



Suprema biometrics...



Biometrics...
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Out & about...
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Development...
Pages 24-27

Editor's comment...

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

Hello again!

We're almost halfway through the year – doesn't time fly when you're having fun!

Stop-Press! After careful deliberation I have decided that timeware® should standardise on Suprema as our new biometric Partner. This issue of timeware® insider will bring you up to date with the reasons behind this decision and give you an insight into our biometric development plans moving forward.

Over the next few pages, we chat with Jamie McMillan, the Managing Director of Suprema UK and get his thoughts and ideas on how you can utilise the Suprema hardware to the best of its ability.

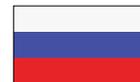
You'll find the usual articles and updates but can I take this opportunity to ask you to make a special effort and subscribe to the timewarePartner YouTube channel? We are posting at least one new video a week about timeware® development and it would be great for you to follow us!

As always, 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

“ Suprema
biometrics: the
obvious choice...”



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Development

What's coming next...

Partner assist days...

New starters need training? Salesmen forgotten about certain system functionality? Need help with a tricky demonstration or simply require assistance understating our interpretation of GDPR? Reserve a Partner assist day and we will help as best we can!

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

November 2018. . . . Thursday 15th - timeware® 2019 Launch

November 2018. . . . Thursday 29th - Technicians workshop - 3 Fieldhouse Road, Rochdale, OL12 0AD



Bradley Holt and Lordson Abasa-Ado

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! There are three remaining this year and all will be held at the Norton Grange Hotel in Rochdale. In the May workshop we will be discussing the updated v13, v13 access control, Suprema integration and all of the minor updates included in the latest version. We will be posting an agenda on www.timeware.info nearer the time. Please book your places with Customer Care ASAP.

May 2018

Thursday
31st May 2018

August 2018

Thursday
30th August 2018

November 2018

Thursday
29th November 2018



Free food for all attendees



Norton Grange Hotel, Manchester Road, Rochdale, OL11 2XZ

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**

Wigan St Judes ARLFC sponsorship deal...

Another season and timeware® sign a further 12 month sponsorship deal with Wigan St Judes under 11s Amateur Rugby League Club.

Now in its third year, timeware® are once again providing competition kit for one of the most hard working teams in the NorthWest Counties division.

Wigan St Judes provide Rugby League training facilities for ages 6 - 16 and act as a feeder club for the Super League Club, Wigan Warriors.

Current membership stands at around 300. For more information visit the club's website at www.wiganstjudesarlfc.com.



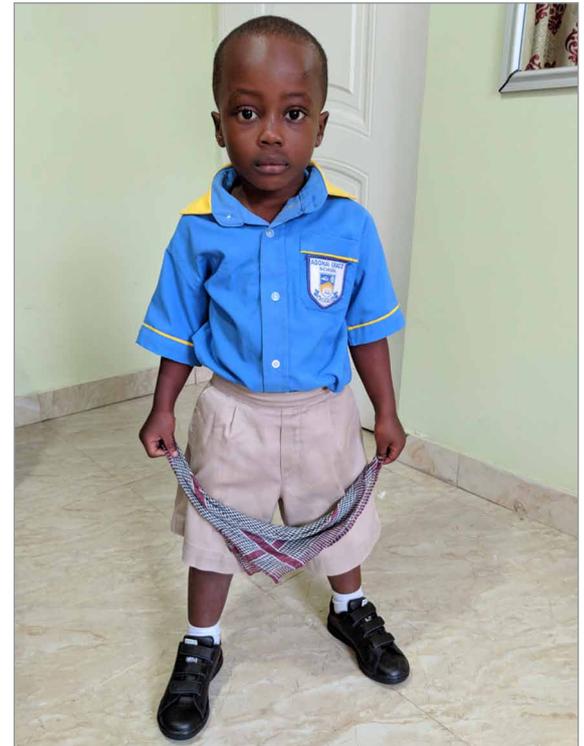
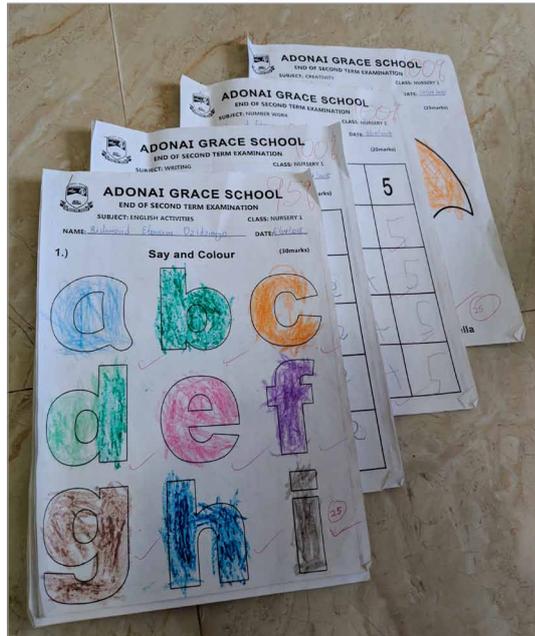
Left to right: Jaiden Drachenberg, Alfie Needham, Aaron Briggs, Shea O'Connor and Callum Moon

timeware® Education Foundation...

Created in 2016, the Foundation was designed to provide financial assistance for the education of selected children in the developing countries where timeware® has a presence.

The first member is Richmond Dzidzignyo from Adenta, Accra in Ghana. Richmond is 4 years old and attends Adonai Grace School.

The school fees for Richmond are £80 per term, the price of a decent meal in the UK.



Providing a better service without losing technical staff from support...

We have recently experimented in sending non-technical customer care staff to sites where clients had been complaining about poor service, slow response from support or who were generally unhappy with their timeware® system.

The results have been very interesting. On three occasions we have sent Karl Briggs to client's sites to discuss their concerns. Now Karl would be the first to admit that his technical expertise can be pushed to its limits by his Dolce Gusto coffee machine, but in these somewhat confrontational situations, Karl's customer relationship background has prevailed and what started off as a potential loss has been resolved by his 'turn that frown upside down' attitude.

Producing a report on his visit, sharing the information with the support team and taking ownership of the problem through to its resolution is what customer care is all about!



Karl Briggs, timeware® customer care and Gary Dow from Davidsons Brothers

Time for a Roadshow?...

Looking for a way to persuade more customers to upgrade to timeware® 2018? Organise a roadshow!

Running a series of events around the country can be a cost effective way of promoting the latest upgrade to your customers that do not receive the new version as part of their service level agreement.

Limiting the length of the roadshow to no more than two hours helps to keep the attendees focused whilst inviting a broad range of customers using different versions will provide the technicians running the event with enough material for the time allowed. In our experience, four staff members are required for each event, two admin staff, one technician and a speaker.

If you are interested in attending one of our events to take notes on how we do it, contact Karl Briggs in Customer Care to reserve a place.

Details of the roadshows can be found on our community site, www.timeware.org.



Introducing Suprema UK...

In April 2018 we organised a meeting with Jamie McMillan, MD of Suprema UK & Ireland to discuss our idea of selecting Suprema biometrics as the new standard for timeware®. Jamie visited the timeware® offices and spent several hours talking to the Directors about the Suprema product range and discussing the integration work we had already completed for the Cranswick projects.

Here are some of the more important points we would like to share:

Jamie, why did you want to work for Suprema?

Having worked in the security industry for nearly 20 years now, and mainly in access control, the technology that I started see coming from Suprema really caught my eye. The opportunity to join a company that had visions of what the future could be like was something I found really refreshing. Having now been with the company for over 3 years, I am still blown away by the quality, performance and consistently improving speed of the biometric technology we are releasing – it makes every day exciting, and challenges me to present what we have to offer, to an ever growing customer base.

What has been the most impressive development during your time at Suprema?

The recent development and release of our BioStar 2.6 software and hardware, in particular the BioEntry W2, BioLite N2 and FaceStation2, provides unbelievable fingerprint image quality even under extreme environmental conditions. The larger sensor and improved quality of template capture ensure that with both face and finger, Suprema are able to provide some of the fastest and most reliable biometric devices on the market.



Suprema

The company's new investment in local resource and support has also led to an improvement in our ability to develop far closer relationships with our partners, timeware® being a great example. Suprema UK being the first of a number of local teams. France, Germany, Middle East, North and South America have since been added.

Why should timeware® choose Suprema?

In my opinion, the extensive product range and integration possibilities compliment the timeware® software and will give your company, (and its partners), and massive advantage in all of your existing markets. Biometrics is now a permanent feature in world business and aligning timeware® with one of the largest biometric technology companies in the world would be an extremely smart move!

Are there any new developments that may be of interest from an integration perspective?

Whilst the FaceStation 2 is not a brand-new development, I think that it would be worth exploring the possibility of integrating this amazing face recognition terminal to the timeware® software. This device is ideal for sites where cross-contamination may be an issue or for a more high-end installation where the customer wants something different to fingerprint biometrics.

Where can timeware's® partners purchase Suprema hardware?

Suprema hardware is available from Norbain and Mayflex both companies carry good levels of stock and you should expect a delay of no longer than 4 days between ordering, payment and delivery. Data sheets are available from the Suprema website at www.supremainc.com.



An Enterprise class biometric solution...

The v13 terminal will remain our flagship product providing customers with an extremely powerful attendance terminal with features such as Enquiry 2.0 and SmartBooking. Suprema's biometric technology enhances the v13 terminal and provides compatible devices to compliment and complete the range.

We would recommend the v13 for installations where the customer is looking for something more than just a simple attendance terminal. Do staff need to see 'In' or 'Out' when booking? Do they need to be able to see a real-time flexi-balance or enquire about holiday entitlement? If the employee needs to interact in any way with the terminal then the v13 is the solution.

Remember that the v13 is not IP67 rated so if there is any change of the terminal becoming wet, the v13 is not the solution and we must then turn to the Suprema range. The Suprema BioLite N2 is an IP67 rated biometric and proximity attendance terminal with date & time display, a keypad and the ability to display the employee's name. The N2 is ideal for outside locations or for wash-down areas. Please remember that the N2 is not vandal-proof and just like the v13 will not stand up to any form of physical abuse.

Next we have the access control readers. The Suprema P2 reader is recommended for internal access control. This device is not IP67 rated and should only be installed in dry locations. For external access control, the Suprema BioEntry W2 is the



Device: **v13**

Use: **Attendance/employee self service**

Location: **Offices, reception, cafeterias, dry workshops**

correct choice. This device is IP67 and IK09 rated which means not only is it waterproof, it also means that it is protected against 10 joules of impact (the equivalent to the impact of a 5kg mass dropped from 200mm above the impacted surface). In other words - ideal for use in a public area where vandalism may occur.



Device: **Suprema BioNet W2**
 Use: **Attendance**
 Location: **Wash-down areas, open-air workshops, external walls**



Device: **Suprema BioEntry W2**
 Use: **Access**
 Rating: **IP67/RK09**
 Location: **Wash-down areas, open-air workshops, external walls, public areas**



Device: **Suprema BioEntry P2**
 Use: **Access**
 Location: **Offices, reception, cafeterias, dry workshops**

We also recommend the Suprema BioEntry W2 for use as an assembly point terminal to be used in conjunction with timeware's® fire alarm monitor.

The t13-0380 is not IP67 rated and should only be used when expanding existing legacy Secugen biometric systems.



t13-0380



Mike Coope

Planning and preparation is essential when installing an enterprise class biometric solution.

Implementing biometrics effectively...

Mike Coope is head of the timeware® Project Management team that are responsible for planning all new attendance and access control installations and major upgrades. Here we ask him to outline the various phases involved in obtaining employee's biometric data prior to project commissioning.

Mike, do we allow the customer to enrol their own staff when implementing timeware® biometrics?

No! We need to be in complete control of every phase of the project. If the biometric data is reordered in a disorganised and undocumented manner, this would affect subsequent phases of the project and could lead to major delays.

Please take me through the phases of obtaining employee's biometric data...

First we have the database preparation phase:

We discuss the individual customer's GDPR policy and ensure that personal data is kept secure through appropriate technical and organisational measures.



Joe Warren enrolling biometric data at Cranswick Lazenbys

If this was a new installation, we would first ask the customer to populate a spreadsheet with the employee names which we would then import into a dummy timeware® system ready for the enrolment phase. If, however, this was an existing customer undertaking a major upgrade, we simply upgrade the software to the latest version.

Secondly is the enrolment phase:

This is where the fun starts! We discuss with the customer the various daily schedules in operation to enable us to plan the times and days that the field technician needs to be on-site. This includes night-shifts and weekend work. We arrange with the customer to utilise an office on site for the duration of this phase and we ensure that we have the full co-operation of all team leaders. We work with the customers work patterns and attend site at the required hours of the day. This is not a 9 'till 5 project!

With good organisation we can enrol around 200 employees in 8 hours giving a target time of very roughly 2 minutes per person. This may seem easy but ensuring a good primary and secondary bio enrolment can take time and this is a 'project critical' procedure.

With the enrolment phase complete, next is the testing phase:

The testing phase is much simpler as we recall all employees over an agreed period of time to test their primary and secondary bio enrolments. This phase proves to the employee, (and the team leaders), that the templates have been captured correctly and that each template has been tested against all other templates in the company to identify the correct employee

Mike, what benefits have you seen as a result of this somewhat lengthy enrolment procedure?

Introducing a biometric system of any kind can cause resentment if not handled correctly. If employees see that the introduction has been carried out in a professional manner and that the enrolment phase went well and that the testing phase was also completed without failure, I find that there is a general feeling of trust towards the system. Not only does this trust spread across the shop-floor but it also reaches team leaders, managers and then eventually the boardroom. Put simply: Every employee within the organisation must trust the system before the implementation of a biometric solution can be deemed a success.



Charlotte Kavanah

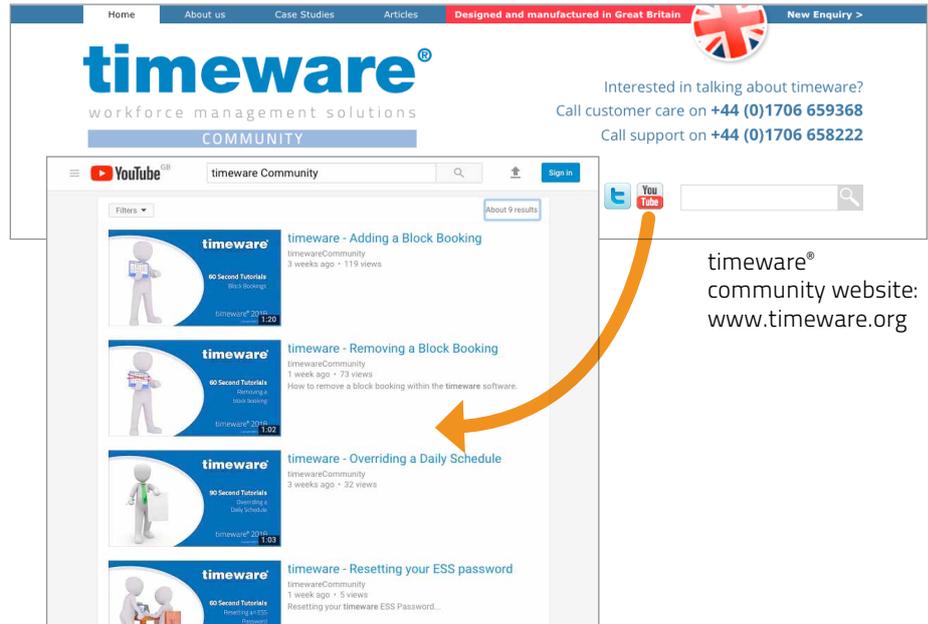
Tutorial videos help to reduce the number of support calls...

YouTube channel assisting end users...

Do you know that timeware® also has a YouTube channel aimed at assisting end users? This channel is called timeware Community.

Each week the support team agree on a frequently asked topic and Nathan Beveridge creates a 60-second tutorial and submits it to the channel.

These videos form part of our 'first line support' which attempts to resolve problems before reaching the support team. Links to these videos also appear in the 'To-Do' list as part of our targeted remote content initiative.



timeware®
community website:
www.timeware.org





timeware®
workforce management solutions

60 Second Tutorials
Resetting an ESS
Password

timeware® 2018
Copyright NMD® Ltd (2018)



timeware®
workforce management solutions

60 Second Tutorials
Overriding a
Daily Schedule

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timeware®
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60 Second Tutorials
Block Bookings

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timeware®
workforce management solutions

60 Second Tutorials
Removing a
block booking

timeware® 2018
Copyright NMD® Ltd (2018)

A little bit of history...

The final chapter (so far) in the company archives bringing us right up to date to 2018. This final period has seen a massive radical change in the performance and development of the company and its products:

Part 4 of 4: 2009 – 2018 The second golden age...

2009

All of the major British time management companies are back promoting their own re-branded versions of timeware®.



2011

New feature includes:

Released desktop registration proximity reader. No need to key in 10 digit badge numbers.

Total of 6200 timeware® systems installed.



t9-0230
USB proximity card
registration device

2014

Launch of v11 terminal with a full-colour touch-screen. This development pushed the boundaries of our z80 based development to its limits. It became obvious a change of processor was required for the next stage of the hardware development.

New feature includes:

New camera option that lets you use any USB webcam to take employee photos. (take a photo via webcam and add them directly into personnel).



v12 office terminal

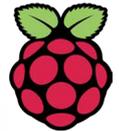
2018

Launch of v13 terminal incorporating the Tokyo platform. This is the first product to incorporate the Raspberry PI ARM PCB.

Suprema biometric adopted as new standard.

v12 technology discontinued in December

Total of 6800 timeware® systems installed.



v13 terminal

Out and about...



Simon Birchall MD timeware® and Jamie McMillan MD Suprema UK



timeware® welcomes Elliot Jackson from Auto Time Systems to another Partner Assist day...



Ciaran Hanrahan, MD, timeware® Ireland

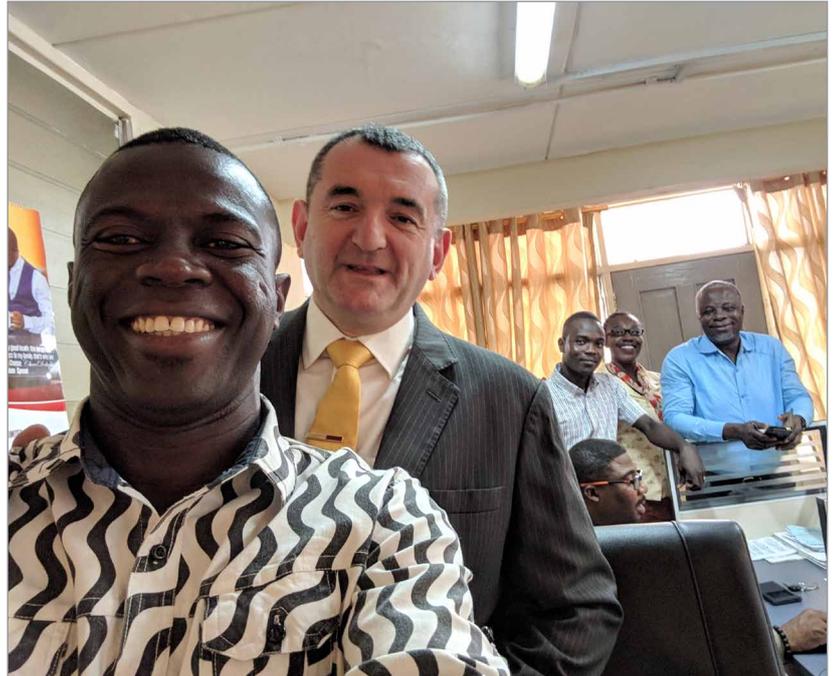


How many technicians does it take to make a BBQ?

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



timeware's® most remote customer, over 470 miles from Rochdale



Happy customers at the Cocoa Processing Company!



'Its too hot for a suit!' Lordson Abasa-Addo MD of visisure (West Africa) Ltd and Simon Birchall, MD timeware® (UK) Ltd.



Tema Lube Oil expand their timeware® 2018 system

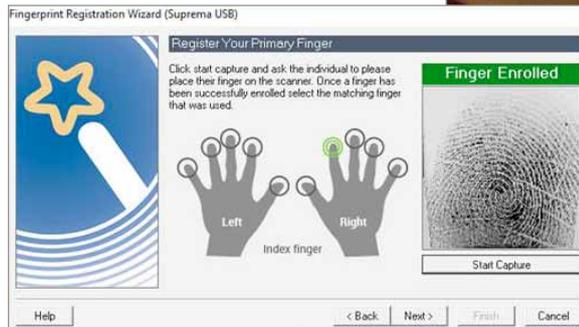
Suprema BioMini desktop fingerprint enroller...

As part of timeware's® 'Suprema alignment' project, we've spent some time this month integrating timeware® 2019 with Suprema's BioMini FAP10 Authentication scanner.

This USB device is used to record fingerprint templates through timeware's® fingerprint wizard for timeware® to store and distribute to Suprema devices on the network.

Note that Suprema have recently released a new enroller called the BioMini Slim 2 Ultra-slim FAP20 Authentication Scanner. We will cover that product integration in the next edition of insider.

Suprema biometric templates are not compatible with Secugen biometric templates.



Suprema BioMini desktop fingerprint enroller...



Search for
"Suprema BioMini integration with timeware"



Suprema Slim integrated with Tokyo platform...

We've integrated Suprema's new Slim FAP20 OEM module with the Tokyo platform. This is great news for the future as it means the latest v13 attendance terminal now supports Suprema biometrics as standard!

Like previous biometric terminals, there is a facility to enrol employees biometric templates at the terminal. These templates are then stored by timeware® and distributed to other Suprema devices on the network.

The v13 terminal is due to be launched to the Partners in November 2018.

Please note that the v13 is also available with a Secugen biometric reader for compatibility with older systems. Suprema biometric templates are not compatible with Secugen biometric templates.



v13 with Suprema slim



Search for
"Suprema Slim OEM module integrated with a
timeware v13 terminal"

Mobile bio attendance...

What did we do when a major client asked if we could provide a reliable mobile biometric attendance solution that runs off a battery and communicates via a 3G router, and that the battery should last at least 24 hours?

We did what we do best and Invented something, of course!

Bilfinger UK is a leading provider of engineering, automation and maintenance services to industrial clients across the UK and has been a timeware® customer for many years.

During a routine SLA 2 upgrade we were asked if we could provide a mobile, battery powered solution for sites where a large number of staff, (500+), would be working for a short period of time. Our recent collaboration with Suprema has provided us with several new options for product development.

The Suprema BioNet Lite biometric reader has a small LCD screen with a date and time display with a level of power consumption ideal for a battery powered project. Linked to a 3G router and a 50,000 mA/h battery housed within a robust aluminium enclosure, this new timeware® product passed it's beta tests and was approved and signed off by the client.



t13-7030 mobile biometric terminal



Search for
t13-7030 incorporating Suprema Biometrics, a battery and a 3G router



Waterproof bio attendance terminal...

After years of trying to develop an effective waterproof attendance terminal, it finally dawned on us that the answer was staring us in the face in the shape of the new Suprema BioNet N2 reader.

Launched in April 2018, this FAP20 reader has:

- Suprema's latest fingerprint algorithm coupled with the world's best fingerprint sensor.
- 10,000 Users incorporating 1:1 identification with 2 templates per User
- 1.77" colour TFT LCD
- 160 x 128 pixels
- Operating temperature -20°C ~ 50°C
- IP67 rating

Proximity reader spec:

- 125kHz EM & 13.56MHz MIFARE, MIFARE Plus, DESFire/EV1, NFC & 2.4GHz BLE

or

- 125kHz EM, HID Prox & 13.56MHz MIFARE, MIFARE Plus, DESFire/EV1, FeliCa, iCLASS SE/SR, NFC & 2.4GHz BLE

The most important thing to remember is that this device is compatible with timeware® 2018.

Please note that to enrol fingerprints you will need a second IP Suprema BioNet N2 or an IP Suprema Bioentry P2. timeware® 2019 will be compatible with the Suprema BioMini Slim 2 desktop enroller.



Search for
Suprema BioNet N2



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 2018 that you can book free of charge. timeware® staff are available to train your staff or help with complex installs.



- **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**

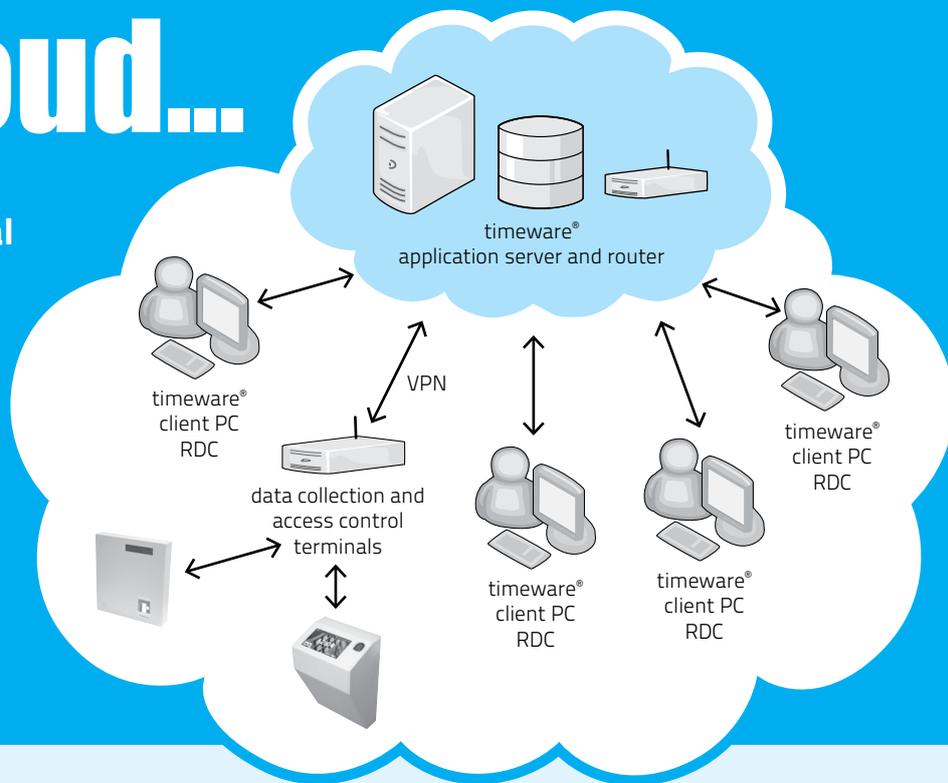
A new page that outlines the various stages associated with a timeware® install.

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



May 2018

timeware®
insider

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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®.

Custom
touchscreen
terminal
themes from
£80
+VAT

Website development

Re-branding & exhibitions

Logos & advertising

Touchscreen theme designs

Brochures & stationery

Software development





818

TWC
timeware® web client

ESS
Employee Self Service

Absence Management

Absence and Holidays - Unit zero. Ut la velesquis eciatium iimendit velenda di collitidate, que beate.



Widely recognised timeware® products are syn...
ules include: Attendance Management, Access Control, Asset Management, Absence Management, Attendance, Access Control, Asset Management, Mobile Worker, To-do List & Dashboards, Payroll (Pay Panel), Reports, Mobile Worker, To-do List & Dashboards, Payroll



Contact

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

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

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

Next edition of insider:

August 2018

timeware® v13 terminal

