



# Wisegrove win top sales award...



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# Editor's comment...

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

It feels like one minute you're looking forward to Christmas and the next, TESCO are advertising Easter eggs! Everything is moving quicker and now it's time for the February issue where we're focusing on the new v13 terminal and a subject that everyone has been asking about, GDPR.

Business is growing and we've taken on more staff, so I'd also like to take this opportunity to welcome our latest employee, Joe Warren. Joe is a trainee field technician and will be working alongside Dave Webb's team on a six month trial. Good Luck Joe and stay focussed!

Please send me pictures on interesting projects! If anyone has information on a special installation that they would like to share, don't hesitate, just email the details for inclusion in the next issue!

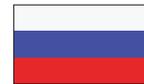
Finally, we have now started work on Project Toronto. This is a four year development that will see timeware® completely re-written as a Windows Presentation Foundation (WPF) application in C# which in turn, will make the development of the app easier to manage as the coding team grows.

WPF apps also provide improved User Interface (UI) customisation & graphics, giving as greater opportunities for a fresh-new look in the 2020's.

Again, thank-you for your continued commitment to the timeware® brand and if you have any further questions, please contact the team on +44 (0)1706 659368.

*Simon Birchall*

Managing Director  
timeware® (UK) Ltd



“ From 25 May 2018 the new General Data Protection Regulation (GDPR) comes into effect...” ”



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# Partner assist days...

These were a great success in 2017 with the partners booking timeware® staff for many different reasons. Based on this success and as part of our continued commitment to provide free assistance to all timeware® partners, we have allocated eleven dates in 2018 that can be booked for any timeware® related event. New starters need training? Salesmen need reminding about certain system functionality? Need help with a tricky demonstration or simply need your car washing?

## January 2018

**Friday 26th** - timeware® 2018 workshop - Addtime Recording

## February 2018

**Thursday 15th** - timeware® 2018 Partner launch event at the Broadfield Hotel, Rochdale, OL16 1AF

**Friday 23rd** - Partner assist day - Auto Time Systems Northern

## March 2018

**Friday 30th** - Partner assist day - Auto Time Systems Northern

## April 2018

**Friday 27th** - Partner assist day - Auto Time Systems Northern

## May 2018

**Friday 25th** - Partner assist day - Auto Time Systems Northern

## June 2018

**Friday 29th** - Partner assist day - Auto Time Systems Northern

## July 2018

**Friday 27th** - Partner assist day - Auto Time Systems Northern

## August 2018

**Friday 31st** - Partner assist day

## September 2018

**Friday 28th** - Partner assist day

## October 2018

**Friday 26th** - Partner assist day



**First come first served. (it was a joke about the car wash!)**

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

# Technicians workshops 2018...

The workshops are back! We have four planned following the launch of timeware® 2018 and all will be held at the timeware® offices in Rochdale. The workshops will explore, amongst other things, GDPR, Suprema integration and all of the minor updates included in the latest version. We will be posting an agenda on [www.timeware.info](http://www.timeware.info) nearer the time. Please book your places with Karl Briggs ASAP.

## February 2018

Thursday 22nd February 2018

## May 2018

Thursday 31st May 2018

## August 2018

Thursday 30th August 2018

## November 2018

Thursday 29th November 2018



Free food for all attendees



timeware® UK LTD. 3 Fieldhouse Road, Rochdale, OL12 0AD

To reserve a place at a timeware® workshop, please contact Karl Briggs in timeware® customer care on **customer.care@timeware.co.uk** or call **+44 (0)1706 659368**

# New member of staff...

Business is extremely good at the moment and it is essential that we continue to build a strong team to take us forward into the 2020's. Our latest recruit is Joe Warren who has been employed as a trainee field technician.

Joe comes from a textile manufacturing background and approached timeware® after his friend Harry Archer had described how much he enjoyed working for the company. Joe is currently completing a six month training program that sees him working alongside other field technicians as he learns how to install hardware and software and how to complete SLA upgrades and feature awareness training. One of Joe's first jobs was being a member of the bio enrolment team at Cranswick plc responsible for the enrolment of 1000+ staff fingerprints over a 10 day period.

timeware® are committed to providing the best service possible for each and everyone of the end users and trade partners. It is essential that we continually evolve as a business and ensure that all staff are fully trained, extremely competent and dedicated to providing customers with the best timeware® experience possible.



Trainee timeware® field technician **Joe Warren**.

**Richard Broadhurst**

Field Technician  
5 years timeware® experience  
Access control installation specialist  
Hardware expertise



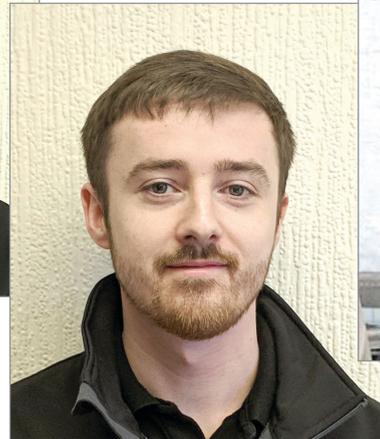
**Bradley Holt**

Field Technician  
7 years timeware® experience  
Small/Medium system installation specialist  
Hardware, software and training expertise



**Dave Webb**

Senior Field Technician  
25 years timeware® experience  
Large system installation specialist  
Hardware, software and training expertise



**Harry Archer**

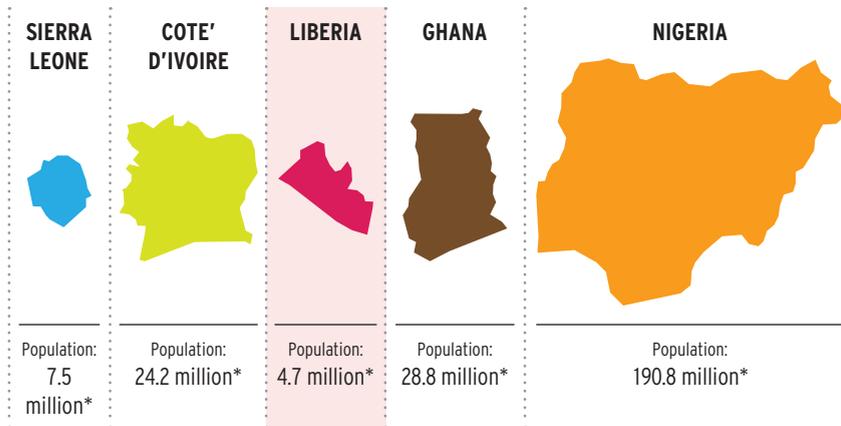
Field Technician  
2 years timeware® experience  
SLA 2 system upgrades  
Hardware, Software expertise

# Country in focus: Liberia...

Liberia, officially the Republic of Liberia, is a country on the West African coast. It is bordered by Sierra Leone to its west, Guinea to its north and Ivory Coast to its east. It covers an area of 111,369 square kilometres (43,000 sq mi) and has a population of 4,503,000 people. English is the official language and over 20 indigenous languages are spoken, representing the numerous ethnic groups who make up more than 95% of the population. The country's capital and largest city is Monrovia.

Forests on the coastline are composed mostly of salt-tolerant mangrove trees, while the more sparsely populated inland has forests opening onto a plateau of drier grasslands. The climate is equatorial, with significant rainfall during the May–October rainy season and harsh harmattan winds the remainder of the year. Liberia possesses about forty percent of the remaining Upper Guinean rainforest. It was an important producer of rubber in the early 20th century.

## timeware® African regions:



The Republic of Liberia began as a settlement of the American Colonization Society (ACS), who believed black people would face better chances for freedom in Africa than in the United States. The country declared its independence on July 26, 1847. The United Kingdom was the first country to recognize Liberia's independence. The U.S. did not recognize Liberia's independence until during the American Civil War on February 5, 1862. Between January 7, 1822 and the American Civil War, more than 15,000 freed and free-born black people who faced legislated limits in the U.S., and 3,198 Afro-Caribbeans, relocated to the settlement. The black settlers carried their culture and tradition with them to Liberia. The Liberian constitution and flag were modelled after those of the U.S. On January 3, 1848, Joseph Jenkins Roberts, a wealthy, free-born African American from Virginia

\*Estimated June 2017

who settled in Liberia, was elected as Liberia's first president after the people proclaimed independence.

The First Liberian Civil War was an internal conflict in Liberia from 1989 until 1997. The conflict killed about 250,000 people and eventually led to the involvement of the Economic Community of West African States (ECOWAS) and of the United Nations. The peace did not last long, and in 1999 the Second Liberian Civil War broke out.



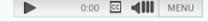
Unknown Child Soldier 2003

The Second Liberian Civil War began in 1999 and ended in October 2003, when ECOWAS intervened to stop the rebel siege on Monrovia and exiled Charles Taylor to Nigeria until he was arrested in 2006 and taken to The Hague for his trial. By the conclusion of the final war, more than 250,000 people had been killed and nearly 1 million displaced. Half that number remain to be repatriated in 2005, at the election of Liberia's first democratic President since the initial 1980 coup d'état of Samuel Doe.

The incumbent Ellen Johnson Sirleaf, who initially was a strong supporter of Charles Taylor, was inaugurated in January 2006 and the National Transitional Government of Liberia terminated its power.



Roberts International Airport 2017

Republic of Liberia	
	
Flag	Coat of arms
Motto: "The Love Of Liberty Brought Us Here"	
Anthem: <i>All Hail Liberia Hail!</i>	
	
	
Location of Liberia (dark blue) – in Africa (light blue & dark grey) – in the African Union (light blue)	
	
Capital and largest city	Monrovia 6°19'N 10°48'W
Official languages	English
Spoken and national languages <sup>[1]</sup>	Liberian English

Formation and Independence	
• Settlement by the American Colonization Society	January 7, 1822
• Liberian Declaration of Independence	July 26, 1847
• Annexation of Republic of Maryland	March 18, 1857
• Recognition by the United States	February 5, 1862
• Current constitution	January 6, 1986
Area	
• Total	111,369 km <sup>2</sup> (43,000 sq mi) (102nd)
• Water (%)	13.514
Population	
• 2015 estimate	4,503,000 <sup>[3]</sup> (125th)
• 2008 census	3,476,608 (130th)
• Density	40.43/km <sup>2</sup> (104.77/sq mi) (180th)
GDP (PPP)	
• Total	2017 estimate \$4.123 billion <sup>[4]</sup>
• Per capita	\$915 <sup>[4]</sup>
GDP (nominal)	
• Total	2017 estimate \$2.335 billion <sup>[4]</sup>
• Per capita	\$518 <sup>[4]</sup>
Gini (2007)	38.2 <sup>[5]</sup> medium
HDI (2015)	0.427 <sup>[6]</sup> low · 177th
Currency	Liberian dollar <sup>a</sup> (LRD)



**Mike Coope**

Make sure you discuss your GDPR policy before your next upgrade.



# GDPR has arrived and it affects every business in the UK...

timeware® 2018 sees the introduction of the GDPR control which will assist companies to work within the data protection rules.

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

What does this mean for a company using a timeware® workforce management system?

Before your upgrade, a timeware® technician will discuss your company's GDPR policy with your GDPR data controller.

**This meeting will cover two main areas:**

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

For example, your business may require that timeware® never removes personal data from site. This information must be

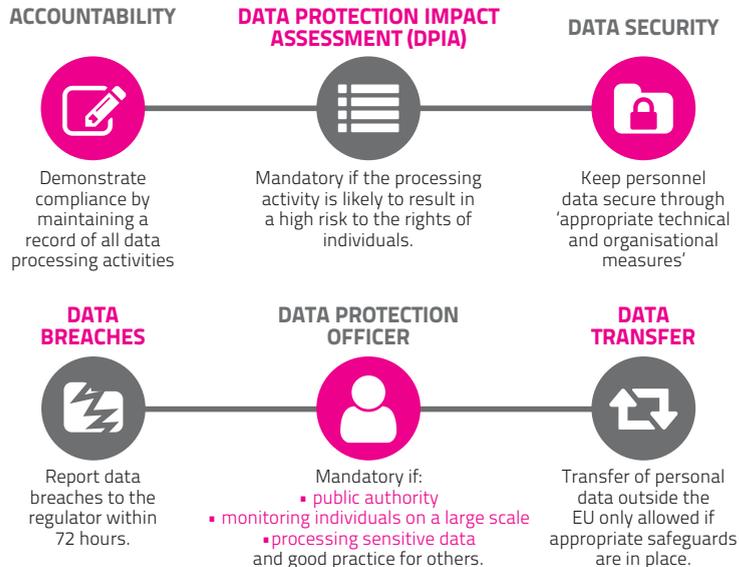
recorded against your SLA notes to ensure we do not create an environment where a personal data breach could occur

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

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

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

**The obligations on organisations**



**Some example GDPR housekeeping scripts:**

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

# A little bit of history...

Further delving into the company archives to bring you the next installment! Now this was a strange time period! Through the millennium and into the 21st Century...

## Part 3 of 4: 2002 – 2008 The dark ages...

### 2002

Major release of timeware® 6, supporting SQL and MS Access database formats.

**Total of 5500 timeware® systems installed.**



### 2006

Move from Brookfield Grange.

Nathan Price becomes Technical Director, (whilst retaining position of senior programmer) timeware® 'angled' terminal released.

Anviz biometric reader module chosen, then dropped by timeware®.

**Total of 5600 timeware® systems installed.**



v9 angled terminal

## 2007

Secugen OEM module chosen as timeware's® preferred biometric solution. This would remain timeware's® preferred solution until 2019.



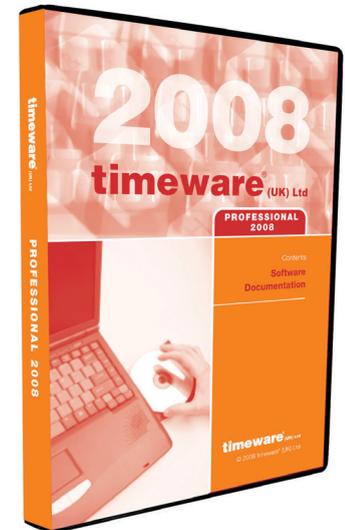
v10 office terminal

## 2008

New product naming strategy introduced. Each year the company plans to release an improved software version and give the product a year suffix.

timeware® 2008 released in January, future versions to be launched each November.

**Total of 5800 timeware® systems installed.**



# Out and about...



Christmas and too much alcohol – need I say more?



Bradley Holt completing one of eight 20 minute training ESS training sessions for an engineering night shift.



Harry Archer installing another v13 test site.

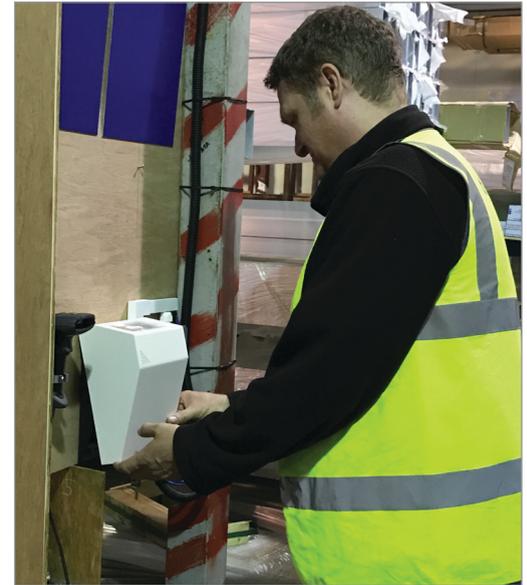


Joe Warren enrolling biometric data in the early hours of the morning at Cranswick Lazenbys

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



Simon Kelly (MD ATS) thinking of v13 sales possibilities at the timeware® 2018 launch event...



Richard Broadhurst installing a v12 bio terminal at Windows Glass in Bristol...



Site survey for access control expansion at the largest timeware site in Ghana, DTRT...



More user training at Cocoa Processing Company in Accra...

# 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](http://www.timeware.info) to remind the Partners (and ourselves!), exactly what we are working on, on a weekly basis.

## 1. Hardware

### timeware® 2018

- v10 upgrade kits discontinued
- v10 industrial terminal discontinued

### timeware® 2019

- v12 terminals discontinued
- Launch of v13 attendance based terminals
  - timeware® office terminal
  - timeware® industrial terminal
- Launch of v13 access based terminals
  - timeware® access control terminal
  - timeware® fire alarm terminal
  - timeware® assembly point terminal
  - timeware® IDS terminal

### timeware® 2020

- v10 access terminals discontinued

### timeware® 2025

- All legacy NMD3 terminals no longer supported

## 2. Software

### timeware® 2018

- GDPR module

### timeware® 2019

- Enquiry 2.0
- Return to work
- Fire alarm module
- Workplace pension

### timeware® 2022

- Launch of Toronto platform



# Project Toronto: Laying the foundations of a platform that will take us into the 2020's...

The current version of timeware®, timeware® 2018, is based on a product that we started developing in January 2000. This product was called timeware® 6, it was our first product to utilise SQL and was designed as a replacement for our highly successful 1990's product: timeware® 5.

The core of this development is becoming dated and harder to support so we recently made the decision to begin a massive re-design. We have now started work on Project Toronto. This is a four year development that will see timeware® completely re-written as a Windows Presentation Foundation (WPF) application in C# which in turn, will make the development of the app easier to manage as the coding team grows. WPF apps also provide improved User Interface (UI) customisation & graphics, giving us greater opportunities for a fresh-new look as we approach the 2020's.

Due to this development there will be a reduction in major new software features although we hope the improved hardware range will keep customer revenue flowing during this period.



# 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**

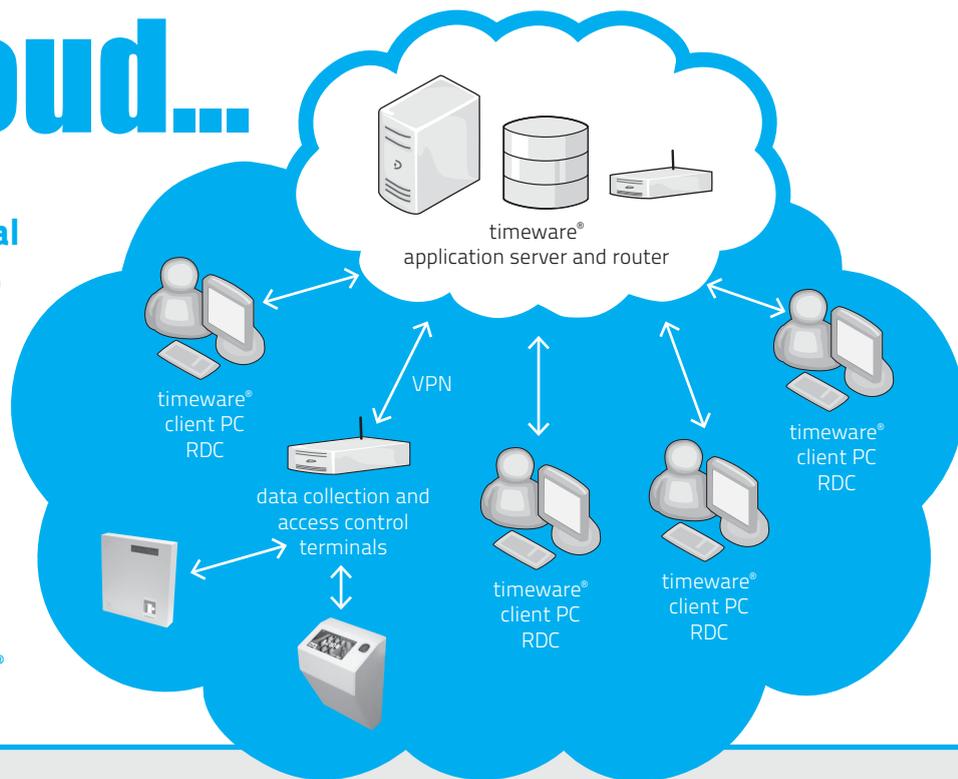
A new page that outlines the various stages associated with a timeware® install.

# 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](mailto: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

8  
1  
2  
0  
1  
7



advertorial



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

**ESS**  
Employee Self Service

**Absence Management**  
Absence and Holidays - Unit rerio. Ut la velesqueus eicitium imendit velenda di oditoritate, quo beate.

**Certificate of Achievement**

timeware  
Community

This is to confirm that  
**Eddie Shorrock**  
having successfully completed the  
**timeware® Professional 2017** training course  
is now a certified **timeware®** operator.

**Simon Girekull**  
General Manager  
Managing Director - timeware® (UK) Ltd

Date: \_\_\_\_\_  
Signature: \_\_\_\_\_

www.timeware.org  
t: +44 (0) 1706 659368



**time lines**  
The official magazine for the timeware® community

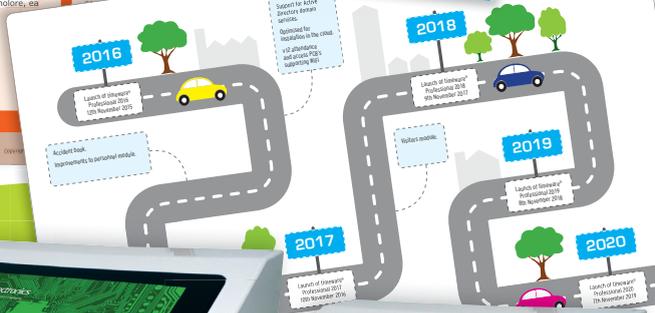
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Issue 24 - February 2017

**timeware®**  
mobile worker...

**Job Costing**  
Facisperro que comnis eum nem non pernatemqus molore, ea

**Cost Centring**  
Cost Centres - A...



The timeware® partner site is available at  
**[www.timeware.info](http://www.timeware.info)**



Follow us on Twitter **@timewarepartner**



Subscribe to our YouTube  
channel **timewarepartner**

## Contact

general enquiries: **+44 (0)1706 659368**

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



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**next edition of insider:**

**May 2018**

timeware® biometrics

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