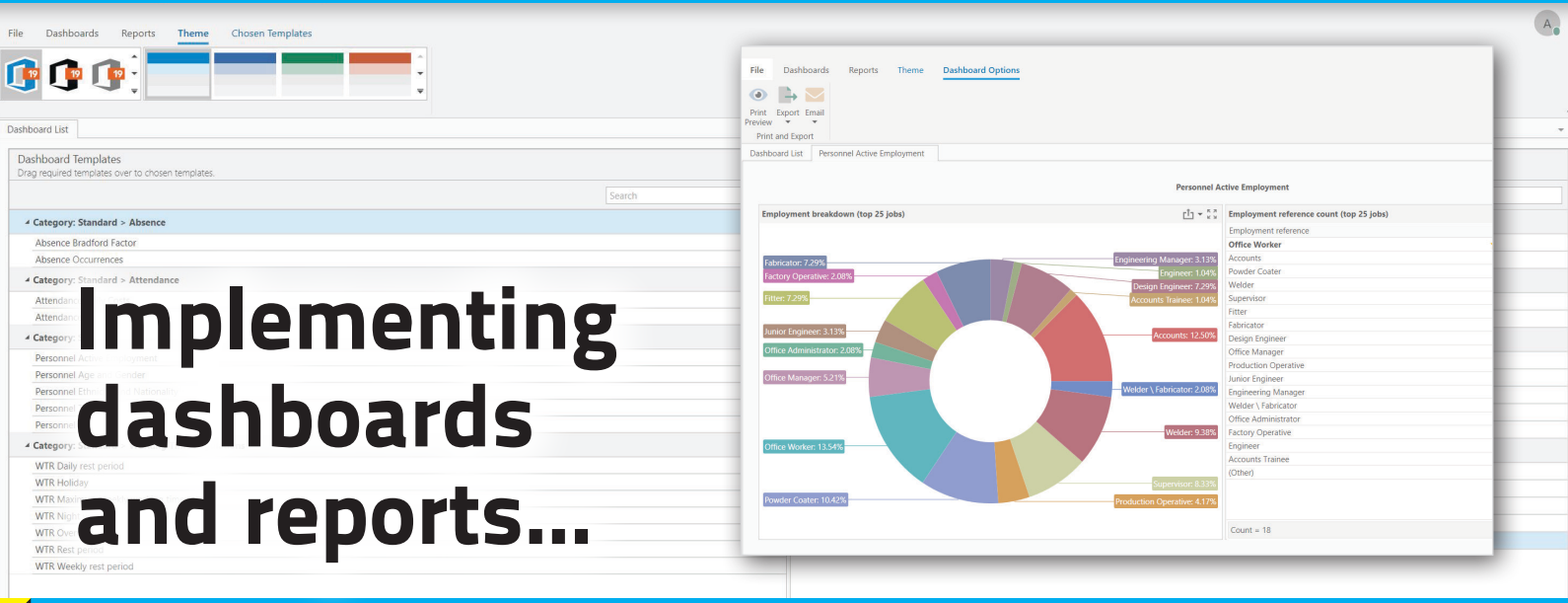
timeware® insider

+44 (0)1706 659368

www.timeware.info

The official magazine for timeware® partners worldwide

Issue 25 - February 2021



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Editor's comment...

Welcome to the twenty fifth issue of insider, the official magazine for timeware® Partners around the world.

In this issue we describe how we are implementing the new dashboard viewer to our customers.

Everyone's commitment to the timeware® brand is greatly appreciated and if there is anything more we can do to help you, please don't hesitate to call!

> "Strategic partnerships play a key role in our continued success..."

Simon Birchall
Managing Director
timeware® (UK) Ltd

Connect to me on LinkedIn

32 years

2021

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Out and about

From back to business...

The solution...

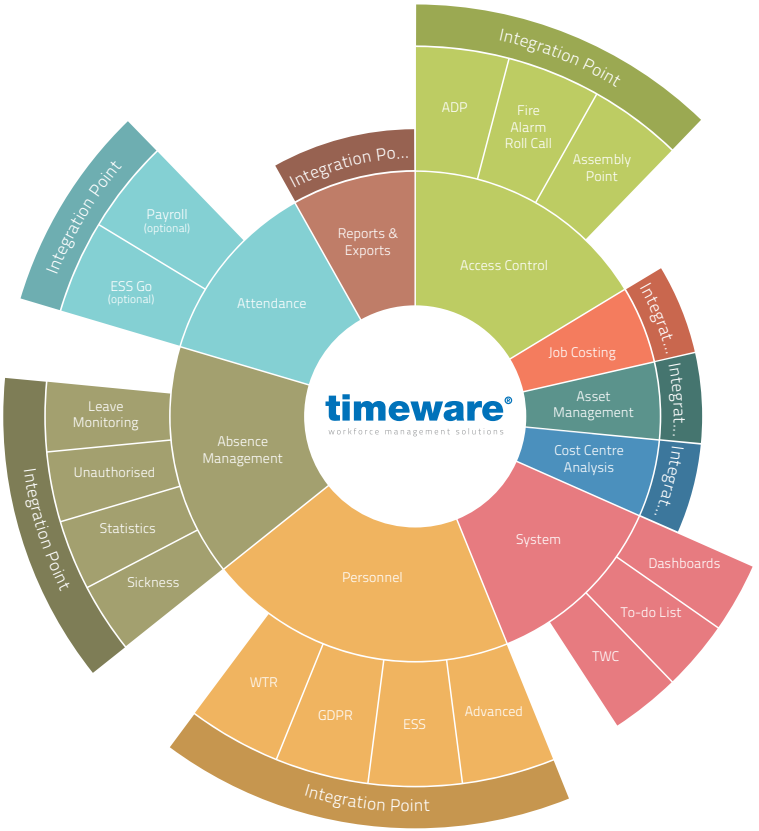
Our development expertise has been gained over the past three decades and throughout this time we maintain that one of our key skills has been our ability to develop 'the complete package'.

We are proud of our in-house development team and our business relationship with Suprema Inc. Together we provide the complete workforce management solution.

Software

Our software encompasses:

Personnel
Absence management
Employee attendance
Access control
Job costing
Cost centre analysis
Asset management
Reports and Exports
Employee self service
ESS Go
Payroll integration
GDPR and WTR
To-do lists and Dashboards



We are experts in integrating timeware® with other hardware devices and software systems.

Suprema integration partner

We have many years' experience installing touch-screen, fingerprint, face recognition and proximity based devices from the world leader in biometric technology, Suprema Inc.

Training

We have developed a range of training courses which highlight the key features of the product, allowing each user to maximise timeware® to its full potential.

Training is divided into separate modules and course notes are kept updated on a yearly basis.

We also provide official certification for all course attendees which confirms their knowledge of the modules covered.

Partner support

We have a dedicated support team managed by an experienced customer care administrator operating between 8.30am and 5.30pm.

Partners can access an on-line fault logging facility for out of hours work. We also offer partner assist days and quarterly workshops to keep your teams informed of product developments.

Our business partners...

Referral Partner

A Referral Partner will be rewarded for passing leads to timeware®. timeware® will then will lead the sale, demonstrate, quote and be the primary contact for all service and support with the customer.

timeware® pay a 15% finder's fee payable when payment is received from the customer.

Associate Partner

Each Associate Partner promotes their own, unique, re-branded version of timeware®. An Associate Partner is self-sufficient, employing office based support staff and at least one product expert to provide sales demonstrations, implementations, installation and training services. An Associate Partner must attend the recommended training workshops to achieve and maintain associate status.

International Associate Partner

Each International Associate Partner promotes timeware® Professional in their allocated Country or region.

An International Associate Partner employs office based support staff and at least one 'timeware® champion' to provide sales demonstrations.

timeware® (UK) Ltd will offer assistance with demonstrations and will be responsible for completing pre-installation meetings, customisation meetings, user training and on-going support via Microsoft Teams.

An International Associate Partner will be responsible for hardware and software installation and first line support.

Our customers...

Our customers operate in many different market sectors and are made up of businesses employing between 70 and 7000 staff.

We have timeware® installed in the Public Sector, Local Authorities, Fire and Ambulance Services. timeware® is perfect for manufacturing and service industries with customers as diverse as food processing to auto part manufacturers.

GUINNESS GHANA BREWERIES LIMITED
KNOWHOW
CRANSWICK plc Great British Taste
SCAN computers
BAILEY
DON-BUR
LOVE THE DOGS
Nolato
IAC International Automotive Components
AGGREGATE INDUSTRIES
ADS
RBH ALL TOGETHER BETTER LIVING
BAKKAVÖR
SINCE 1984 VIRGINIA HAYWARD THE HAMPER COMPANY
THE BOX FACTORY
envases Quality Aluminium Cans
Ecobank The Pan African Bank
BILFINGER
interfoam the flexible foam company
A1 BACON
AB PRINT GROUP LTD
AURIA
GIG CYMRU NHS WALES Partneriaeth Cydwasanaethau Gwasanaethau Caffael Shared Services Partnership Procurement Services
WEST MIDLANDS FIRE SERVICE
syncreon
IAE
Ingredion
Salford City Council
XTRAC
VECTA CNC SUB CONTRACT CNC MACHINING
DTRT APPAREL DO THE RIGHT THING
LOUVOLITE
CAL Bank Bank on our Service
aura Graphics
Romag
exchange utility
cargiant giant choice giant savings
McLaren Plastics INJECTION MOULDING

Customisation and integration...

timeware® has two unique selling points, its extensive customisation potential and its ability to integrate with other applications.

Customisation

Over 95% of businesses using timeware® Professional have implemented at least one unique customisation project. This means that the majority of timeware® customers benefit from a unique business tool that provides a maximum return on their product investment. Customisation projects range from simple overtime rules through to complex return to work reports that can be emailed to team leaders when an employee returns from an period of absence.

Integration

timeware® has a proven track record of successful integration projects. These primarily involve connecting timeware® to another software package, for example a Payroll or HR system and processing data from one location to another. In most cases, either timeware® or the third party software becomes the 'primary' system, feeding data to the 'secondary'.

A well planned customisation or integration project can turn a great product into an turnkey solution.

sage

On premise payroll system. Integrates with timeware® Personnel, Attendance, Job Costing and/or Cost Centre modules which produce totals and costs for transfer to Sage. Also used for transferring hours worked info to payroll.

bambooHR®

Cloud based HR system. Integrates with timeware® Personnel and Absence Management modules to ensure payroll is calculated correctly.

earnie
The payroll people

On premise payroll system. Integrates with timeware® Personnel, and Attendance modules, used for transferring hours worked info to payroll.

pegasus

On premise payroll system. Integrates with timeware® Personnel, and Attendance modules, used for transferring hours worked info to payroll.

Genetec™

This integration eliminates 'duplicate entry' and allows employees and some basic credentials created in timeware® to be passed directly to Genetec. Employee attendance booking data collected by the Genetec system is passed through to timeware® and processed to create hours worked information.

Paxton

Europes leading access control system. Integrates with timeware® Personnel and Attendance modules and provides an alternative to dedicated attendance points.

Teams time-slots...

New for 2021 are Teams time-slots. You can contact our Partner Liaison Officer, Michelle Connolly on +44 (0) 1706 659368 or partner@timeware.co.uk and book single or multiple time slots for remote training and demonstrations. This new procedure is more flexible than the old Partner Assist days, requiring no travel and less down time. With sufficient notice we could involve multiple departments in the meetings, including Directors, Implementation Specialists, Support Staff and the Project Planning Team.

Teams time-slots have been designed as an efficient way to keep in touch and help with our Partners. This new system does not change the way Partners should log faults. Faults should continue to be reported via email via support@timeware.co.uk, by phone on +44 (0) 1706 658222 or online using Vivantio.

Teams time-slots are available Monday to Friday, except bank holidays.

Slot 1 09:00 - 10:00
Slot 2 10:00 - 11:00
Slot 3 11:00 - 12:00
Slot 4 12:00 - 13:00
Slot 5 13:00 - 14:00
Slot 6 14:00 - 15:00
Slot 7 15:00 - 16:00

16:00 - 16:30 Reserved for daily support meeting

Slot 8 16:30 - 17:30

To reserve a Teams time-slot, please contact Michelle Connolly in timeware® customer care on **partner@timeware.co.uk** or call **+44 (0)1706 659368.**

Partner workshops...

The highly successful timeware® Associate Partner workshops go virtual in 2021 !

Using the Microsoft Teams platform, Simon Birchall, Mike Coope a Support Team Leader will discuss the latest developments in the timeware® universe !

To request a Teams invite, please contact Michelle Connolly in timeware® customer care on partner@timeware.co.uk or call +44 (0)1706 659368.

We will be posting workshop agendas on **www.timeware.info** nearer the event date.

February 2021	**Thursday 25th**	10:30 - 12:00
May 2021	**Thursday 27th**	10:30 - 12:00
August 2021	**Thursday 26th**	10:30 - 12:00
November 2021	**Thursday 25th**	10:30 - 12:00

suprema
AUTHORIZED PARTNER

To request an invite to a timeware® workshop, please contact Michelle Connolly in timeware® customer care on **partner@timeware.co.uk** or call **+44 (0)1706 659368**

Implementing dashboards and reports...

The dashboard and report viewer is the latest addition to the collection of timeware® Professional applications.

This new app provides us with the opportunity to present information generated by timeware® to a new category of user that may not currently have timeware® installed on their PC.

Increasing the number of people 'touched' by timeware® at each of our customer's sites can only help strengthen the client/installer relationship and ultimately increase customer longevity.

This is how timeware® UK propose to implement the dashboard and report viewer application:

Steps

1. The app will be installed on each timeware® client during an annual SLA upgrade by a support technician.
2. The app will be mentioned in the 'new feature awareness training' following the SLA upgrade and the support technician will explain that a customer liaison officer will be in touch to organise a more detailed explanation if required.
3. During the next customer care call cycle (approx. every 6 weeks), the Customer Liaison Officer will speak to the customer about the new feature, forwarding a .PDF containing some examples dashboards and inform the Head of Customer Care if any interest is shown.
4. The Head of Customer Care will organise a Teams Meeting between an Implementation Specialist and the Customer.
5. If the Customer wishes to proceed with the installation of the dashboard and report viewer, the Head of Customer Care will schedule on of the support team to carry out the install.

What's next for this feature?...

The development team will be releasing new dashboards and reports on a regular basis in preparation for the launch of timeware® Professional 2023 when access to all legacy reports generated by Crystal Reports will cease.

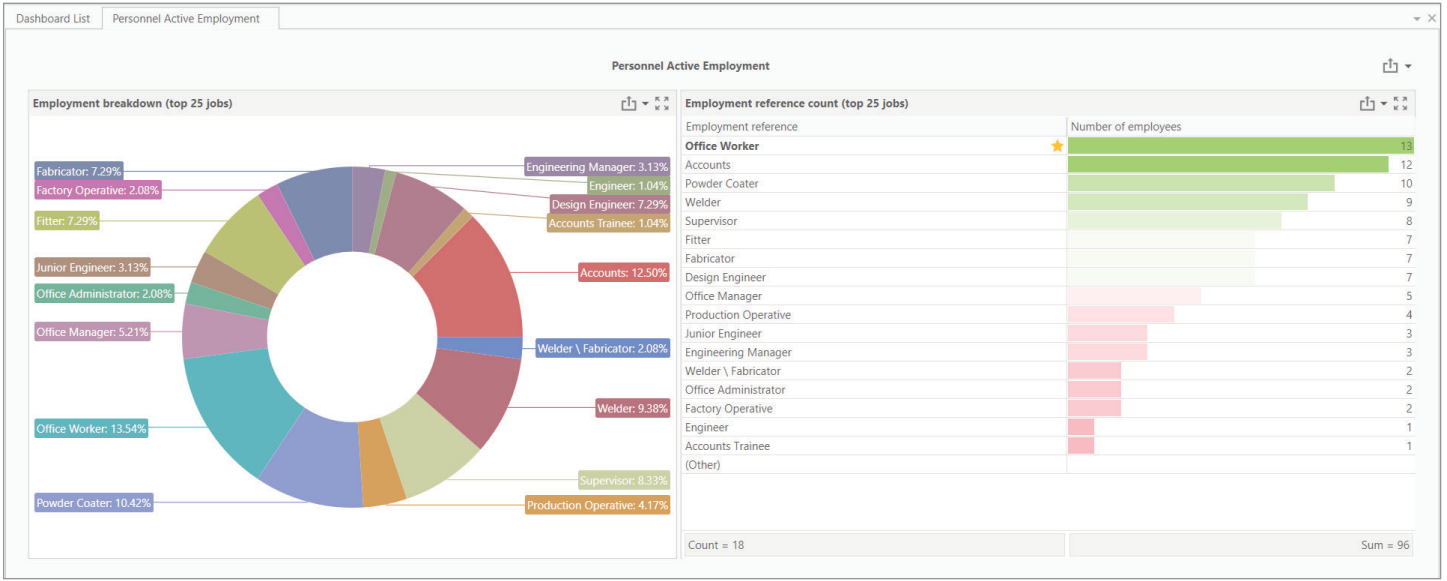
All existing reports are being replicated on the new platform and will make full use of the new technology, ranges and sort orders. Exporting is available as standard on all reports which means that a separate export module will no longer be required.

A new range of dashboards and reports are currently being designed with assistance from timeware® end users with specialist knowledge in HR and Finance.

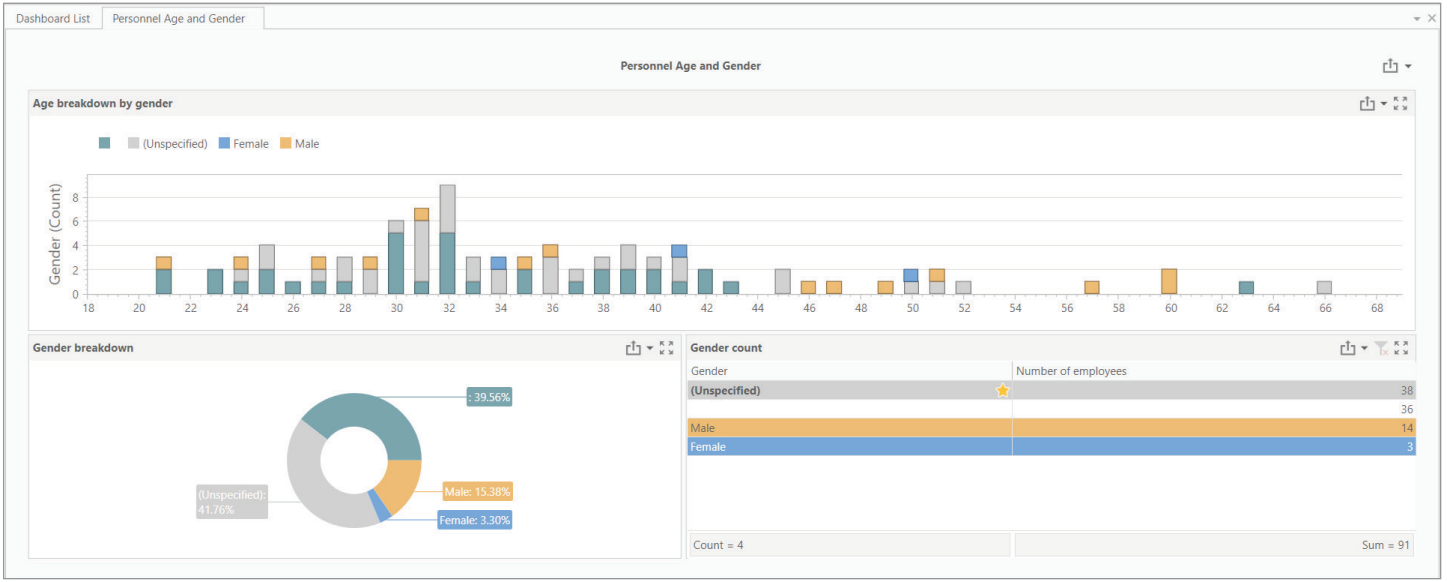
We will be posting updates to the dashboard and report developments on the Partner support site, www.timeware.info.

Remember that Partners wanting to design their own dashboard can do so by using the Dashboard designers supplied with timeware® Professional 2021. There are several tutorials available on YouTube: simply search for DevExpress Dashboards and away you go!

Example personnel dashboards...

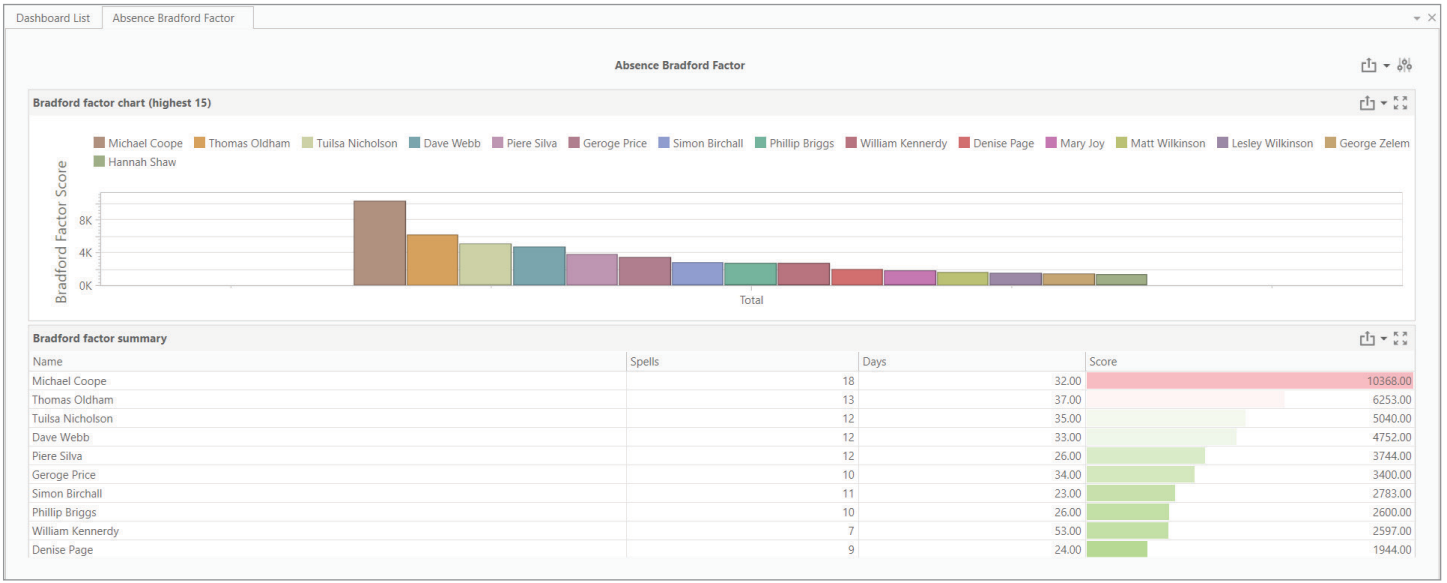


Personnel active employment

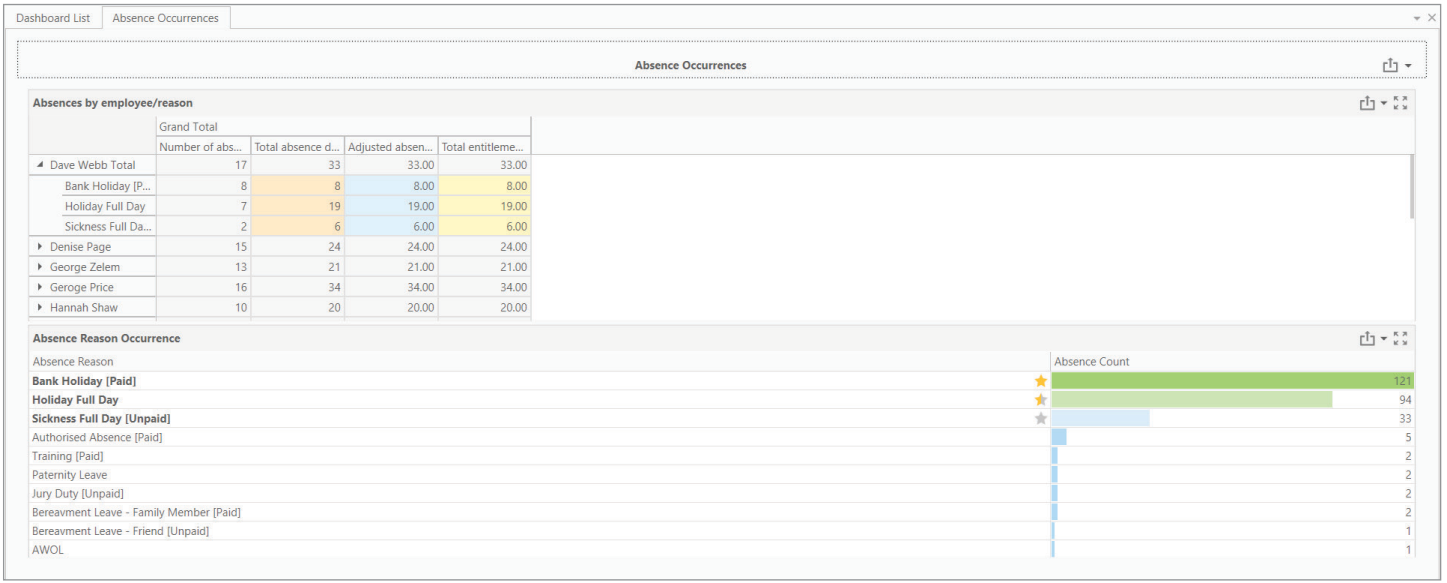


Personnel age and gender

Example absense management dashboards...

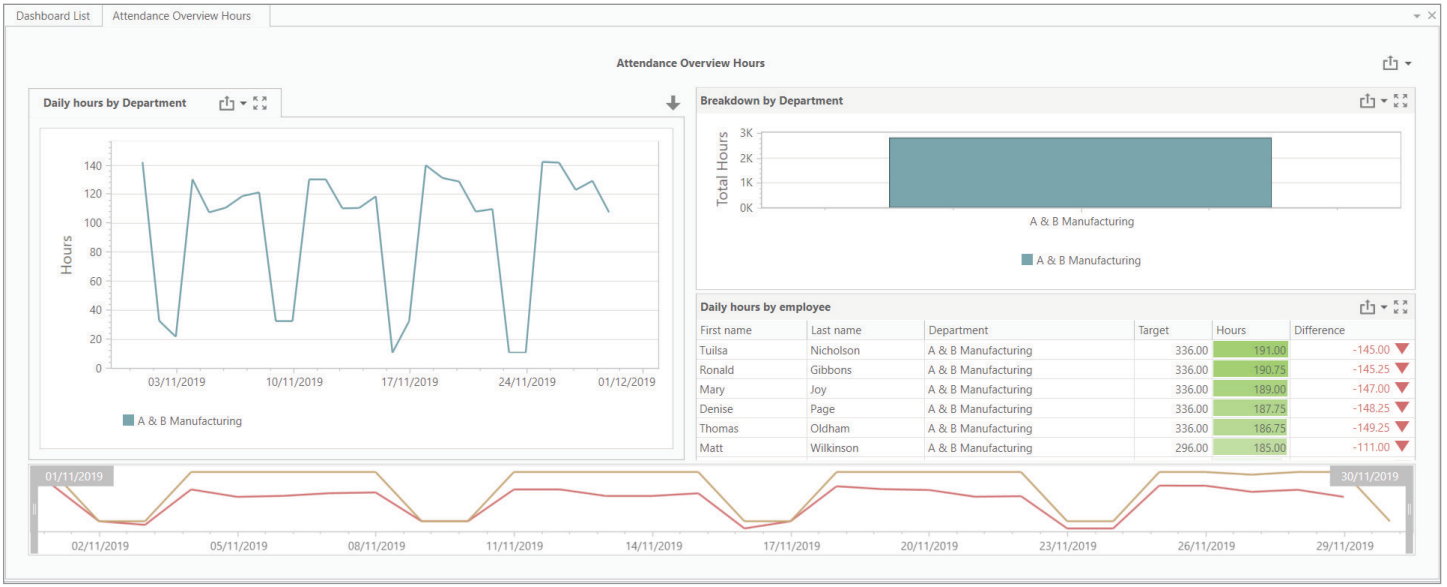


Absence Bradford Factor

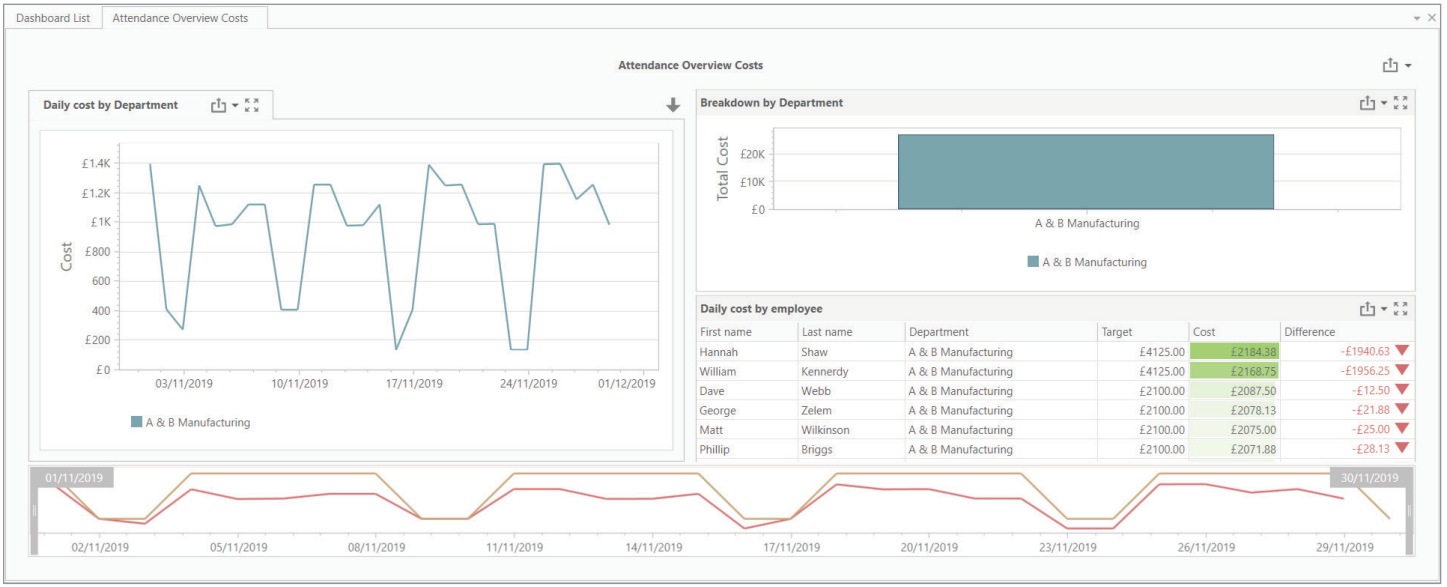


Absence occurrences

Example attendance dashboards...



Attendance overview hours



Attendance overview costs

Preparing for timeware® Professional 2022

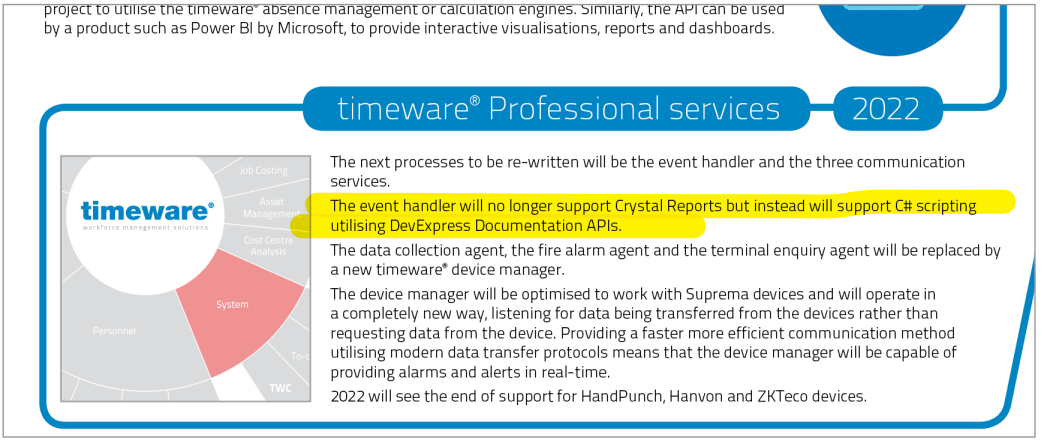
Don't get caught out. There's a major change on the horizon!

timeware® Professional 2022 will see a significant design change to the way the event handler works. The improved event handler will no longer support Crystal Reports as we move away from all types of legacy technology. The new event handler will only support reports created utilising DevExpress Documentation APIs.

Throughout 2021 and 2022 the timeware® development team are re-writing all of the standard timeware® reports. Any customers that generate reports from the event handler will not be upgraded in 2022, instead they will have to wait until 2023 to take advantage of the new DevExpress based reports.

Partners will be able to check on our progress as we re-write the reports using the support site, www.timeware.info.

For more information please contact Charlotte Kavanagh on +44 (0) 1706 658222.



Podcasts...

Charlotte Kavanagh
Head of Customer Care...

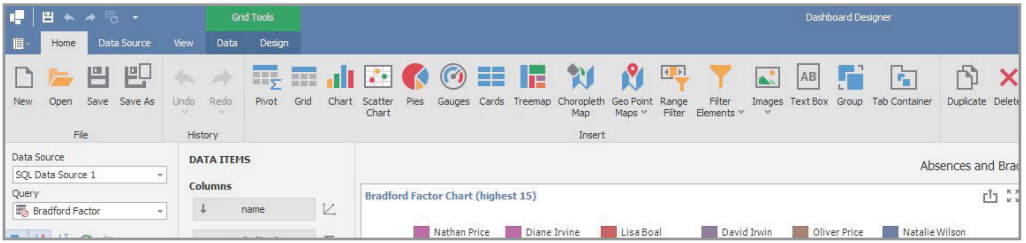
There are five new podcasts available on your favourite streaming platform. Listening in the office? Simply go to www. timeware.info and click on the icon at the top right of the screen.

Description	Media	Keywords
timeware® compatibility and Suprema firmware		Season 2020 - Episode 24
Project Toronto concepts and technologies (October update)		Season 2020 - Episode 25
Introduction to timeware® Professional 2021		Season 2021 - Episode 1
Introduction to timeware® dashboards		Season 2021 - Episode 2
timeware® managed service		Season 2021 - Episode 3
Sage integration		Season 2021 - Episode 4

Spotify | Google Podcasts | Amazon Music/Audible | iHeart Radio | Pandora | TuneIn + Alexa | Podcast Addict | Podchaser | Deezer | Listen Notes

timeware® Product Road Map...

Project Toronto first reveal 2021



Included in the timeware® Professional 2021 software suite are three new applications developed to Project 'Toronto' standard. Users will see the introduction of the Dashboard designer and separate Report Designer along with a Dashboard and Report viewer. The applications incorporate many features that have been included in the new timeware® standard such as the introduction of a ribbon menus, incorporating large, tabbed toolbars, filled with graphical buttons and other graphical control elements grouped by functionality. In-line error validation and null text prompts to make data entry more intuitive and selectable themes & palettes for a truly personalised timeware® experience.

ESS Go (v1.0) 2021

After 5 years of reliable service the Mobile Worker app' is being superseded by ESS Go. The 'ground-up' redesign will mean that the app' is more efficient, faster to use and the perfect platform to incorporate new features as we move forward towards a fully functional employee self service module. The initial version, v1.0, will replicate the features, and cost, of the mobile worker. Attendance bookings made through the app' will be stored in the NMD3 cloud, accessed by timeware® Professional and passed to the timeware® client for approval by a manager.

FaceStation F2 integration 2021

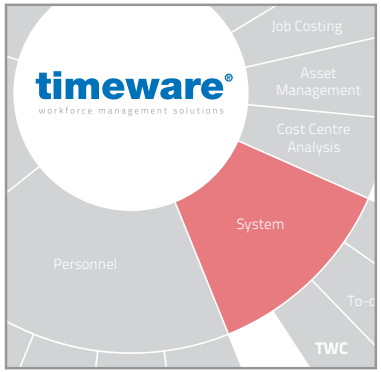
2021 sees Suprema's new FaceStation F2 integrated with timeware® Professional.

FaceStation F2
Non-contact
IP65
Perfect for attendance and access control.
Supports various proximity card formats.

timeware® Professional API 2021

An application programming interface (API) is a computing interface which defines interactions between multiple software systems. By creating a timeware® API, we hope to encourage innovation, allowing the capabilities of the timeware® suite of applications to be utilised by other software developers. Customers with software development capabilities may use the free timeware® API to enable an in-house software project to utilise the timeware® absence management or calculation engines. Similarly, the API can be used by a product such as Power BI by Microsoft, to provide interactive visualisations, reports and dashboards.

timeware® Professional services 2022



The next processes to be re-written will be the event handler and the three communication services.

The event handler will no longer support Crystal Reports but instead will support C# scripting utilising DevExpress Documentation APIs.

The data collection agent, the fire alarm agent and the terminal enquiry agent will be replaced by a new timeware® device manager.

The device manager will be optimised to work with Suprema devices and will operate in a completely new way, listening for data being transferred from the devices rather than requesting data from the device. Providing a faster more efficient communication method utilising modern data transfer protocols means that the device manager will be capable of providing alarms and alerts in real-time.

2022 will see the end of support for HandPunch, Hanvon and ZKTeco devices.

ESS Go (v2.0) 2022

The ESS Go mobile app' will include two new employee self-service features this year with the introduction of a 31 day attendance rota viewer and the ability for employees to check their attendance timesheets.

ESS Go (v2.1) 2023

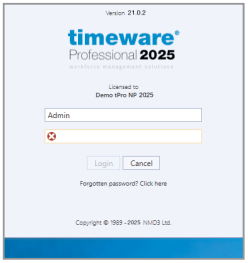
Absence and holiday features will be added to the ESS Go mobile app' in 2023 giving employees an opportunity to check their holiday entitlement, request time off and the ability to request cancellation of pre-arranged absences. Absence requests made through the app' will be stored in the NMD3 cloud, accessed by timeware® Professional and passed to the timeware® client for approval by a manager.

ESS Go (v2.2) 2024

The final release of the ESS Go mobile app will include a feature enabling employees to make personal detail change requests plus job costing and cost centre data entry. All requests made through the app' will be stored in the NMD3 cloud, accessed by timeware® Professional and passed to the timeware® client for approval by the relevant manager.

The release of ESS Go (v2.2) will see the withdrawal of the older ESS Web application.

timeware® Professional client 2025



Only when the essential ground-work of defining and developing the new 'Toronto' standards is complete can we begin to consider the re-write of the timeware® Professional client application. With over 750,000 individual lines of code, this will be a careful process involving rigorous testing to ensure no errors are introduced. This process may take up to two years to complete and will involve members of the development team involved in the re-writes and the support team for the extensive testing.

During the re-write, we will not being introducing any new application features as the emphasis must be on re-creating a thoroughly tested, working system.

2025 will see the end of support for all NMD3 legacy devices.

timeware® Professional engines 2028

Once the timeware® Professional client application has been released, the final phase of the development of Project Toronto will be the re-writing of the many application engines that operate behind the scenes performing essential tasks. The re-write is required as it will allow the development team to implement new .NET 5 framework technologies when re-designing some of the most important elements of timeware®: the calculation, absence management, planner, scripting, and email engines.

timeware® Professional SaaS 2030

2030 will see the launch of an alternative software sales model, timeware® Professional SaaS. Where the timeware® software is licenced on a subscription basis and will be centrally hosted by NMD3 in Microsoft's Azure cloud and accessed through www.attendance.co.uk. timeware® Professional SaaS will be accessed by users using a thin client, eg: a web browser.

The launch of timeware® Professional SaaS will see the withdrawal of the older TWC Web application.

From 2030 there will be two version of timeware® Professional: a SaaS version and a Client/Server version.

timeware® SaaS

www.timeware.info

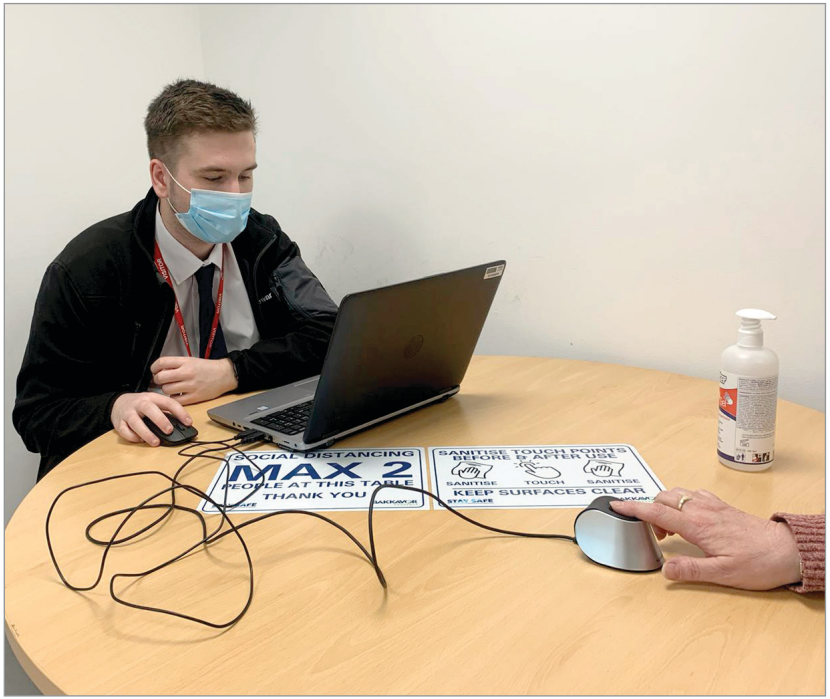
This site is the hub for timeware® Partners. Visit this site regularly to keep up to date with everything timeware®.

Subscribe to our YouTube channel
timeware Partner

Follow us on LinkedIn
timeware (UK) Ltd

- **timeware® partner news**
  Follow us on LinkedIn to keep up-to-date with information about all things timeware®.
- **timeware® partner articles**
  Keep up to date with interesting stories and excerpts from the insider magazine.
- **Partner assist program**
  New for 2021 are Teams time-slots. You can contact our Partner Liaison Officer to book single or multiple time slots for remote training and demonstrations.
- **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.

Out and about...



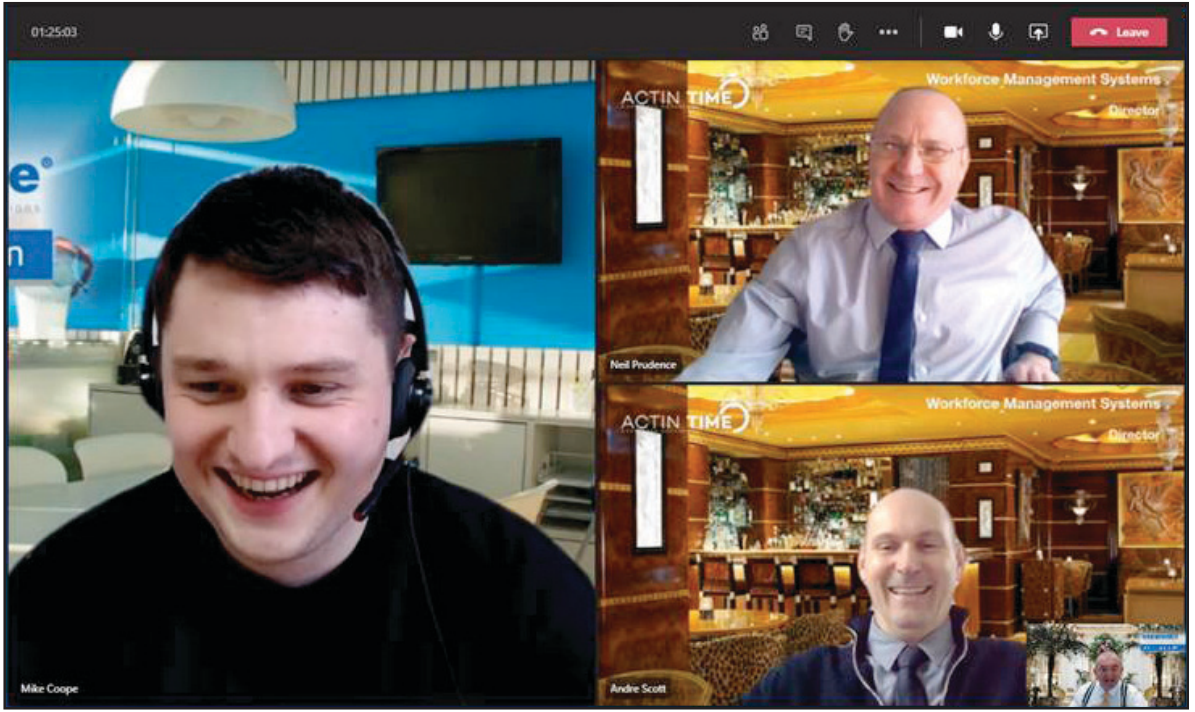
Support team member William Plumpton at Bakkavor Desserts enrolling fingerprint for a large Suprema upgrade.

Bakkavor Desserts have taken advantage of timeware® (UK) Ltd's legacy device replacement, (LDR) programme and standardised on Suprema Inc. BioLite N2's as timeware® Professional attendance points at their site in Devises.

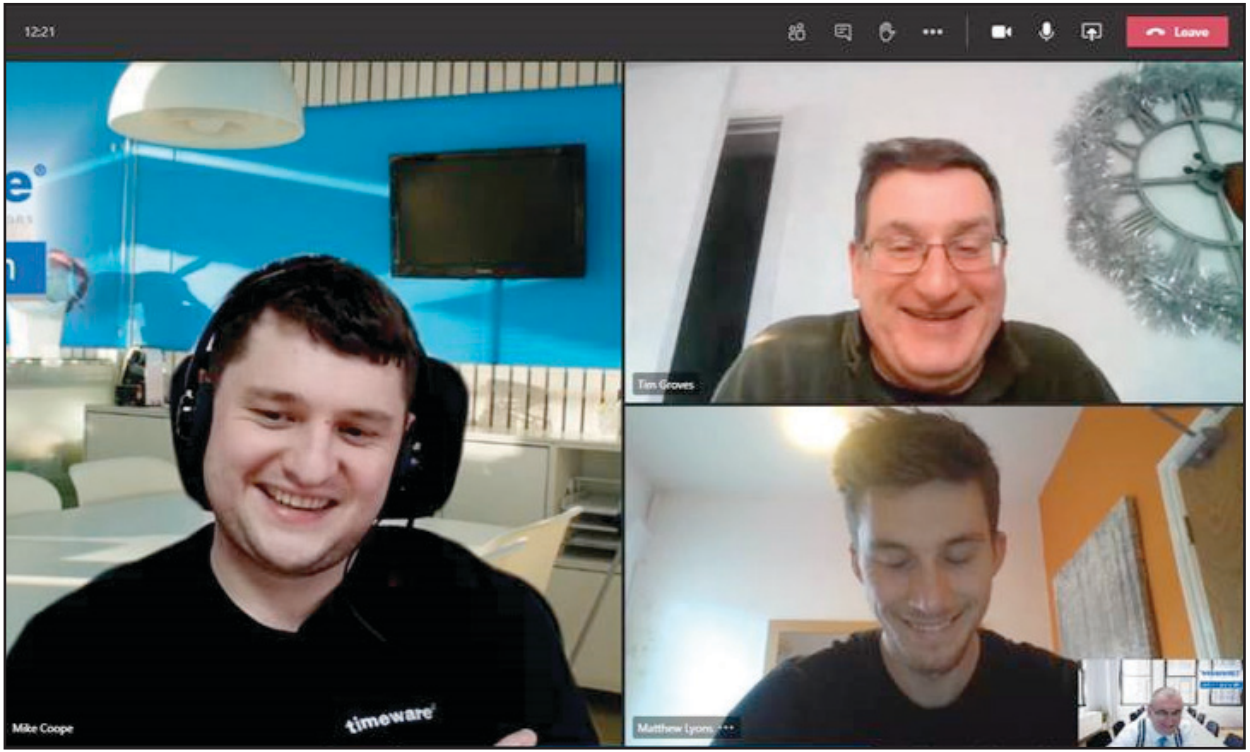
HWM Global are another world class business that trusts timeware® Professional incorporating Suprema Biometrics to process their employee attendance data.

Dixons Carphone have timeware® Professional installed at multiple locations around the UK and are another business taking advantage of our LDR programme.

No more out and about? It's all 'Teams' now...



Backgrounds of the Ritz London for ActIn Time's development meeting in February.



Monthly Microsoft Teams development meeting with Tim and Matt from Addtime Ltd.

advertorial

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PREFERRED SUPPLIER

timeware's official supplier of Suprema device wall mounts.

suprema

EZMount

Specialists in wall mounts for Suprema devices.

Neat and professional job every time.

Models available for conduit and trunking.

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- Suprema BioLite N2
- Suprema BioEntry W2
- Suprema BioEntry P2
- Suprema FaceLite

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Email: info@ezmount.co.uk

Tel: +44 (0) 788 297 6874

timeware®
INTEGRATION PARTNER

CELTIC PRODUCTIONS

As the first ever timeware® Integration Partner, Celtic Productions have designed an extensive solution portfolio based around timeware® Professional Workforce Management software.

We are experts in timeware® customisation points and database structure. We have the knowledge and expertise to design and maintain a myriad of unique add-in solutions for your customers needs.

Previous projects have included overtime scripts, employee imports, bespoke return to work forms, Excel exports and of course, timeware® reports.

Celtic Productions
Saffron Meadow
Brittas
Co. Dublin
Phone: +353 (0)87 1254033
Web: www.celticproductions.net
Email: ross.killen@celticproductions.net

ta design

thinking about design

Brand development

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

Custom touchscreen terminal themes from **£80** +VAT

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
- Logos & advertising
- Touchscreen theme designs
- Brochures & stationery
- Software development

TA Design Studio Limited | The Gatehouse | Fieldhouse Road | Rochdale | OL12 0AA

www.ta-design.co.uk | 01706 861662 | talk@ta-design.co.uk

2021
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timeware
Eddie Shorrock
timeware® Professional 2021 training course
timeware® operator.
www.timeware.org
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40 bikes to target
Top 3 bike builders, based on number o
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2
3
John Trudgeon
Bikes built 18
Sarah Mills
Bikes built 13
Mike Mustgoe
Bikes built 11
80%
of target
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