



The Actin Time team smash-it in 2018!



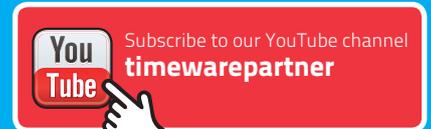
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You
Tube

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timewarepartner

Editor's comment...

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

Only two months into the new year and 2019 promises to be an exciting time for everyone involved with timeware® workforce management solutions. The partnership with Suprema is enabling us to strengthen our customer base by winning contracts that would previously have been beyond our reach. Moving away from hardware development and concentrating on software customisation and integration was a difficult but correct decision to make and we all now benefit from the R&D capabilities of Suprema Inc.

timeware® (UK) Ltd is growing: Aaron Whitlam joins the Support team with the primary function of bio-enroller. Aaron is responsible for enrolling face and finger templates at all bio projects and had a busy start to the year with over 1,800 fingerprints enrolled in January alone!

Finally, thank-you for your continued commitment to the timeware® brand and if you have any further questions, please don't hesitate to contact the team on +44 (0)1706 659368.

Simon Birchall

Managing Director
timeware® (UK) Ltd

Genetec™

SUPrema
AUTHORIZED PARTNER

sage

Development Partner

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Partner assist days...

Once again, the partner assist days proved highly popular throughout 2018 with 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 nine dates in 2019 that can be booked for any timeware® related event.

New starters need assistance? Support team members need retraining on aspects of the absence management module? Salesmen require help with a complex demonstration?

Call Karl in customer care to reserve a date now!

**Sunday 27th January – Saturday 1st February 2019 - visisure (West Africa)
timeware® 2019 training for African agents.**

Friday 29th March 2019 - Call now to reserve

Friday 26th April 2019 - Call now to reserve

Friday 31st May 2019 - Call now to reserve

Friday 28th June 2019 - Call now to reserve

Friday 26th July 2019 - Call now to reserve

Friday 23rd August 2019 - Call now to reserve

Friday 27th September 2019 - Call now to reserve

Friday 25th October 2019 - Call now to reserve



Bradley Holt and Dela at Goldfields

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 2019...

The highly successful timeware® workshops continue into 2019! We have four planned for the year and all will be held at the Norton Grange Hotel, Manchester Road, Rochdale OL11 2XZ.

In the February workshop we will review the latest timeware® 2019 Suprema features and discuss our plans for the development of access control in timeware® 2020. There will also be time to talk about any issues relating to any partner's recent installations.

We will be posting workshop agendas on www.timeware.info nearer the time.

February 2019

Thursday 28th 10:30 - 14:30

May 2019

Thursday 30th 10:30 - 14:30

August 2019

Thursday 29th 10:30 - 14:30

November 2019

Thursday 28th 10:30 - 14:30



Matt Wilkinson and Nathan Beveridge
from timeware® support.



Dinner is included!

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**

timeware® 2019 launch event was a great success...

The launch of timeware® 2019 last November was a resounding success with more attendees than previous years.

The event was very significant as it marked the official start of the business relationship with Suprema. timeware® partners at last have access to a high quality and extremely accurate range of biometric products. The Suprema technology is truly integrated with timeware®, with our software taking full advantage of all Suprema features available.

The launch took around two hours and covered the Genetec integration, security updates, improvements to the event handler and absence management modules and the brand new customisation icons.



Jamie McMillen and Simon Kelley in deep discussion

2018 was a great year for the ActinTime team with an 11% sales increase from the previous year. Managing Director, Andre Scott said, "The increase in sales can be attributed to the dedication and determination of the team. The increase in medium size projects coupled with a conscious effort to move away from the smaller enquiries has meant this has been a challenging yet successful year. Looking forward, the introduction of the Suprema range can mean only thing – greater sales opportunities!"

ActinTime team members:
Ryan Carroll, Martin Burrill,
Andre Scott, Neil Prudence
and Daniel Cooper



Suprema integration partner event in Korea...

It was an honour to be invited to Suprema's Partner event held in PyeongChang last December.

Mike Coope and Matt Wilkinson travelled over 8000 km to the event which provided to a great opportunity to meet other Suprema partners from around the world and to view the latest product releases.

The most significant product from timeware's perspective was the FaceLite which is due to be launched in the UK around March this year. This face recognition terminal has a smaller form-factor than the larger FaceStation 2 and is better suited for internal access control installations.

The event also gave timeware® a fantastic opportunity to showcase our software and provide our Korean hosts with a more detailed overview of how Suprema has become part of the timeware® eco-system.



Jamie McMillen talking about Suprema access control.

Its 2019 and timeware® is growing...

I have mentioned many times before about the importance we put on the bio-enrolment phase of any project and with the steady increase in enterprise class installations the decision was made to expand the support team to incorporate an employee whose primary role was bio enrolment.

Aaron Whitlam joined the support team in January and spent most of the month on-site at Cranswick plc Milton Keynes, enrolling employee and contractor fingerprints. The enrolment process involved attending site at the start or end of each shift. The project planning team worked with the customer to build an enrolment schedule ensuring that all groups of employees and contractors were processed. To provide the best service possible means that we have to be prepared to visit the site at any time of the day, on any day of the week. Aaron's role is definitely not a 9 to 5 job!

Once the bio-enrolment phase is completed, we then begin the bio-testing phase. This is very important because we then prove that each fingerprint uniquely identifies the employee or contractor as the Suprema device compares their fingerprint against all those registered.

I cannot stress highly enough the importance that the bio-enrolment and bio-testing phases have on the overall project. Implementing a biometric system smoothly and effectively requires the backing of all people involved, from the part-time staff to the board of directors. As each employee experiences how accurate and efficient the Suprema device functions, their faith in the system and trust in the overall solution will make the implementation much easier.



The latest member of the timeware® support team, Aaron Whitlam.

Suprema XPass D2 proximity readers...

When a customer requires a proximity solution, timeware® have now standardised on Suprema's XPass D2.

XPass D2 is an outdoor compact RFID reader incorporating Suprema's state-of-the-art RFID technology. Available in mullion-type, gangbox-type and gangbox keypad-type with dual-frequency (125kHz / 13.56MHz) RFID technology, XPass D2 also supports mobile cards using NFC and BLE, the latest mobile communication technologies.

The XPass D2 range is IP65 and IK08 rated making the devices perfect for tough environments and outdoor installations.

The XPass D2 range is compatible with timeware's v10 Access Control unit.



New website: www.timeware.me

We have been looking at ways of improving the bio-enrolment phase and with Aaron's advice following the experience gained at his first major project, we decided to develop www.timeware.me as a multilanguage website for the employees of the businesses implementing the biometric timeware® workforce management solution.

The site currently provides a description in English, Polish, Latvian, Romanian, Ukrainian and Armenian about the biometric enrolment process and clarifies common concerns.

In March we plan on developing a video to be accessed from this site that will provide a more detailed explanation of the process and will reaffirm just how secure that data is once captured.

We plan on increasing the number of supported languages when required and have begun producing flyers and banners to assist Aaron whilst on-site.



Suprema cable extensions and attendance mode PSU...

As we quickly migrate from installing NMD3 v12s to Suprema devices we must consider the device power supply.

When the Suprema device is being used at an access point there is always an access PCB with a 12v power supply available, however when used as an attendance point we need to consider how to provide the low voltage.

NMD3 are pleased to announce the release of its Suprema compatible PSU which has been designed to support two BioLite N2, BioEntry W2 or BioEntry P2.

What makes the Suprema compatible PSU PCB even more attractive is the fact that it has been designed to support the connectors that UK Electronics use when extending the device cables. Please contact Liz Broadhurst (liz.broadhurst@timeware.co.uk) in timeware® projects for more information.



Suprema wall mounts...

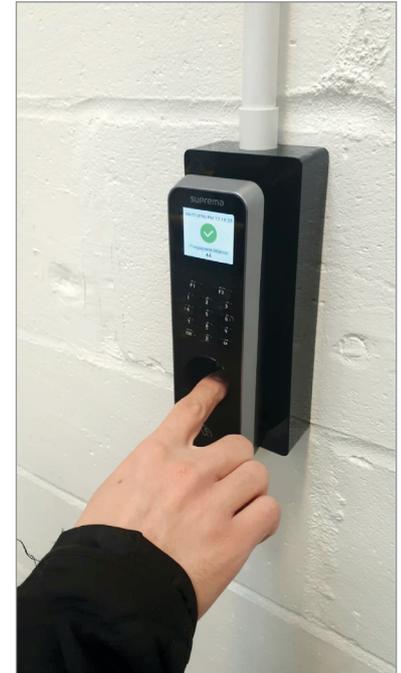
Suprema readers look very professional and it was only right that we looked at developing some Perspex wall mounts that complimented the devices and made their installation much easier.

We now have in stock two different mounts in two variations. We have a 25mm trunking version and a 20mm conduit version available in black and white.

The white versions are to be used in food preparation areas and are manufactured from a 'food grade' Perspex.

The mounts are compatible with the BioEntry W2, the BioEntry P2, the BioLite N2 and the XPass D2 range.

Please contact Liz Broadhurst (liz.broadhurst@timeware.co.uk) in timeware® projects for more information.





Nathan Price
Technical Director

Latest product development videos...

Eight new videos feature in this edition.

As we've mentioned before, we try to post new videos each week and we would like you to subscribe to our YouTube channel, **timewarepartner**, to receive notifications of our video updates.

Are there any videos you would like us to produce that could help train new staff? We are always looking for ideas and would appreciate your input.

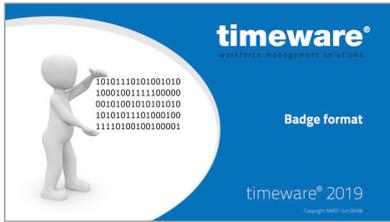
I hope you find the videos useful.



Any reported issues with timeware® 2019.1.x



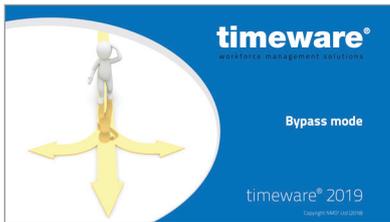
Suprema and timeware® devices



Badge format



Suprema device PSU & UKE cables



Bypass mode



Enrolment process



Wall-mounts



Paxton integration



Charlotte Kavanah

Customer Liaison Team...

With a Managed Service, the future looks good...

Implementing the SLA3 managed service, (simply referred to now as managed service), has been extremely successful from both an operational and commercial perspective. We now have 17 customers covered by the managed service product and every new quotation incorporates the managed service as standard. We no longer offer any other service level to new customers.

Customers covered by the managed service product benefit from an annual visit for a software upgrade, new feature awareness training and have the ability to make change requests to their timeware® system configuration. Change requests are allocated a time slot and processed by support team members that are qualified to handle this type of call.

At the end of each week, the Support team leader reviews all of that week's scheduled calls to identify any non SLA3 customers

that have created a support call due to them attempting to amend their own timeware® system configuration. We then review all of the calls made by this customer over the past 12 months to help justify offering them the managed service. The cost of changing to the managed service is based on the number of annual calls and usually costs a minimum of £1,495 per year. Note that the managed service is for software cover only, hardware cover is itemised separately and we never allow a customer to select software cover only.

As the number of customers benefiting from the managed service increases, we are aware of the additional strain this will put on the support team. We currently have three office based support team members and plan on increasing this number to six within the next 18 months.

What areas of the timeware® system are covered by a managed service?

General

- User setup including permissions, To-Do list and email policies
- Monitoring timeware® system health/performance
- Creating and maintaining;
 - Notifications for users/employees
 - Terminal policies
 - Remuneration policies
 - Groupings
 - Training matrix policies
 - Assets
 - Setting up reports/exports and Dashboards

Absence management

- Creating and maintaining;
 - Absence reasons
 - Absence entitlement policies
 - Absence Block bookings
 - Shutdown maintenance

Attendance

- Creating and maintaining;
 - Daily and Period schedules
 - Shutdown maintenance

Out and about...



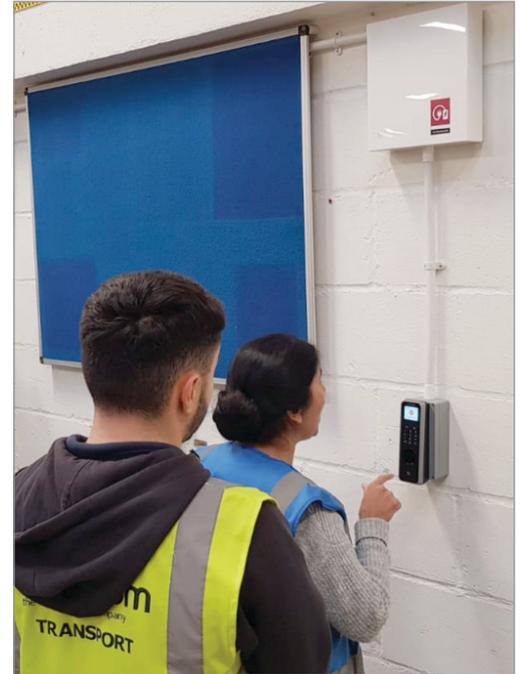
A very smart install showing an example of a Suprema BioLite N2 attached to a Perspex conduit wall mount before the security screw caps are pressed flush.



Phil Cooper from No Filter preparing the tech-spec green screen project.



The timeware® team celebrating the launch of timeware® 2019 at East2East in Manchester.



An example of our Suprema device PSU powering a BioLite N2 installed Interfoam Ltd.

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



Matt & Mike enjoying a well-earned beer with Hanchul Kim, Managing Director, Overseas Sales, Suprema Inc.



Young S. Moon Vice President, Suprema Inc. presenting Suprema Partner award to timeware®.



visisure MD, Lordson Abasa-Ado with implementation specialist Bradley Holt at Gold Fields in Tarkwa, Ghana.



The Gold Fields team having completed the timeware® 2019 training session...

Project Toronto phase one arrives in 2020...

The countdown clock is ticking and the race is on to complete project Toronto by 2023. November of this year will see the release of phase one which incorporates a new service called the 'Device Agent'. This new service will replace both the Enquiry Agent and the Data Collection Agent and is being designed to provide an interface with both legacy NMD3 and Suprema devices. The terminal configuration option will be removed from the main timeware® application and the agent will include a user interface called the Device Manager which will be based on the terminal configuration screen.

Creating this Device Agent will enable us to communicate with the Suprema devices in the way Suprema originally intended and will among other things, allow us to 'listen' for events such as Door Forced and Door Ajar. Completing the Device Agent will allow us to introduce Suprema devices in the access control side of timeware® without the need for the v10 Access Control Unit.

Project Toronto

Phase 1: timeware® 2020

- Introduction of the Device Agent
- Introduction of Suprema Access control without requiring the v10 ACU

Phase 2: timeware® 2021

Phase 3: timeware® 2022

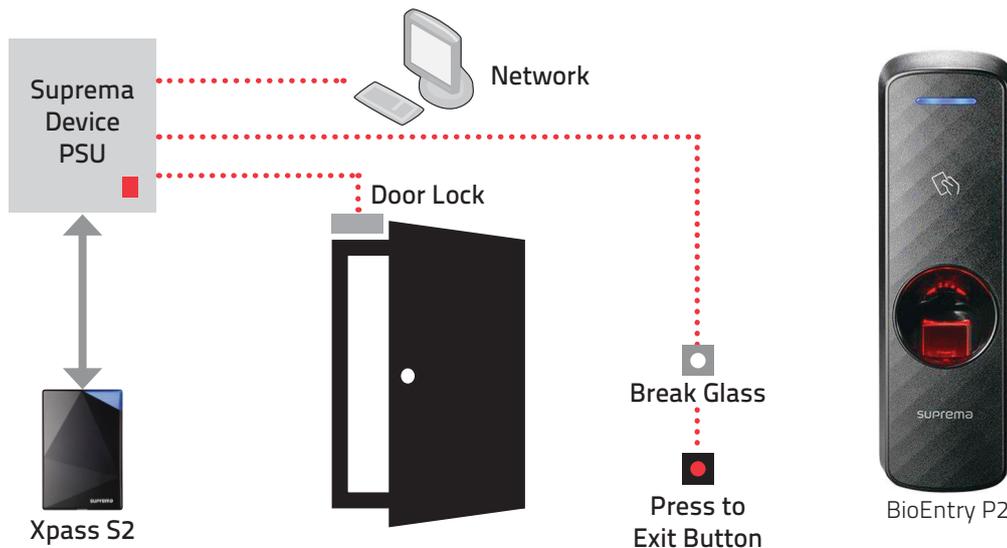
Phase 4: timeware® 2023

Suprema access control...

With a scheduled release date of November 2019, timeware® 2020 will include an access control option that will no longer require the v10 Access Control Unit (ACU). timeware® 2020 will send the access patterns and bio templates directly to the installed Suprema device, with all door access intelligence held within the device and not an ACU.

For proximity only installations we would recommend the Suprema XPass S2 and for biometric installations you will have a choice of the BioLite N2, BioEntry W2 or BioEntry P2.

Please note the v10 ACU is still being manufactured and will be available until 2023.



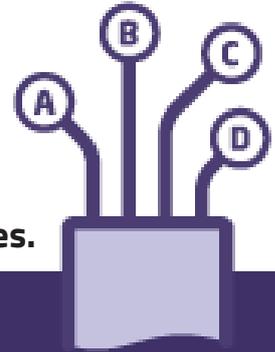
Suprema XPass S2



BioEntry P2

Suprema Cable Extension

Professionally prepared cables designed specifically for Suprema devices.



UK Electronics worked closely with NMD3 on the design of their Suprema device PSU and we are now able to offer compatible cable extensions to compliment this product.

Cable lengths between 3 and 10 metres are available.

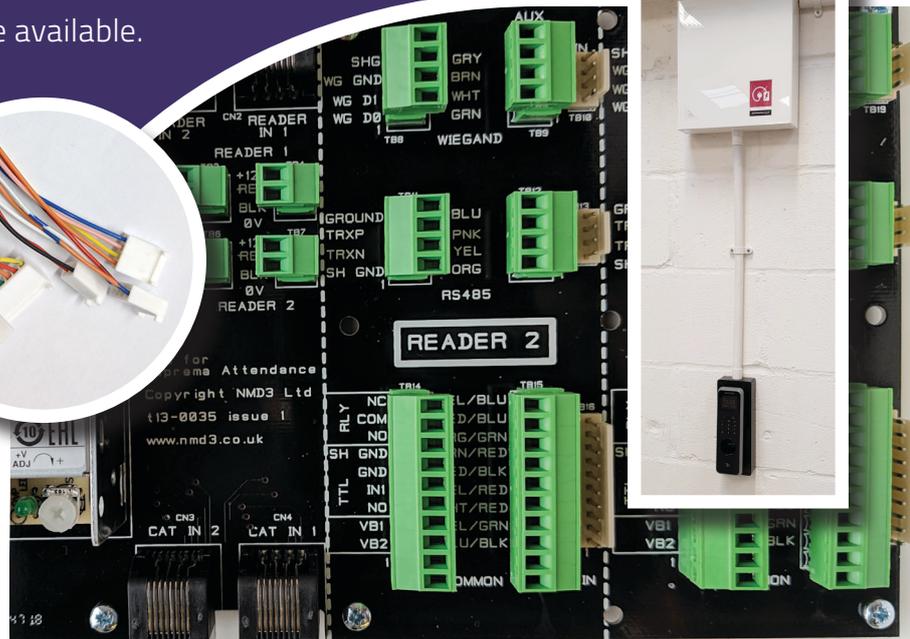
All cables finished with Molex headers.

Contact the manufacturing department for more details.



Schofield House, Lion Mill Yard, Fitton Street,
Royton, Lancashire, OL2 5JX

0161 626 4117
manufacturing@ukelectronics.co.uk



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■ 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.

■ Partner assist program

A list of dates in 2019 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.

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



2019



advertorial

TWC

timeware® web client



200 bikes Monthly target

40 bikes to target

Top 3 bike builders, based on number of bikes built

1	2	3
John Trudgeon Bikes built 18	Sarah Mills Bikes built 13	Mike Mustgoe Bikes built 11

80%

of target



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:

May 2019

Project Planning

