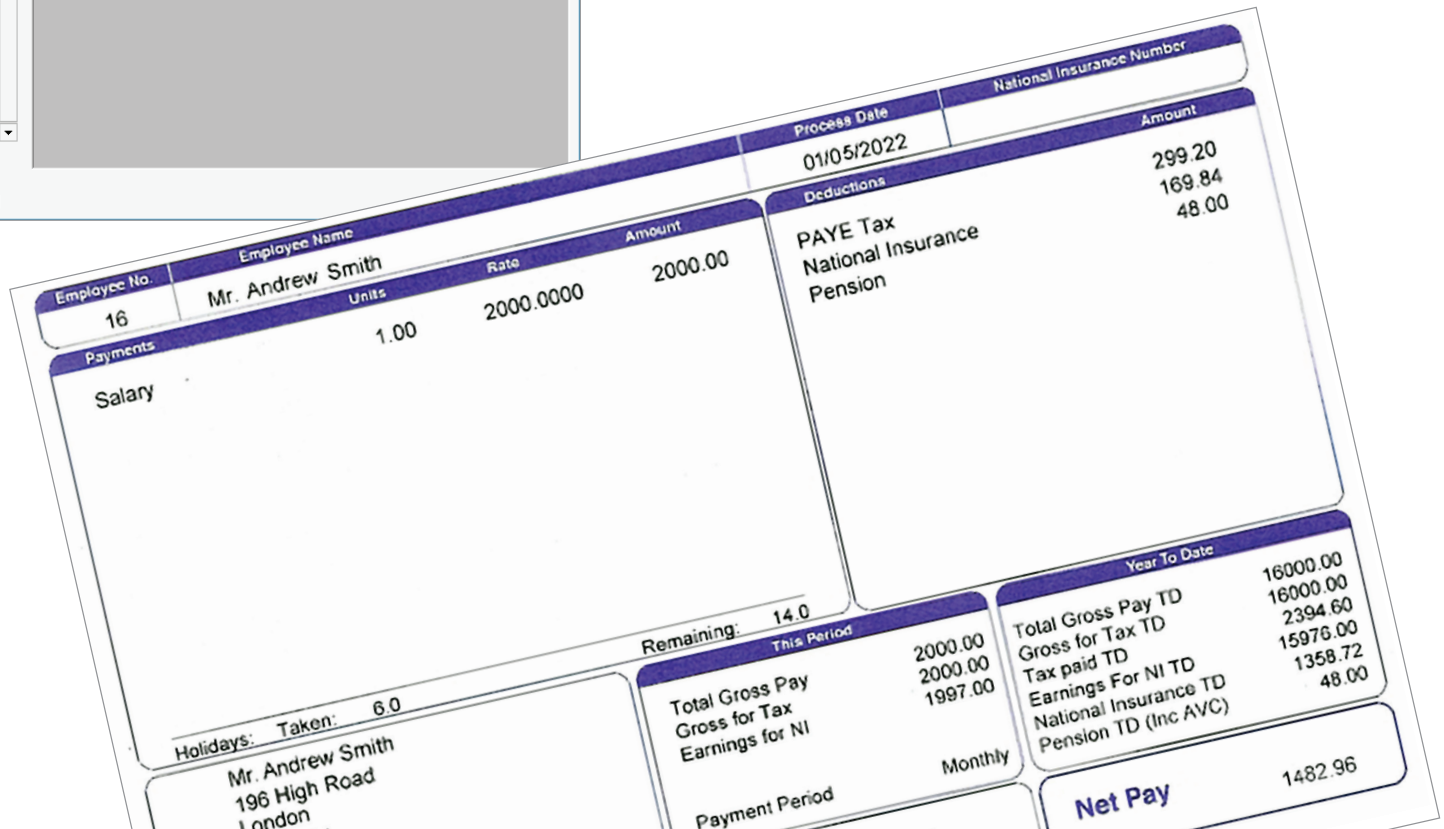
Following the payroll run, it's time to lockdown the historic data. The timeware® administrator can protect data up to a specified date, therefore eliminating any manual amendments. The historic lockdown is password protected.







Payroll transfer automation



timeware® Customer Care...

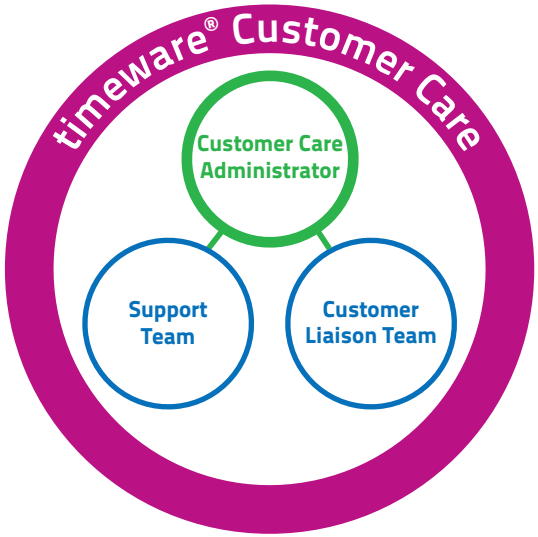
Once your timeware® software has been implemented, we believe that it is our responsibility to ensure that your system always runs smoothly. The timeware® customer care teams achieve this goal by working closely with each client in a pro-active manner.

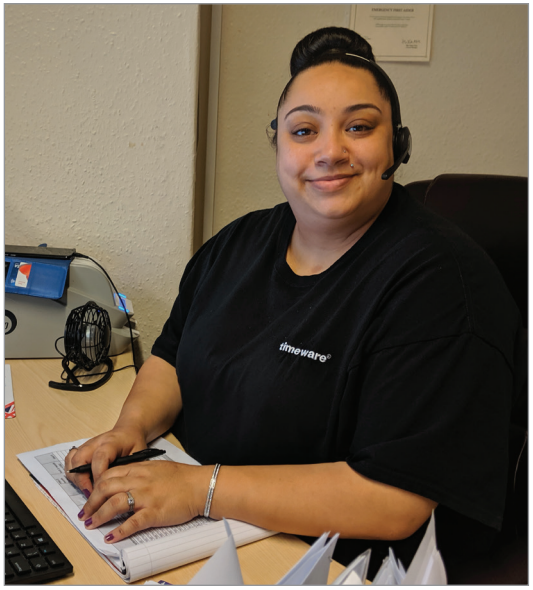
Once your timeware® system has been configured and your staff have been trained by the implementation team, there will be a hand-over to customer care. For the first few weeks, a member of the liaison team will contact your timeware® administrator on a daily basis to check that everything is working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

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

The technical support team 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® software. Authorised contacts can contact customer care by phone or by email.

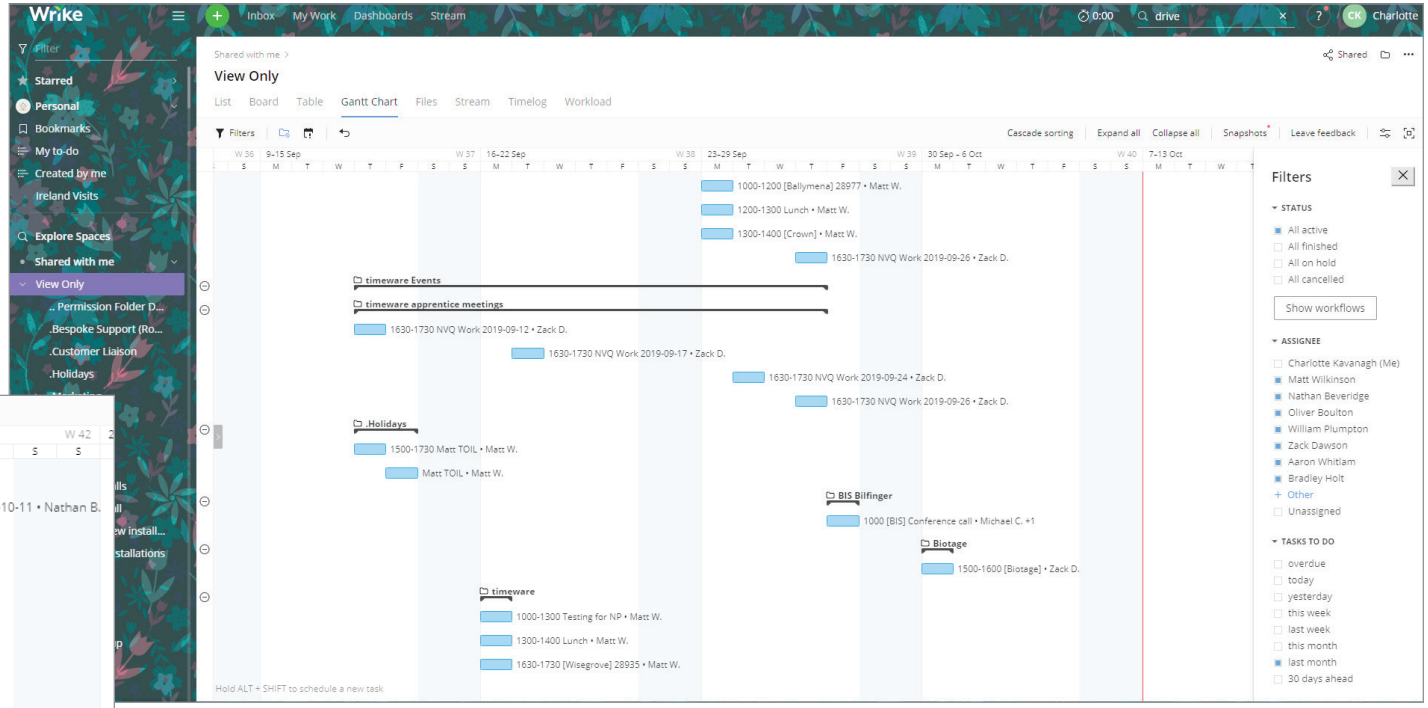
The customer liaison team is responsible for ensuring that timeware® keeps your system running in an acceptable manner. The liaison team are non-technical but are instrumental in the planning of annual upgrades and on-site visits. Their duties include ensuring that timeware® meets GDPR guidelines, co-ordinating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



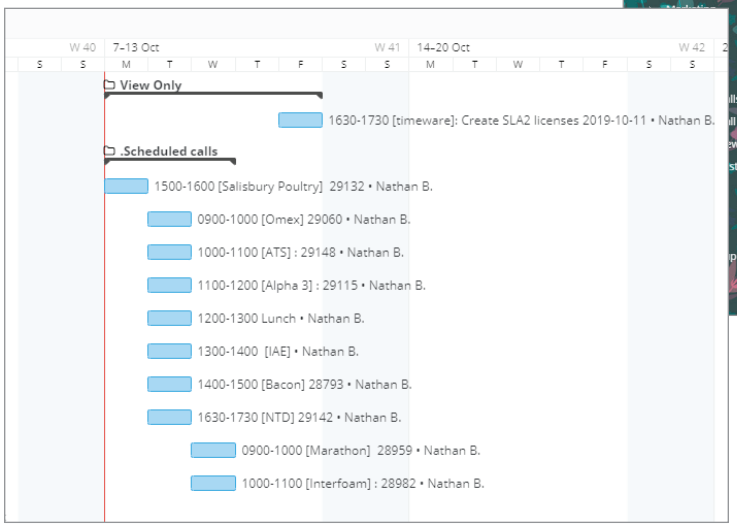


Charlotte Kavanagh
Head of Customer Care

Charlotte is the head of timeware® customer care and manages a team of eight staff. Charlotte has held several roles throughout her time working at timeware® and now reports directly to the management team ensuring that the high standards required of customer care is 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® software as part of your timeware® managed service

What is timeware® managed service?

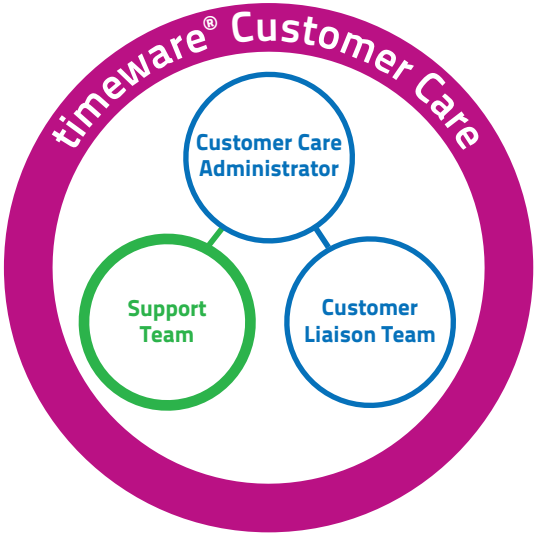
The concept behind timeware® managed service is simple: To provide an efficient and worry free managed solution for all timeware® customers. It is designed with the purpose of providing a qualified timeware® Support technician when required. The technician is responsible for managing certain features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

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

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

timeware® Managed Service includes the following:

- Access to the timeware® technical support team between 8:30am and 5:30pm Monday to Friday including Bank holidays, (except Christmas and New Year).
- A complete managed service where timeware® 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
- Annual post-installation meeting(s) (depending on the complexity of the software configuration), to identify and remove dataflow issues and to discuss and implement any new standards introduced in the software.
- A courtesy call from the customer liaison team approximately every six weeks.
- Complimentary subscription to the timeware® community magazine, 'timelines', for each staff member on your approved contacts list.



How will the timeware® support team help?

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

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

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

timeware® managed service change request procedure

To request a change, 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 polices
- Remuneration policies
- Groupings
- Training matrix policies
- Assets

Setting up reports/exports and dashboards

Shutdown maintenance

Absence management

Creating and maintaining;

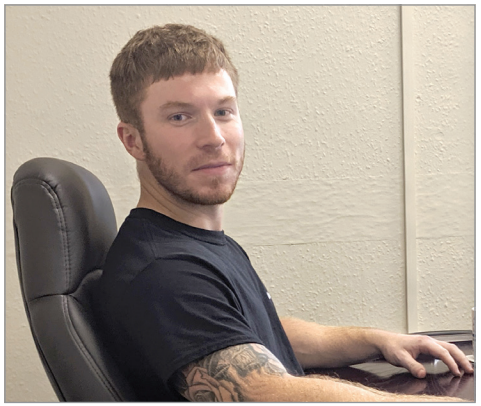
- Absence reasons
- Absence entitlement polices
- Absence block bookings

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 8 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 post-installation meetings at the customer site (or by Teams), 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.

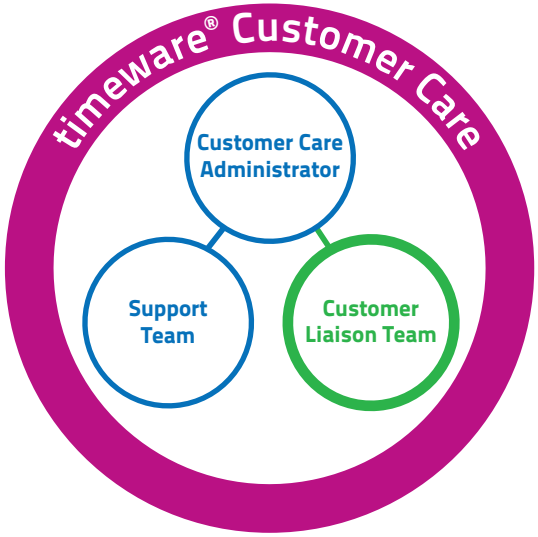
If we are responding to a change request, we may need the customer to gather further information for us. This would mean that we would agree on a time slot later that day, or if late in the day, early the next morning.

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 during his time at Virgin Trains have instrumental 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 post installation meetings and the distribution of the quarterly timelines magazine

Customer care calls

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

Annual software upgrade

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

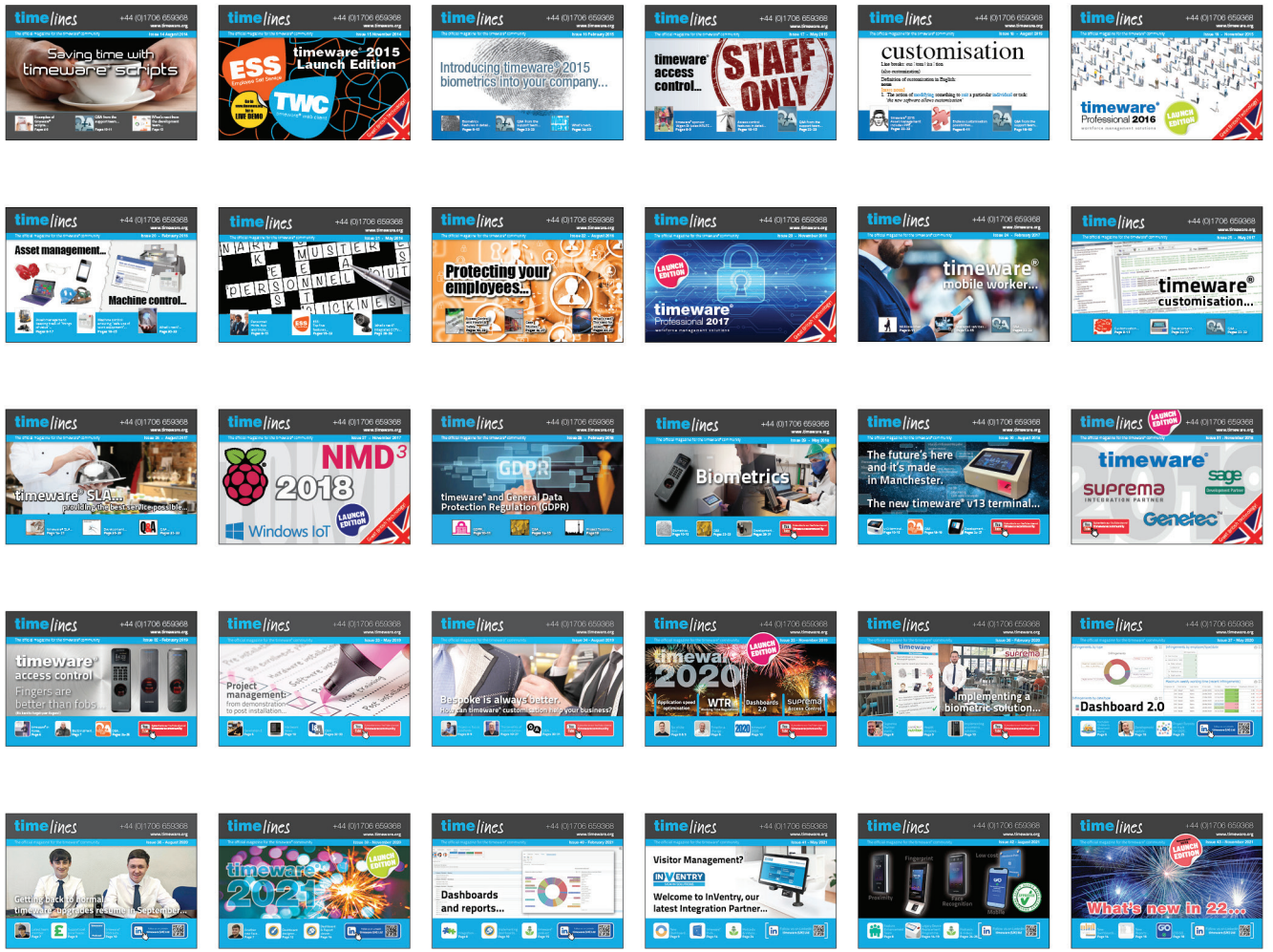
Post installation meetings

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

The number of post installation meetings held each year 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®

workforce management software

Head office

timeware® UK Ltd.
3 Fieldhouse Road
Rochdale, OL12 0AD
United Kingdom

General enquiries:

Tel: **+44 (0)1706 659368**

Web: **www.timeware.co.uk**

Email: **sales@timeware.co.uk**

West African office

visisure (West Africa) Limited
Victory Presbyterian Church
Behind Adenta SSNIT Flats
P. O. Box MD 603, Madina - Accra

General enquiries:

Tel: **+233 (0) 20 767 7133**

Web: **www.visisurewestafrica.com**

Email: **sales@visisurewestafrica.com**

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