



Customisation...

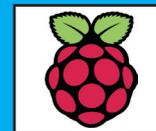
An essential component of a long term business relationship



Customisation...
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Feature in focus:
Machine control...
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The power
of pi...
Pages 33 & 35

Editor's comment...

Welcome to the tenth issue of insider, the official magazine for timeware® partners worldwide.

Welcome to the tenth issue of insider, the official magazine for timeware® partners worldwide.

Hello again. Good grief, it's May already!

In this issue we will attempt to explain everything about timeware® customisation and how good customisation ensures a long term business relationship with your client. We will outline how customisation affects the sales, project planning and support departments and what is expected of the field technicians that are implementing these unique features.

Recently, there has been renewed interest in timeware® machine control so you'll find an update towards the end of the magazine.

There is also a mention of the Takoradi International installation taking place in Ghana by visisure (West Africa). If anyone has completed an interesting installation that they would like to share, don't hesitate, just email the details for inclusion in the next issue!

As always, thank-you for your continued commitment to the timeware® brand and if you have any further questions, please contact the support team on +44(0)1706 658222.

Simon Birchall

Managing Director
timeware® (UK) Ltd

“ Customisation is a key component in the creation of a long-term business relationship with your client... ”



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Development

What's happening next?

Partner assist program

timeware® are committed to providing quality product training for all partners. We have allocated a number of dates throughout the year when a timeware® technician could visit your site to provide training on any area of timeware®. If several partners need to cover the same topics, timeware® will provide a training venue at no cost.

January 2017

5th - timeware® 2017 workshop, Lemboss Time Recorders

6th - timeware® 2017 workshop, London Hilton Hotel on Park Lane, Wisegrove Ltd

February 2017

9th - Demo assist, South Wales Time Recorders

21st - timeware® 2017 workshop, North East Time Recorders

March 2017

8th to 22nd - timeware® 2017 training workshop in Accra, Ghana with visisure (West Africa) Ltd

May 2017

25th - timeware® 2017 workshop, Auto Time Systems

26th - timeware® 2017 workshop, Auto Time Systems

June 2017

5th & 6th

July 2017

13th & 14th

August 2017

17th & 18th

September 2017

14th & 15th

October 2017

13th & 14th

November 2017

9th - Launch of timeware® 2018 at Broadfield Hotel, Rochdale.*

16th - Partner technician timeware® Professional 2018 workshop at Broadfield Hotel, Rochdale.*

***Broadfield Hotel, Sparrow Hill, Rochdale, Lancashire, OL16 1AF.**

To reserve a Partner assist day, please contact Liz Broadhurst in timeware® customer care on **customer.care@timeware.co.uk** or call **+44 (0)1706 659368**

Remember that **timeware® Professional 2017** includes the following modules:



Personnel



Absence management



Attendance



Access control



Asset management



Job costing



Cost centre analysis



Fire alarm roll call / Assembly point



ADP (attendance display panel)



Reports, exports and customisation



Mobile worker (optional)



To-do list & Dashboards



Payroll interface (optional)



ESS (employee self service)



TWC (timeware® web client)



Machine control

Interested in talking further about any of the modules?

Contact customer care on +44 (0)1706 659368 or customer.care@timeware.co.uk

International timeware® news

The first four months of 2017 have been extremely busy for all partners across the UK, Ireland and West Africa. Lordson's team at visisure have completed an exceptional project which I thought was worth sharing with everyone:

Lordson, tell us more about this exceptional project!

In the first part of this year we completed the Takoradi International project which is our largest, single location installation to date. Takoradi International is a Thermal Power Station based in Aboadze, a town in the Western region of Ghana. The company employs around 400 staff working 24 hours per day, 365 days per year.

How did the client hear about timeware®?

By referral. We were introduced by a consultant who had previously worked with visisure on one of our Banking projects.

Please tell me about the size of the business and the solution they required?

Opened in 1997, Takoradi International is the largest Thermal Power Station in Ghana and generates a total of 550 MW via four gas turbines and a steam turbine. The client was looking for a biometric attendance and access control solution along with car-park barriers and HGV gates.



Senior technician, Eric Boateng

How long did the project take to complete?

Phase one of the project was completed in approximately four weeks. This included 10 access control terminals, fire alarm monitors and five attendance terminals. All biometric enrolment was completed by the field technicians as recommended by timeware® (UK). Phase two is midway and will see the number of access doors rise to 25. Phase 3 is due to start in July and will include a one ton rolling HGV gate and car park barriers that are also being installed by visisure.

What was the most challenging part of the project?

The civil engineering work and completing phase one within strict time constraints.

Thanks for the update Lordson.



visisure (West Africa) Ltd MD, Lordson Abasa-Addo

The benefits of customisation...

The market leader timeware® Professional is extremely powerful, even when supplied as a 'cellophane wrapped' package with no modifications. However, one of the most important features introduced way back in 2002 were 'customisation points' – points in the application that allow scripts to be inserted to perform tasks unique to each customer.

In our opinion, customisation is one of the 'big 5' features that help to guarantee that customers remain happy with the timeware® product.

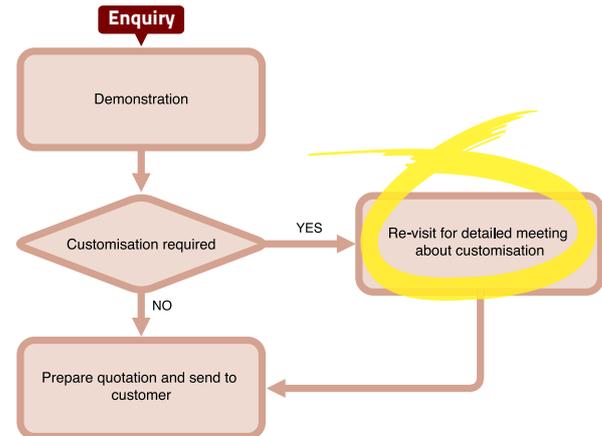


The benefits of customisation points are two-fold:

1. The Customer is extremely happy with a solution tailored to their exact needs.
2. The Partner is happy with a customer that is very unlikely to move to another supplier which helps to ensure another reliable revenue stream.

A customisation project starts in one of three places:

1. The customer has a specific need in a certain area of the system which is identified by themselves.
2. A timeware® specialist identifies requirement during a demonstration wish triggers a customisation meeting.



3. timeware® arranges to carry out a timeware® workflow analysis meeting where we discuss introducing automated processes within timeware® to eliminate errors and to reduce bottlenecks. We advertise these meetings in the timelines magazine and in the meeting ask the customer to explain in detail their business methods and procedures relating to personnel, absence management, attendance, payroll and any manual connections to other computer applications. We then produce a report outlining our observations and we will make a number of recommendations on ways that the customer can improve their methods and procedures by utilising standard and customised features within timeware®.

Information

timeware® workflow analysis meeting...

Are you interested in getting more from your timeware® system?

A timeware® workflow analysis meeting is the first step towards eliminating errors and reducing bottlenecks by introducing automated processes.

In the meeting we will ask you to explain in detail your business methods and procedures relating to personnel, absence management, attendance, payroll and any manual connections to other computer applications.

We will produce a report outlining our observations and we will make a number of recommendations on ways that you can improve your methods and procedures by utilising standard and customised features within timeware®.

Interested in a timeware® workflow analysis meeting?

Contact customer care on +44 (0)1706 659368 or customer.care@timeware.co.uk

4 | **time**lines February 2017

Fig 9.1 Regular advert in the timelines magazine

timeware[®] customisation points

There are many 'customisation points' within the timeware[®] system. Here is the current list along with some examples:

Absence Entitlement

Control special requirements for an employees annual leave entitlement

E.g - Pro Rata entitlements based on customer requirements.

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

Application Event

Run events that can trigger based on certain circumstances within timeware[®] ie on client start up or before calculation.

E.g - Ensuring no more than one swipe at terminal, also showing message on terminal screen stating that employee has only just swiped.

E.g - Export employees in to another system on client start up.

E.g - Convert attendance bookings to job costing.

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.

E.g - Employee needs to work certain amount of hours to have a break.

Daily

Modify the output of hours on a day beyond the capabilities of the standard system

E.g - Overtime approval for employees on a particular

daily schedule.

E.g - Drivers can be provided a bonus when they work overnight

E.g - Employees get paid a nightshift premium between the hours of 22:00-06:00

Dashboard

Custom dashboards specific to the customer

E.g - User defined dashboards can be scripted.

Email

Send emails to employees/ managers under specific circumstances

E.g - Email managers when absence has been booked Via ESS.

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

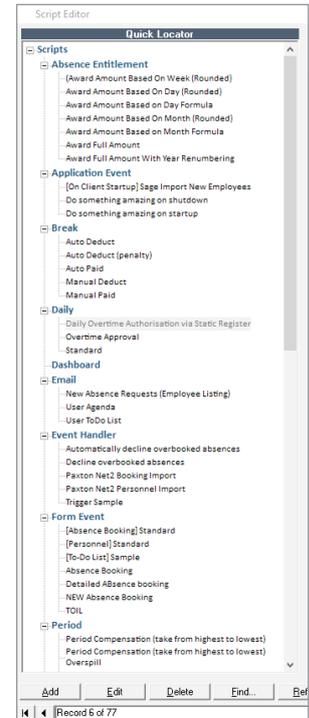


Fig 10.1 Script editor

Event Handler

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

E.g - Email Report to managers

E.g - Automatically decline overbooked absences and email managers/employees telling them its been declined.

Exports

Custom exports specific to the customer

E.g - Export information from the software in to a workable excel document.

Form Event

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

E.g - when booking a holiday for certain department, a form event script can allow you to know who else is off at that time in the same department. Will only allow (X) amount of employees off at one time.

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

E.g - Make the comment field mandatory before absence can be saved.

Period

Apply specific rules for the production of weekly hours.

E.g - 40 physical hours need to be worked before an employee qualifies for overtime

E.g - Work out the average amount of hours an employee should be getting over 3 weeks.

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

Sage Payroll

Perform an event when using the timeware® to Sage link.

E.g - Importing employees into timeware® from Sage.

E.g - Convert hours within timeware® to decimal the moment the sage link is transferred.

Slider

Scripts that can be triggered by users at any point.

E.g - Locking all doors using timeware® Access Control.

E.g - Add a specified amount of hours on to all employees as a bonus.

E.g - Convert every employee that have not had an attendance booking in the last 6 months to a leaver.

Terminal Enquiry Agent

Functions are performed on the timeware® hardware that produce specific requirements.

E.g - showing employee as In/Out on screen of terminal when swiping.

E.g - Tell the employee when the clock in/ out if they have an anomaly ie missed a clock in.

E.g - Automatically stop previous job when clocking on to a new job.

To-Do List

Display bespoke fields within the users to-do list

E.g - To ensure an employee has had an 11-hour gap between shift.

E.g - Display all employees when they have a set amount of entitlement remaining before their renewal date.



Liz Broadhurst

Liz has over seven years experience at timeware® and is responsible for organising sales demos and quotations.

How customisation affects timeware® sales...

Liz, how important is product customisation?

I think it's safe to say that at least 95% of timeware® users have some form of customisation. The fact that we can provide a unique solution for each customer is a key part of our success. During the seven years that I have worked at timeware®, I have seen a steady increase in the amount of custom development and the revenue generated from this work is essential for the growth of the organisation.

Please explain more...

First you must remember that timeware® demonstrations are carried out by either a field technician or a member of the support team. In our experience, the initial demonstration is not the best place to gather detailed information about the required customisation so we always arrange a follow-up meeting either face-to-face or by phone depending on our perceived complexity of the bespoke work required. Again, in our experience customers appreciate this level of commitment to detail as additional visits

help to reinforce the idea that we are a professional company – it also helps to justify the higher charges that we make for customisation work.

What are the charges for customisation?

We currently charge £628 per day for bespoke development with a recurring charge of £161 per year to ensure that the customisation works with future versions of the timeware® software.

Who provides you with a description of the customisation for your quote?

Project planning provide a detailed description and the number of days so I simply copy and paste the information into the quotation software 'quotient', (www.quotientapp.com)

Do customers ever complain about customisation charges?

Sometimes so occasionally we offer a reduction in the initial charge but always maintain the annual recurring charge.

<p>19-30705 Software customisation (2.5 days) Smart Booking script to restrict employees getting through an access controller</p> <p>Description:</p> <ol style="list-style-type: none"> 1. If an employee has a certain absence reason against the day, don't allow access through the access terminals. 2. Customer requested restricting employees through an access controller based on hours, for example either side of the employees start and finish times. Can this be adjusted per employee. <p>timeware response:</p> <p>Employees as standard, are restricted via an access pattern which is based on an employee's terminal policy in timeware. A terminal policy is usually based on a group of employees rather than an individual as you would need to create a new terminal policy per employee which is not feasible. After speaking with Nick, he agreed we could use standard access patterns for some employees.</p> <p>To restrict employees based on a shift pattern timeware would write a bespoke smart booking script which would look at an employee's schedule start time and schedule finish time in the daily schedule. This could then be hard coded to be set if an employee belongs to a certain grouping, then the employee can clock (X) amount before a shift and after a shift. (X this value would need to be specified by Salisbury). However using this method there is an issue if an employee has agreed to work overtime or is working on a rest day, if the employee tried to gain site access outside of the window mentioned above, the access terminal would not allow them through. A method to get around this problem is to create a spreadsheet that can override the script, if an employee's name or payroll number is within the spreadsheet, a time and date can be entered which will determine if the employee can use the access terminal. Another slight issue with this is if the spreadsheet is not updated prior to the overtime/employee trying to enter site, they will not be able to gain access.</p> 	<p>628.00 x 2.5 1,570.00</p>
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Fig. 13.1

An example of the detailed description provided by project planning along with the number of days pasted into the quotation app.

And the annual recurring charge.

	<p>161.00 x 5 100% discount</p>	
<p>19-0950 software support (customised reports & scripts)</p>		
<p>This would be added to your annual agreement on a pro-rata basis</p>		
<p>11-0018 timeware® SAGE payroll license (subsequent year)</p>	<p>268.00 x 1 100% discount</p>	
<p>Subtotal, includes discount of 1,341.00 VAT 20% Total GBP including VAT</p>		<p>6,594.00 1,318.80 £7,912.80</p>

Fig. 13.2



Dave Webb

Dave is timeware's® senior installation technician and has over 20 years experience with the timeware® product range. He has been responsible for implementing some of the most complex timeware® installations in the UK and West Africa.

How customisation affects the field technicians...

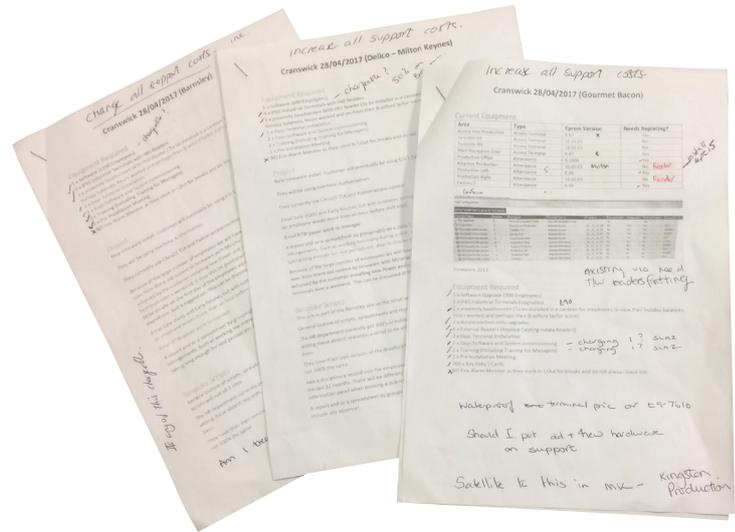
Customisation meeting

Dave, who organises the customisation meeting?

The meeting is triggered by the timeware® specialist that has completed the demonstration. That person would have already informed the customer that a further meeting was required and that someone will be contacting them to arrange a date. When the timeware® specialist returns to the office, they would speak to sales and project planning about the requirements and it would be left to Mike Coope to organise a suitable date with the customer and to identify the correct people that should attend the meeting. It is vitally important that the correct people from the customer's business attend.

How long does a customisation meeting take?

The longest time I have spent with a customer is one working day.



On average, I would say the face-to-face meeting lasts half a day and a meeting over the telephone, no more than one hour.

What points are covered in the customisation meeting?

This is sole dependant on the customisation required. During the meeting it is essential to discuss the requirement in great detail and to draw on experience we have gathered from previous installations. Obtaining an accurate specification is essential.

What happens after the meeting?

The timeware® specialist is always given at least half a day to complete their notes and to prepare a specification for the development team. This time is essential.

Do you make the customer agree to the sign-off the specification?

NO! We use good, old fashioned trust.

Customisation testing...

Dave, how important is the testing stage?

Would you like to drive to Aberdeen and find that the customer's script wasn't working properly? I insist on testing all major scripts on my own test system before arriving on site. I refer to my original notes and if there is any doubt about the way the custom work is performing, I pass my concerns back to project management and speak direct with the developers.

Customisation implementation...

Dave, how much additional time is needed to implement the customisation?

Well, the majority of new installs and major upgrades are given three to four days with an overspill day if required. Customisation implementation is generally absorbed into this time and is completed during the software installation or policy commissioning phase.



Mike Coope

Mike is the Head of the timeware® Projects Department and is responsible for the planning of all upgrades and new installs.

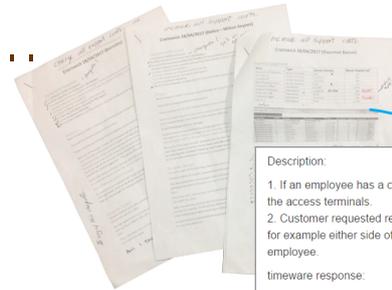
How customisation affects the project planning department...

Planning the customisation meeting

Mike, please explain a little more about the planning of the customisation meeting.

If the timeware® specialist identifies the need for a customisation meeting during the demonstration, it is my job to organise the meeting and to ensure the right people attend. I will contact the customer as soon as possible following the demo to organise a suitable date. I always try to make sure that the timeware® specialist that provided the demonstration also completes the customisation meeting. Continuity is always important.

Finding out which people will have the right information for the meeting can take some time but usually it is a member of the HR team and possibly someone from Wages or Payroll. If the project is to include job costing we may also need a member of the production planning team. I work with a main contact at the client



Field technicians customisation notes

Notes prepared for customisation quotation

Description:
1. If an employee has a certain absence reason against the day, don't allow access through the access terminals.
2. Customer requested restricting employees through an access controller based on hours, for example either side of the employees start and finish times. Can this be adjusted per employee.
timeware response:
Employees as standard, are restricted via an access pattern which is based on an employee's terminal policy in timeware. A terminal policy is usually based on a group of employees rather than an individual as you would need to create a new terminal policy per employee which is not feasible. After speaking with Nick, he agreed we could use standard access patterns for some employees.
To restrict employees based on a shift pattern timeware would write a bespoke smart booking script which would look at an employee's schedule start time and schedule finish time in the daily schedule. This could then be hard coded to be set if an employee belongs to a certain grouping, then the employee can clock (X) amount before a shift and after a shift. (X this value would need to be specified by Salisbury). However using this method there is an issue if an employee has agreed to work overtime or is working on a rest day, if the employee tried to gain site access outside of the window mentioned above, the access terminal would not allow them through. A method to get around this problem is to create a spreadsheet that can override the script, if an employee's name or payroll number is within the spreadsheet, a time and date can be entered which will determine if the employee can use the access terminal. Another slight issue with this is if the spreadsheet is not updated prior to the overtime/employee trying to enter site, they will not be able to gain access.

to provide timescales for each part of the customisation meeting. No business can afford to have several key – people away from their desks for too long.

As Dave has previously mentioned, I always allow either a half or full day following the meeting for the timeware® specialist to type up their notes. It is important that this report is completed and passed back to me as quickly as possible.

Following the customisation meeting

How do the notes get turned into a chargeable figure?

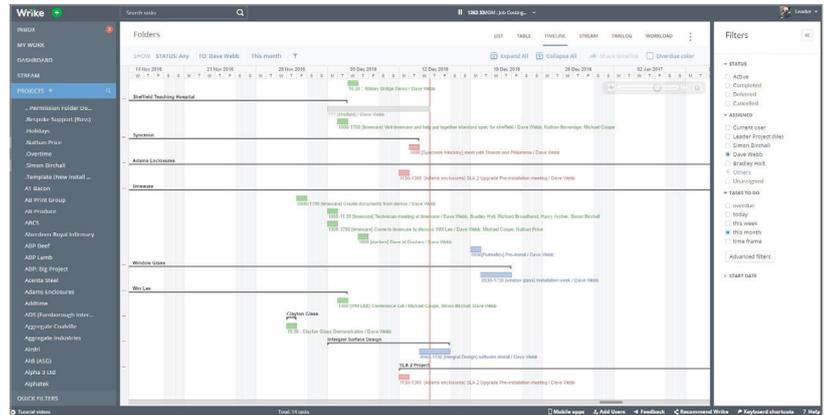
Once I receive the written customisation notes, I bring these into the 4 p.m. team meeting and Nathan Price will give an estimated number of days to complete the work. Under certain circumstances, Simon may decide to apply a reduction to the costs.

Occasionally Nathan may ask me to obtain additional information from the customer about aspects of the specification that are not very clear. I would speak to the timeware® specialist and then, if necessary, the customer to provide a more accurate description.

Finally, I provide Sales with a description of the customisation to include in the customer's quotation along with the number of days to complete.

Scheduling the customisation work

Mike, once the order is received by Sales, what happens next?



Liz informs me that the order has been placed and I then book the customisation work into the project management application, Wrike. At this stage the customisation is given a reference code which is used on all future correspondence both internally at timeware® or externally with the customer. Once the customisation is completed, it is held on the server and in the cloud backup. At this stage, the customisation is passed back to the timeware® specialist for further testing. Again, adequate time must be given if this is to be completed correctly.

Planning and preparation is essential. We cannot install a system when the customisation is incomplete.



Matt Wilkinson

Matt is head of timeware® support and manages the team responsible for ensuring the smooth running of all timeware® systems across the world.

How customisation affects timeware® support...

Once the custom work has been implemented within the customer's timeware® system, any customisation queries will end up on the timeware® support desk. Matt Wilkinson manages the support team and takes this opportunity to answer customisation questions:

Matt, please outline the different types of customisation queries that your team receive?

There are basically two types of query: the first relates to customisation that has recently been implemented, the second relates to a new requirement that may be a potential sales opportunity.

How do you process a new customisation requirement?

We work with the customer to create a detailed description of the requirement which we bring into the 4 p.m. team meeting where Nathan Price will provide an estimated number of days to complete the work. This information along with the detailed description is passed to Sales to provide a quotation.

As Mike mentioned earlier, under certain circumstances, Simon Birchall may decide to apply a reduction to the costs.

How do you handle a completed customisation project that requires modification due to a change of rules?

It really depends on how much revenue the customer creates over the year. Many of the SLA2 & SLA3 customers are spending over £3K per year on support so they would normally get minor changes for free. SLA1 customers would normally pay for any modification work unless there were mitigating circumstances.

How do you handle a completed customisation project that requires modifying due to an incorrect specification?

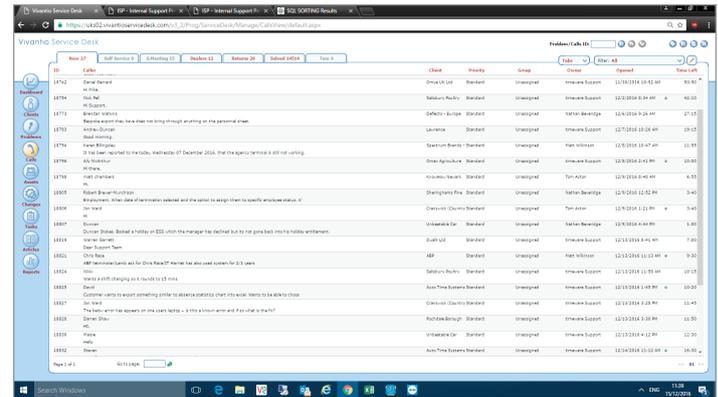
The incorrect specification could be the fault of the customer, the timeware® specialist involved in the project or a combination of both. We try to handle this type of situation as positively as possible. As this scenario happens very rarely, we would probably not charge the customer to correct the work. Simon Birchall would advise us on what to do if this did occur.

Matt, do you need to be able to understand coding to support customised sites?

I get asked this question regularly by timeware® partners and the quick answer is 'it would help'. As an increasing number of customers implement customised features, it makes sense for support team members to understand the basics behind scripting. What we don't want to do is to have to bring every support problem into the 4 p.m. team meeting. Understanding the basics behind scripting is fairly straight forward and helps us to describe the problem more efficiently when passing support problems back to the development team.

OK, so how do you start learning about scripts and basic coding?

From the scripts themselves! Take a basic daily overtime script and look at how it works. Next change something and re-calculate. Slowly the code becomes readable and with practise you will begin to understand how the basics work. Remember that you are not learning how to create your own scripts, just learning enough to be able to provide a higher level of support!



Finally Matt, is it best to log the faults verbally with the team or directly into vivantio?

When possible, the trade should log all types of faults using the online facility in vivantio as this reduces the chance of human error and encourages the partner to actively use vivantio to check on the progress of their faults.

An introduction to machine control...

The concept behind the machine control module is simple: to ensure that only correctly qualified employees with valid PPE are able to activate maintained machines during a valid work pattern. In other words ensuring that non-qualified, no equipped staff cannot operate expensive and potentially lethal equipment without management authorisation.

A number of existing timeware® elements were used in the design of this solution, including personnel training records and asset management. The interface between the employee and the machine comes in two parts: the machine control reader and the machine controller unit. The machine control unit connects to the electronics of your machine, a task which is completed by the machine manufacturer or supplier. The machine control reader is usually mounted on the machine and contains both biometric and proximity readers and a PIN keypad. An LCD display provides the machine status and highlights any step failures (outlined in the following pages).

Once installed the machine control module provides timeware® with new factory floor information about who is using which machine and for how long. An additional benefit is the monitoring of machine errors that can also be linked into the 'machine controller inputs' to provide accurate downtime information in real-time.



t9-0300
machine control
reader

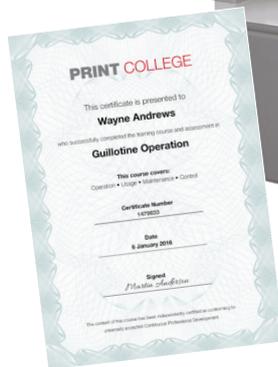
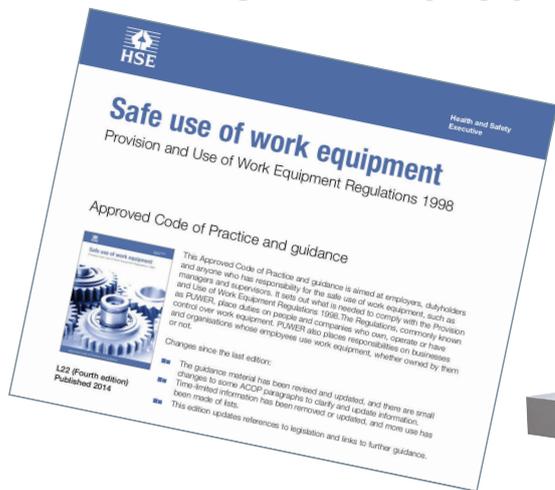


t9-1710
machine controller
unit

Interested in timeware® machine control?

Contact Charlotte Kavanagh on **+44 (0)1706 659368** or **customer.care@timeware.co.uk**

PUWER: Provision and Use of Work Equipment Regulations 1998



Identifying the employee...

The first step in enabling the machine is for the employee to prove who they are. The client can decide how this is done. Biometric, proximity and PIN number methods in any combination are available.

A machine control reader is used to identify the employee. The reader uses the same biometric technology as timeware® access and attendance terminals meaning that the employee's finger template is compatible with existing equipment. When using proximity technology, the prox' card is dropped into a slot in the top of the machine control reader and remains there until the end of the work period.

The LCD display on the reader provides the employee with visual feedback as the six validations steps are completed.

Only when the employee has proved who they are does the machine control process move to step two.



t9-0300
machine control
reader

Should the employee be working now?...

The **second step** in enabling the machine is to check if the employee should be in work at this time. The machine control software can be programmed to validate if the employee is supposed to be working at a certain time on a certain day. Stopping qualified employees working on expensive and dangerous machinery outside of their allocated worked patterns maybe a useful feature for a management team which requires greater control on the factory-floor.

If 'now' is confirmed as a valid work time, the machine control process will move to step three.

Planner

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

Employee	Tue, 15 Dec 2015	Wed, 16 Dec 2015	Thu, 17 Dec 2015	Fri, 18 Dec 2015	Sat
PITCOCK, TINA (6)	830-1630 Admin	830-1630 Admin	830-1630 Admin	830-1630 Admin	Sat With
Brazier, Lauren (7)	07:30-16:30	07:30-16:30	07:30-16:30	[P] 06:00-1430	Sat With
SINGH, BALDEV (8)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
HUSSAIN, ALTAF (9)	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	Night Shift Basic 20.00-0...	Sat With
GOOCH, DANIEL (10)	7:00-1630 production	7:00-1630 production	7:00-1630 production	7:00-1630 production	Sat With
FINAN, PETER (11)	06:15-1430	7:00-1630 production	7:00-1630 production	7:00-1630 production	Sat With
SINCLAIR, KEVIN (12)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
FINAN, ANDREA (13)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	07:30-16:30	Sat With
DRAZEK, KRZYSZTOF (14)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	07:30-16:30	Sat With
Wilcox, George (15)	06:15-1430	06:00-1430	06:00-1430	06:00-1430	Sat Basic
HOWEN, WILLIAM (16)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
SINGH DHESI, SANDIP (17)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
SINGH 00018, JASMINDER (18)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
SINGH 00020, KULDIP (19)	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
SINGH, GURVINDER (20)	[P] 06:00-1430	[P] 06:00-1430	07:30-16:30	[P] 06:00-1430	Sat With
SHARIF, MOHAMMAD (21)	07:30-16:30	[P] 06:00-1430	[P] 06:00-1430	[P] 06:00-1430	Sat With
DRAZEK, KRZYSZTOF (22)	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	Night Shift Basic 20.00-0...	Sat With

Does the employee have the correct training to operate the machine?...

The third step in enabling the machine is to check if the employee has the relevant valid training qualifications. Each machine is defined within timeware® and that definition includes a required training qualification list. Training is controlled through the timeware® personnel module.

Once the employees' training records are confirmed, the process moves to step four.

PUWER states that the company must ensure that all people who use, supervise or manage the use of work equipment have received adequate training, which should include the correct use of the equipment, the risks that may arise from its use and the precautions to take.

Personnel Training and Qualification Matrix

Employment: Office manager Training and qualification policy: First Aid + Forklift Certified

Training and Qualification	Type	Course Start Date	Passed	Certificate	Expiry Date
Forklift Training	Recommended	Mon 05 Oct 2015 09:00	Yes	Yes	
Fire Marshal Trained	Recommended	Mon 04 Jan 2016 09:00	Yes	Yes	
First Aid Certified	Recommended	Tue 05 Jan 2016 09:00	No	No	
Forklift Certified	Recommended	Mon 06 Jul 2015 09:00	Yes	Yes	Mon 08 Aug 2016 09:00
Guillotine	Recommended		No	No	

Print College Certificate:

PRINT COLLEGE

This certificate is presented to **Wayne Andrews** who successfully completed the training course and assessment in **Guillotine Operation**

This course covers: Operation • Usage • Maintenance • Control

Certificate Number: 12345678

Date: 8 January 2018

Signature: *Thomas Anderson*

The content of this course has been independently verified as conforming to the standards specified in the relevant British Standard.

Preview...

Has the employee been issued with the correct personal protection equipment to operate the machine?...

The fourth step in enabling the machine is for the process to confirm if the employee has been allocated with the correct PPE and that the PPE is valid and has not expired. Each machine is defined within timeware® and that definition includes a required list of PPE. PPE is configured within the timeware® asset control module.

Once valid personal protection equipment has been confirmed, the machine control process moves to step five.

PUWER states that the company must ensure that all people using, supervising or managing the use of work equipment are provided with adequate, clear health and safety information.



Personnel

Employee ID: 7 First name: Lauren Last name: Brazier

- 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
 - Accidents
 - Bank Details
 - Pension Details
 - Union Details
 - Assets
 - User Defined Fields
 - Documents
 - Notepad
- Employee Self Service
- Vehicle
- Health
- Appraisal
- Working Time Regulations

Miscellaneous (Assets)

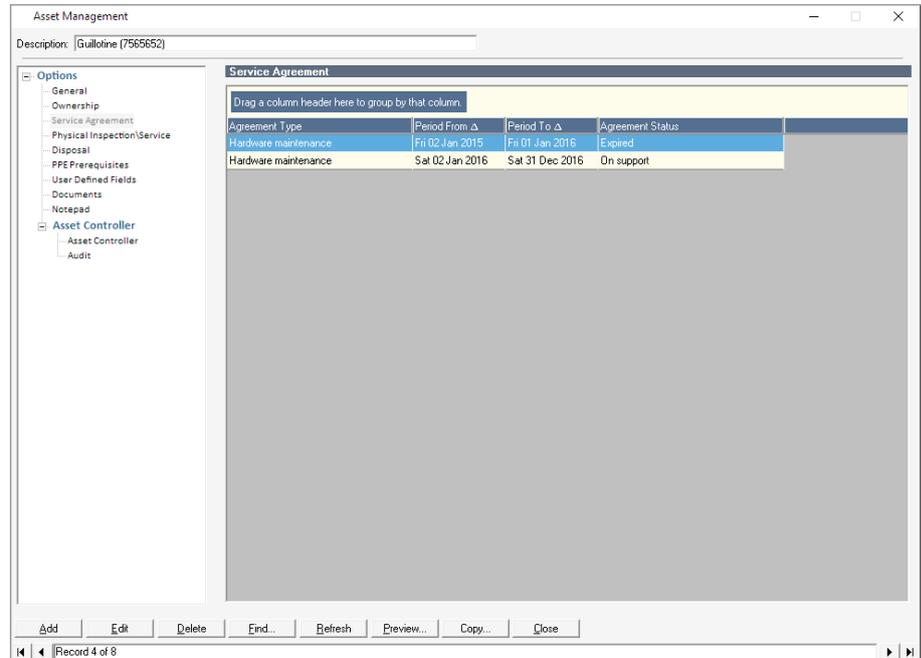
Category	Reference	Description	Checked-Out	Checked-In	Status	Purchase Cost
IT equipment						
Active						
IT equipment	Tablet	Tablet (192.168.55.125)	Wed 13 Jan 2016		Active	£200.00
						£200.00
						£200.00
Mobile phone						
Active						
Mobile phone	iPhone 6	Company iphone	Tue 13 Oct 2015		Active	£800.00
						£800.00
						£800.00
Personal protection equipment (PPE)						
Active						
Personal protectio...	Protective Helmet	Protective Helmet	Wed 13 Jan 2016		Active	£20.00
Personal protectio...	Ear Defenders	Ear Defenders (Lauren B...	Wed 13 Jan 2016		Active	£10.00
Personal protectio...	Work Boots	Work Boots (Lauren Braz...	Tue 22 Dec 2015		Active	£40.00
						£70.00
						£70.00

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

Record 2 of 120

Has the machine been properly maintained?...

The fifth step in enabling the machine is for the process to confirm that the machine has been maintained correctly according to pre-determined service intervals. The service intervals are defined within the asset management module as PUWER requires that all work equipment is maintained in an efficient state, in efficient order and in good repair. As mentioned earlier in this document, the asset management module provides the ability to log all maintenance records.



If all conditions are met, the machine can start...

The sixth step once all of the conditions are met, the machine control unit will enable the machine to start. The date, time and employee details are stored by timeware® each time the machine is started or stopped. This information is available to timeware® in real-time and can be used in the 'to-do' list or dashboard area.

Remember that the rules governing whether the machine starts are define by the customer. This process can be unique and can involve more or less stage as define in this article.

STEP 1	Validate the employee	✓
STEP 2	Validate their work pattern	✓
STEP 3	Validate their training matrix	✓
STEP 4	Validate their PPE	✓
STEP 5	Validate the machine service interval	✓
STEP 6	Start the machine	✓

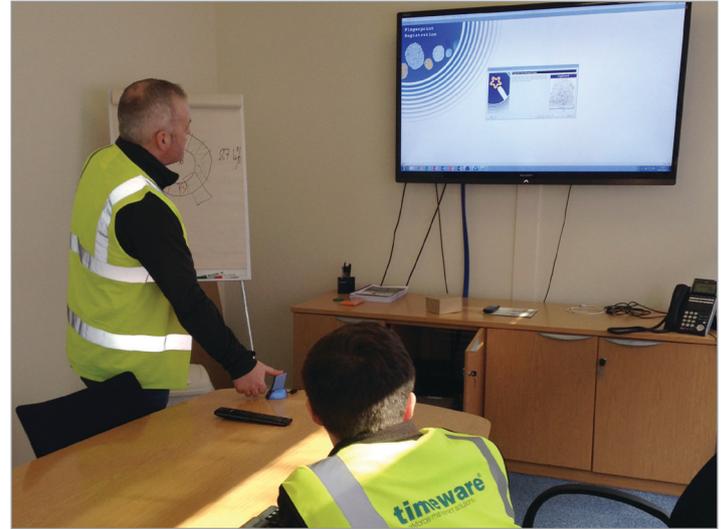
Interested in timeware® machine control?

Contact Charlotte Kavanagh on **+44 (0)1706 659368** or **customer.care@timeware.co.uk**

Out and about...



timeware® MD, Simon Birchall and Wisegrove MD, Andre Scott enjoying drinks in the Rivoli Bar at the Ritz London following their monthly sales meeting in March.



timeware® field technician Harry Archer enrolling fingerprint biometric data at Carlson Filtration Ltd in Barnoldswick, Lancashire.

We've found it best practice to enrol all staff during an upgrade to prove the biometrics work.



King Asia Foods fire alarm monitor installation.



King Asia Foods upgrade from timeware® 5 to timeware® 2017 with biometric attendance, fire alarm monitor and mobile worker. (It pays to keep in touch with all your customers!)



Out and about (a little bit further)...

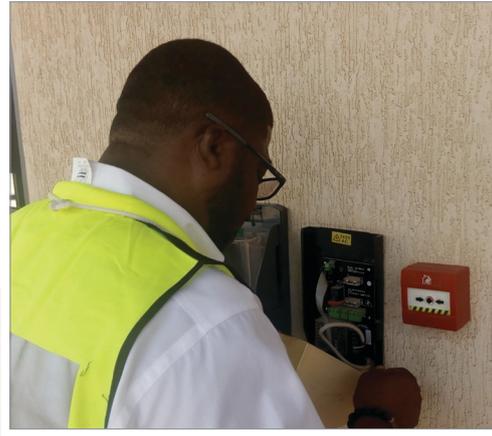


Bradley Holt training timeware® user, Kwaku Opoku, at Kasapreko Company Ltd in Baatsonaa, Greater Accra, Ghana.

Kasapreko is one of the leading and alcoholic and non-alcoholic beverage producing companies in West Africa with over 500 staff.



April sales meeting at timeware® (Ireland) in Bray, Co. Wicklow Ireland. Present were Simon Birchall, Eóin Meyler, Ross Killen and Ciarahn Hanrahan.



Lordson confirms that the project is complete and orders his Fufu with a Double Star.



Lordson Abasa-Addo, MD of visisure (West Africa) Ltd assisting with the upgrade of Guinness Ghana Breweries Limited's 5 office terminals to ESS touch-screen. This site is based in Kumasi, Ghana and employs over 1,200 staff.

timeware® roadmap update...

Are you interested in what's happening at timeware® (UK) Ltd? We keep a 'timeware® roadmap' regularly updated on www.timeware.info to remind the Partners (and ourselves!), exactly what we are working on, on a weekly basis.

All completed tasks are marked in green and the roadmap reaches as far as December 2017.

March 2017

NP developing Tokyo program

PK developing Tokyo HAT firmware

W/c 6th Project Tokyo HAT and PSU designs sent to UKE.

W/c 27th Receive CAD drawings ref: Project Tokyo HAT and PSU designs from UKE

April 2017

NP developing Tokyo program

PK Okaying CAD drawings and developing Tokyo HAT firmware

W/c 3rd Order 25 Project Tokyo terminals from Custom Design Technologies.

W/c 3rd Order 25 prototype project Tokyo HAT and PSU designs from UKE

May

NP back on timeware® app

PK completes wall mounted bio reader PCB

W/c 22nd Receive 25 Project Tokyo terminals from Custom Design Technologies.

W/c 22nd Receive 25 prototype project Tokyo HAT and PSU designs from UKE

W/c 29th NP completes any reported bugs in 17.1.2 and compiles 17.1.3.

W/c 29th NP compiles timeware® 18.0.1.

timeware® (UK) begins installing timeware® 2018 beta versions...

June

NP begins development of timeware® 2018 visitor system.

NP completes timeware® 2018 fire alarm and various personnel features including improved pension features.

Install 1st project Tokyo terminal at UKE with beta timeware® 2018.

Install 2nd project Tokyo terminal at Marathon with beta timeware® 2018.

July

NP completes timeware® 2018 video surveillance controller feature

NP completes timeware® 2018 visitor system.

Install 3rd project Tokyo terminal with beta timeware® 2018.

Install 4th project Tokyo terminal with beta timeware® 2018.



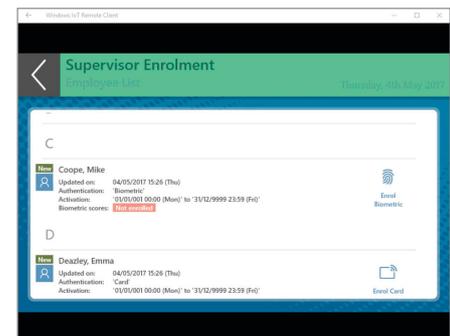
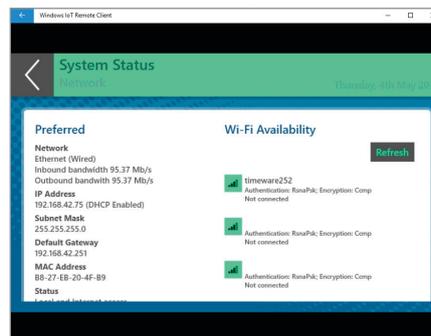
Project Tokyo still on target for a November release...

We're a little behind schedule, but still on track for a November release for the much awaited project Tokyo! We have at last, (after 5 prototypes!), finally agreed on the positioning of the Secugen biometric reader and as many of you will have already seen, we have opted for a high-gloss finish rather than the traditional mat finish used for the past 20 years. The overall look is very impressive and reaction from end-users has been extremely positive – especially when we outline the technical potential of the new terminal and the features that it will provide.

Peter Konnanov has completed the Tokyo PSU PCB and interface PCB and Nathan Price has completed phase 1 of the Tokyo software development. Tokyo is now ready for the beta testing phase.

We are in the process of making up the first 10 prototypes and aim to install the first at UK:Electronics in early June.

Watch out for videos on @timewarepartner



timeware® wall mounted biometric reader

We were going to phase-out the timeware® wall mounted bio reader in favour of using the Suprema BioEntry W2 reader, but after pressure from Andre's team at Wisegrove we changed our mind (what's new!) and decided to launch the re-designed product with timeware® 2018 in November this year.

This new reader is compatible with existing v10 based access control and assembly point terminals and will be compatible with the new range of Raspberry Pi based access equipment due to be released in November 2018. As you can see, the styling of this new device follows Project Tokyo with high-gloss white casing with electric blue RFID symbol.

This device is not designed to be waterproof but could be used outdoors with an appropriate cover. Please note that this device can share bio templates with the Tokyo terminal and Suprema's BioEntry W2 which in turn is IP67 and IK08 rated.



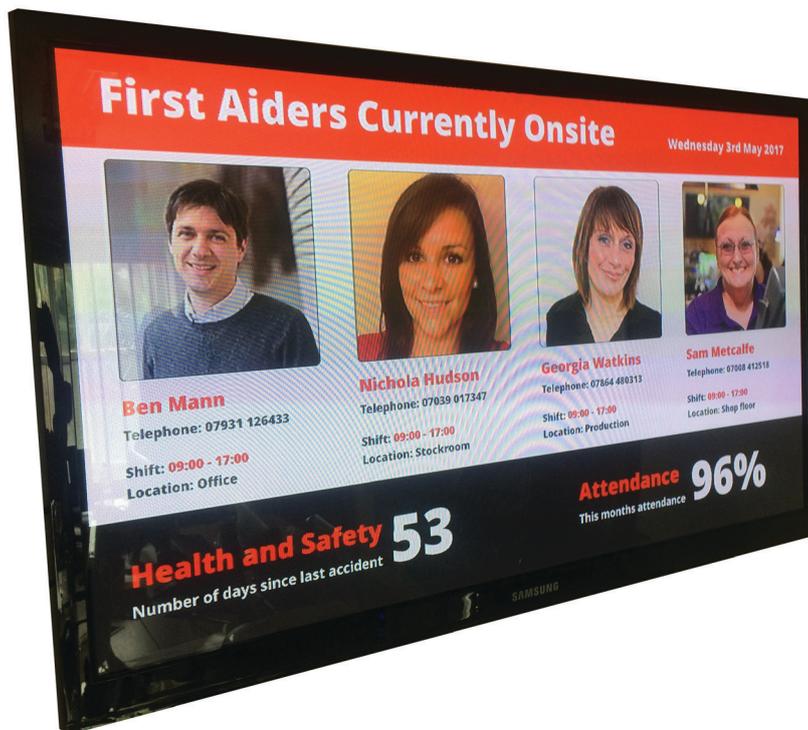
timeware® IDS terminal

A great new product due to be launched this November with timeware® 2018 is our new Interactive Digital Signage (IDS) terminal. This is a Raspberry PI based product that will link to any HDMI monitor or TV and when connected to the customer's network will provide unique, real-time visual updates that have been customised for each user.

An example we have discussed includes placing an IDS terminal in reception, linked to the upcoming visitor system and welcoming visitors to a business meeting.

Another example sees the IDS terminal placed in clear view on the shop floor showing first aiders that are currently on-site along with contact details. For job costing, we see IDS terminals highlighting jobs that have fallen below a certain threshold criteria. The possibilities are endless.

Please note that the IDS terminal supports monitors and TV's with touch-screen capabilities enabling us to create a more detailed 'drill-down' interactive experience.





timeware®

workforce management solutions

PARTNER

Interested in talking about timeware?
 Call customer care on **+44 (0)1706 659368**
 Call support on **+44 (0)1706 658222**

Welcome to the official website for timeware® partners worldwide



www.timeware.info

This site is the hub for timeware® Partners. Visit this site regularly to keep up to date with everything timeware®.



■ timeware® partner news

Our twitter feed is updated several times a day with information about installations and developments. Follow us and we will re-tweet your timeware® stories to the timeware® Partner community.

■ timeware® partner articles

Keep up to date with interesting stories and excerpts from the insider magazine.

■ timeware® roadmap

This is our development plan for the year and includes information about the project Tokyo beta-site installations.

■ Partner assist program

A list of dates in 2017 that you can book free of charge. timeware® staff are available to train your staff, help with complex installs or clean your cars and make the tea;)

■ Documents

A list of downloadable .PDF documents that may help with demonstrations, installation and technical questions.

■ Downloads

Get a copy of your re-branded software from here!

■ Project stages

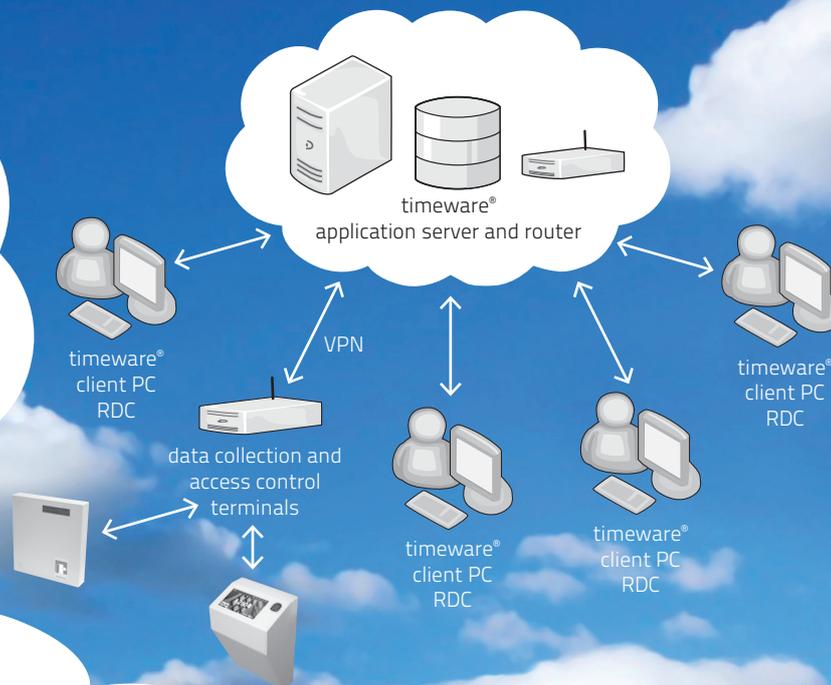
A new page that outlines the various stages associated with a timeware® install.

In the cloud...

**timeware® have appointed
WORKPLACE LIVE as their official
cloud services solution provider.**

The development team have worked with WORKPLACE LIVE on a number of successful projects where timeware® has been installed in a cloud server accessed by clients using RDC's. timeware® attendance terminals and door controllers are connected to the cloud using a VPN.

**Partners wishing to discuss the benefits of
converting their timeware® system to a cloud based
solution can contact timeware® customer care on
+44 (0)1706 659368.**



WORKPLACE LIVE Ltd

7th Floor, Davis House, High Street, Croydon, CR0 1QE
Phone 0208 543 3322 Email info@workplacelive.com



Brand development

TA Design offer a comprehensive service specialising in brand development, website design, magazine and catalogue design.

We have worked with timeware® for over twenty years, developing their brand identity, websites, documentation and market presence. Along the way we have also developed our own skill set to suit their specialist requirements.

We now design the touchscreen themes to a stage where they are ready for instant upload to the terminal and have assisted timeware® with the look and development of the latest software, personalising it and much more for many of the Associate Partners.

Opposite are a few examples of some of the items that we produce for timeware®.

Website development

Re-branding & exhibitions

Touchscreen theme designs

Logos & advertising

Brochures & stationery

Hologram certificates

Custom
touchscreen
terminal
themes from

£80
+VAT

2017



TWC
timeware® web client

timeware®
Professional 2017
workforce management solutions

Modules include:
Personnel, Absence Management, Attendance
ADP (Attendance Display Panel), Reports, M...

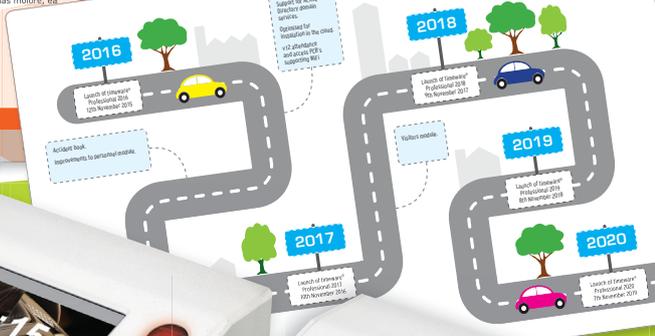


Absence Management
Absence and Holidays - Unit rerio. Ut la
velocitatis scilicetum inenitit velenda di
sollitotate, quo beate.

Job Costing
Job Costing - Indisperro que commis eum nem
quiatius dolore non pernametmas motore, ea
tion.



Cost Centring
Cost Centring



The timeware® partner site is available at
www.timeware.info



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channel **timewarepartner**

Contact

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community support: **+44 (0)1706 658222**



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next edition of insider:

August 2017

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