

Visitor Management?



Welcome to InVentry, our latest Integration Partner...



New Dashboard...
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timeware (UK) Ltd





Editor's comment...

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

Great news! We have made the decision to bring forward the release date of the Cloud version, timeware® Reach, to 2025.

This will have a massively beneficial impact on the speed and accessibility of the product, giving your customers the ability to run timeware® through a browser on iPads, Android tablets and virtually any 'thin-client' device.

So It's time to start moving your customers off all legacy devices and getting them 'Reach-ready' by switching to timeware® ESS Go, the timeware® Puck or Suprema biometric fingerprint and face recognition devices.

The countdown has begun...



Simon Birchall
Managing Director
timeware® (UK) Ltd



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Suprema
AUTHORIZED PARTNER

Genetec™

sage
Development Partner

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Simply the best.

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Out & About...

Installations as usual.

Our Products and Services...

Our expertise has been developed 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'.

Our software integration and customisation capabilities are world class and our products are further strengthened by our business relationship with Suprema Inc. Together we provide the complete workforce management solution.

timeware® currently consists of a suite of software modules, sold under the name, 'timeware® Professional', that enable a company to record and analyse key business information.

Software

Personnel

Absence management

Employee attendance

Access control

Job costing

Cost centre analysis

Asset management

Dashboards and Reports

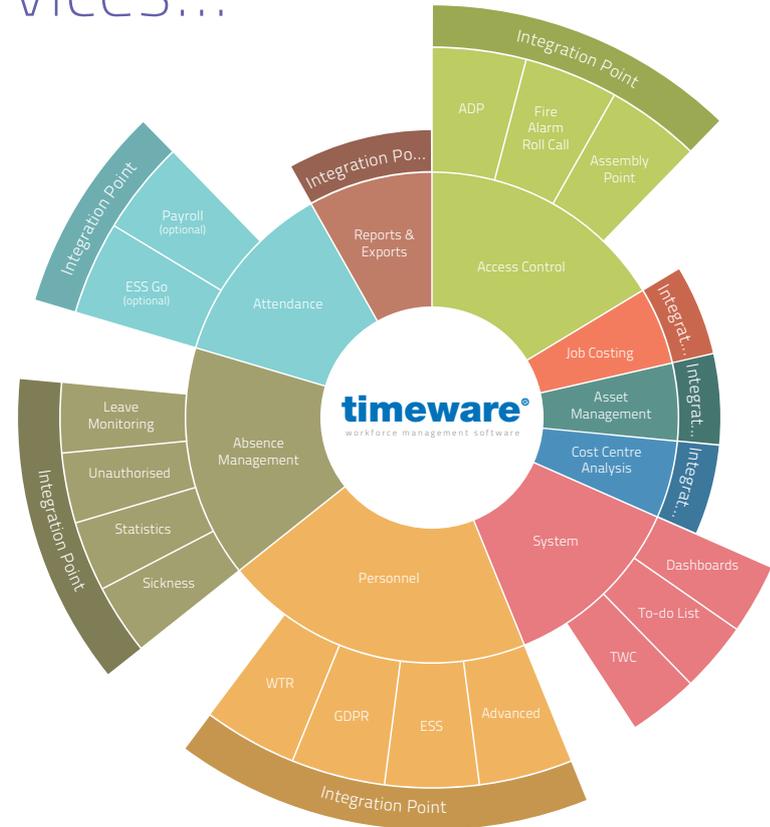
Employee self service

Web based solutions

ESS Go

GDPR and WTR

Proactive To-do lists



Devices

We are a Suprema integration partner and have over 30 years expertise recommending and installing proximity, fingerprint, face recognition and touch-screen devices.

Training

We have developed training courses which highlight the key features of the product, allowing each user to maximise timeware® to it's 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.

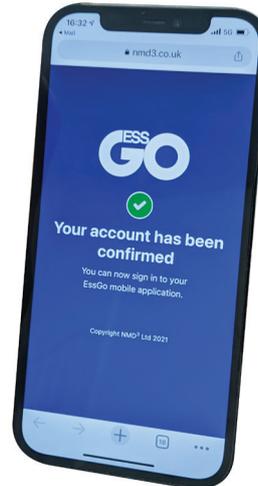
timeware® managed service

Our customer care service is second to none! Between 8.30am and 5.30pm we have a dedicated support team managed by an experienced customer care administrator. We also have an online support logging service for Partners and End-users which is ideal for out of hours fault reporting.

Integration and customisation

This is timeware's USP. Our ability to integrate with other systems along with timeware's customisation capabilities sets you apart from your competition!

Example Devices



ESS Go running on Android or iOS.



Suprema BioLite N2.



timeware® Puck using NFC technology.



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 End-users...

There is no 'typical' timeware® customer. Our end-users operate in all market sectors, usually with an employee count of over 150 staff. Our core market sector is manufacturing and we have an increasing number of customers with over 1,000 employees. We have many data-centre and multi-location installations and some of our customer use timeware® at sites in different Countries.

We believe that together, timeware® and our Partners can provide effective solutions for End-users in any market sector.





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 for any customer.

Do you have an customisation requirement? Contact Celtic Productions, a timeware® approved developer on

Phone: +353 (0)87 1254033 or Email: ross.killen@celticproductions.net



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.



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



On premise visitor management system. Integrates with timeware® Personnel with the option to replace existing attendance points with touchscreens with integrated webcams or Quicksan units.



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.



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



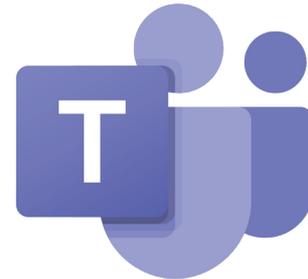
Teams time-slots...

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 6 14:00 - 15:00 |
| Slot 2 10:00 - 11:00 | Slot 7 15:00 - 16:00 |
| Slot 3 11:00 - 12:00 | 16:00 - 16:30 Reserved for
daily support meeting |
| Slot 4 12:00 - 13:00 | |
| Slot 5 13:00 - 14:00 | 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~~ **GREAT SUCCESS**

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**

Legacy Device Replacement Programme...

Out with the old and in with the new!

The countdown has begun to the Cloud and timeware® Reach will not support any legacy timeware® or NMD3 hardware.

Thanks to our status as one of the leading Suprema Integration Partners, our Partners have access to a great range of robust biometric devices that work seamlessly with timeware® software.

Ensure your customers are Reach-ready and plan your Legacy Device Replacement Programme today.



Old

Example Devices



Suprema BioLite N2.



FaceStation F2



ESS Go running on Android or iOS.



timeware® Puck using NFC technology.

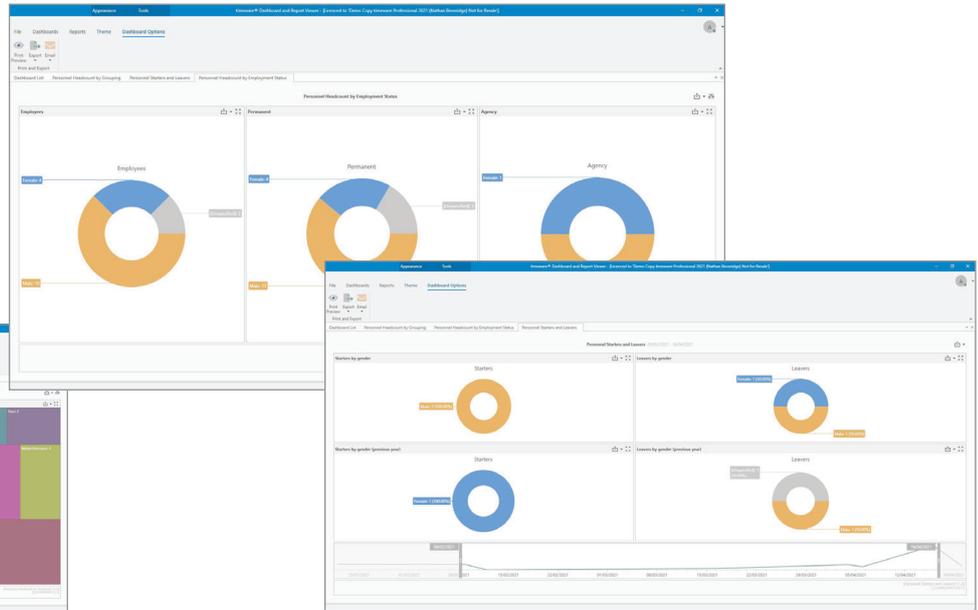
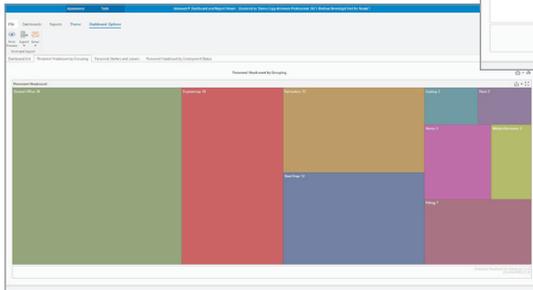
New

Need advice on implementing a Legacy Device Replacement Programme? Contact Mike or Liz in our Projects team on **+44 (0)1706 659368** or **support@timeware.co.uk** to see how timeware® achieved this goal.

New Dashboards and Reports...

If your Customers are running timeware® Professional 2021 then here's an opportunity to improve customer relations.

The timeware® Development team are releasing new dashboards and reports on a monthly basis which are available free of charge from the download page on www.timeware.info. All new Dashboards and Reports can be implemented remotely by the Partner's Support team.



Need advice on implementing the new Dashboard and Reports? Contact Charlotte Kavanagh in customer care on **+44 (0)1706 659368** or **support@timeware.co.uk**



Dave Webb

Implementation Specialist

Dave Webb...

This is the first article in a new 'who's who' series, revealing the background story to 'front-line' members of the timeware® team.

In this issue we talk about one of the more familiar 'timeware®-faces', Dave Webb!

timeware® Dave, (as he is sometimes known), is responsible for all enterprise-class timeware® installations and with his 'larger-than-life' persona, is well-known by the majority of our customers.

Brought up in Birmingham on the tough Chelmsley Wood Estate in the 1970s, coupled with the fact the he supported Aston Villa when 95% of the Estate supported Birmingham City meant that Dave has always had to be a fast thinker!

His 'can-do' attitude came to the attention of timeware® MD, Simon Birchall and in 2005 he was invited to join timeware® as one of the first 'installation engineers' being responsible for installing hardware and configuring early timeware® 6 systems.



Dave with Darren Howarth from Stanley Security Solutions.

The back-story

After leaving school in 1981, Dave joined International Time Recorders (ITR), as a trainee Bench Engineer where he spent time working on the latest 8500 series time clocks.

Unfortunately, the following year Dave was made redundant from ITR following their acquisition by Blick Industries in July 1982. Never to be held back, within days, Dave has secured a position at PT Fabrications in Small Heath as a trainee Fabricator and Welder.

Around 1985 Dave saw an opportunity to return to the time recording industry as a Workshop Technician at Auto Time Systems (ATS) in Deritend and over the next 18 years progressed through the ranks to become an installation engineer gaining programming experience and a fair for writing VB Code.

In early 1994, ATS began selling a basic computerised attendance system called timeware® IV and 11 years later, with over 500 installations under his belt Dave was offered a job as an installation technician at timeware® UK Ltd!

Roll the clock forward to 2019 and Dave was instrumental in training the technical sales team at Stanley Security – the company that acquired Blick PLC in 2003!



Featuring
Microsoft®
Visual Basic®
Technology



Career highlights:

Being instrumental in winning the Cranswick plc and IAC Ltd contracts

Career scariest moments:

Sharing a hotel room with a hyper-active Mike Coope in Lisburn for 4 days at a Suprema conference.



Aston Villa fan at 5 years old

INVENTORY

SIGN IN SOLUTIONS

For End-users looking for an effective way to process visitors, we are pleased to announce that our latest integration development project with InVentry Visitor Management Systems is now available.

InVentry Visitor Management Overview

For your customers, managing visitors in their business can now be a seamless and speedy process with InVentry's market leading visitor management system.

Visitors are presented with an intuitive screen that significantly speeds up the signing in process. They can even self-service their way through to printing an ID badge that can be worn around your customer's site.

Visitor information is stored directly in the system and allows your customer to accurately track who is on their site, accurately recording everyone entering or leaving their site, in case of an emergency. It provides site access in a way that safeguards those who are in the company and removes the need for paper-based visitor books.



Visitors

Enable contactless sign in for pre-booked visitors by utilising invitations which include a QR code for easy sign in.

Checks

Send contractors documentation before their visit to site to ensure all checks have been completed before arriving.

GDPR

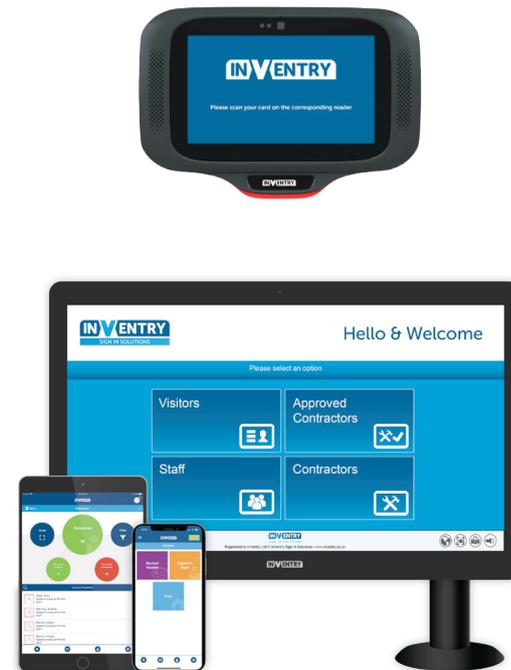
Improve GDPR compliance with visitors and contractors information stored correctly in InVentry.

Improve health and safety with visitor management

When a visitor or contractor arrives on the customer's site there are lots of checks and processes that need to be followed before they can fully enter the building. The InVentry visitor management and the sign-in system allows your customer to manage all of this from one easy to use system.

Not only does it create the right first impression by adding a modern and stylish greeting to their reception area, it enables your customer to walk their visitors through the signing in experience as well as being able to send pre-booked contractors and visitors all the necessary forms to fill out before arriving on-site.

For more information and example of case-studies, visit www.inventry.co.uk



timeware® integration with InVentry...

timeware® has developed an integration that sits seamlessly between timeware® Professional and the InVentry system.

Here are the three possible scenarios:

1. InVentry is the dominant system: (Ideal when the customer already has InVentry).

In this scenario, employees and visitors are entered into the InVentry system with employees being identified and automatically pulled into the timeware® system.



Quickscan

Employees make attendance bookings at InVentry Quickscan devices using Rfid cards or fobs and timeware® reads the booking data from InVentry and pulls them into timeware® for attendance processing. This method does not support Suprema devices or ESS Go. InVentry's emergency roll call would include visitors and employees.

The InVentry integration is enabled by an annual licence.

2. timeware® is the dominant system: (Ideal when the customer already has timeware®).

In this scenario, employees are entered into the timeware® system and visitors into the InVentry system. Employees will make attendance bookings at Suprema devices and ESS Go.

The integration will take employee data and pass to InVentry to enable InVentry's emergency roll call to include both visitors and employees.

The InVentry integration is enabled by an annual licence.



InVentry screen



ESS Go running on Android or iOS.



timeware® Puck using NFC technology.



FaceStation F2

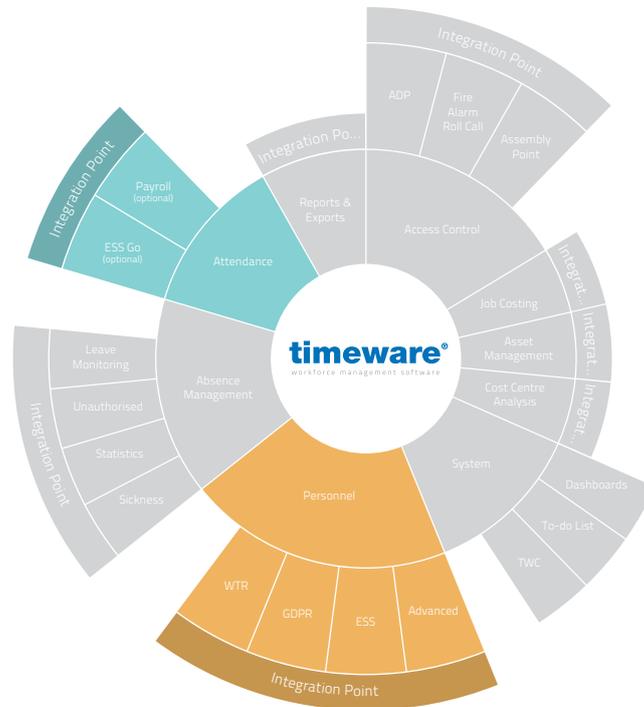
3. Both systems operate independently.

In this scenario, the integration is not used and both systems operate independently. InVentry's emergency roll call would only include visitors. No annual integration licence is required.

InVentry supplies end users via a dedicated reseller channel, and therefore the opportunity is available for you to resell InVentry alongside timeware®. If you want to hear more information, please contact InVentry's Sales Director, Alain Squitieri, on 07540 501746 or alain.squitieri@inventry.co.uk.



**Annual licence
£203+vat**



Interested in finding out more about InVentry Visitor Management? Please contact Michelle Connolly on **+44 (0)1706 659368** or partner@timeware.co.uk

Ultra-low-cost attendance point...

A timeware® Puck is the perfect attendance point for customer locations where the cost of a traditional 'clocking-in' machine is prohibitive or where network or power is unavailable.

Each timeware® Puck incorporates an NFC tag which allows them to be 'read' by all modern smart phones from a distance of about 4cm - making them a viable non-contact option!

The ability to make an attendance booking at an ultra-low-cost attendance point is one of the many features of ESS Go.

So, if your customers have low numbers of staff working in a retail shop, a remote warehouse or indeed any isolated area, why not consider expanding their timeware® system to incorporate timeware® Pucks and ESS Go.

Remember that each timeware® system can support any number of timeware® Pucks so now multiple locations become easily affordable.

NFC tags supplied by:

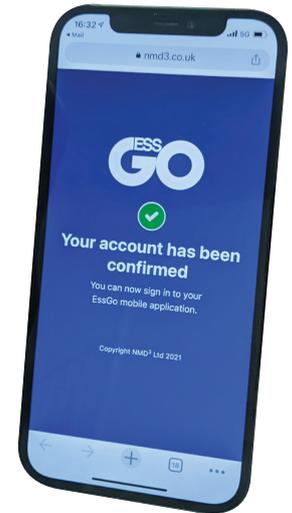
NFC Tagify
www.nfctagify.com
Tel: 01600 800 080

Acrylic signs supplied by:

www.signomatic.co.uk



A timeware® Puck costs only £80!



ESS Go running on Android or iOS.

Interested in finding out more about ultra-low-cost attendance points? Please contact Michelle Connolly on **+44 (0)1706 659368** or **partner@timeware.co.uk**

Countdown to the Cloud...

timeware® Reach is our Cloud solution and it is set to make a positive impact on each and every one of your customers.

Scheduled for commercial release in January 2025, timeware® Reach will provide users with the ability to run the software through their browsers on iPads, Android tablets and virtually any 'thin-client' device.

Over the next few years, the Support team will assist Partners in preparing their customers for the change from an on-premise to cloud based solution.

'Becoming Reach-ready' is a term you will see repeated many times as we approach 2025!



Need to talk to someone about converting to the Cloud? Contact Charlotte Kavanagh in customer care on **+44 (0)1706 659368** or **support@timeware.co.uk**

timeware® Product Road Map...

timeware® Professional 2021



Dashboard and Report Viewer

Included in the timeware® Professional 2021 software suite are two new applications developed to Project 'Toronto' standard. Users will see the introduction of the Dashboard designer plus the 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.



timeware® Professional 2021



FaceStation F2

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

FaceStation F2 integration

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

timeware® Professional 2022

ESS Go

After 5 years of reliable service the Mobile Worker app is being superseded by ESS Go. The 'ground-up' redesign means that ESS Go will include multilingual support and provide the perfect platform to incorporate new features as we extend our reach with a fully functional employee self-service mobile app.

Employees will have access to a 31 day attendance rota viewer, the ability to check their own attendance timesheet, and holiday entitlement. They will also be able to request time off and request the cancellation of authorised leave. Leave 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.

However, the apps most exciting feature will be its compatibility with the new timeware® Pucks, low cost attendance and assembly points utilising NFC technology.

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 Mobile Worker app will be withdrawn from service on 1st November 2022, 12 months after the release of ESS Go.

Please note that the ESS Go will still be activated by an annual licence but will have different pricing structure to the Mobile Worker.



timeware® Professional 2024

Final version

After 22 years of service, timeware® Professional finally reaches the end of development.

Please note that this version will contain the necessary tools to assist in the process of migrating the timeware® database from the current 'on premise' solution to the equivalent timeware® Reach product in the cloud.

timeware®
Professional **2024**
workforce management software

2025

timeware® Reach



Software as a service

2025 will see the launch of three new timeware® Reach products: timestart, Small Business and Professional. All products will be cloud based, multilingual, licenced on a subscription basis, hosted in Microsoft's Azure cloud and accessed through a portal at www.attendance.co.uk.

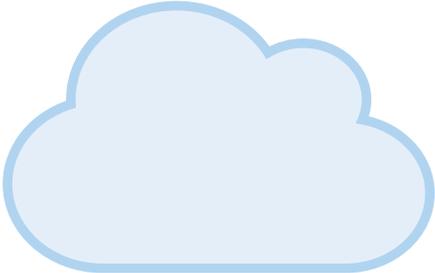
timeware® Reach will be available to users using a thin client, eg: a web browser, removing the need for RDCs, enabling access from anywhere in the world on all platforms including PCs, Apple Macs, Android tablets and iPads.



2028

The plan

We aim to have all legacy 'on premise' systems ported to timeware® Reach by December 2028 .



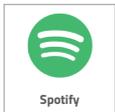
**Nathan Price**

Technical Director

Development Podcasts and Videos...

There are 8 new development podcasts and videos available on YouTube, Buzzsprout and many other platforms. Go to www.timeware.info and click on the  **YouTube** or  icons at the top right of the screen.

Description	Media	Date
Development plans for April		6th April 2021
ESS Go	 	17th March 2021
Development plans for March		1st March 2021
ESS registration via SMS		21st April 2021
Suprema BioStation A2		15th March 2021
ESS Go Dev video 3		9th March 2021
ESS Go Dev video 2		9th March 2021
ESS Go Dev video 1		9th March 2021



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**

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.



Follow us on LinkedIn
timeware (UK) Ltd



Subscribe to our YouTube channel
timeware Partner





Charlotte Kavanagh

Head of Customer Care

End-user Podcasts and videos...

There are 13 new podcasts available on your favourite streaming platform. Listening in the office? Simply go to www.timeware.org and click on the  **YouTube** or  icons at the top right of the screen.

Description	Media	Date
Become timeware® Reach-ready	  YouTube	26th April 2021
timeware® Accident Book	  YouTube	19th April 2021
Vision 2028	  YouTube	12th April 2021
Backups	  YouTube	6th April 2021



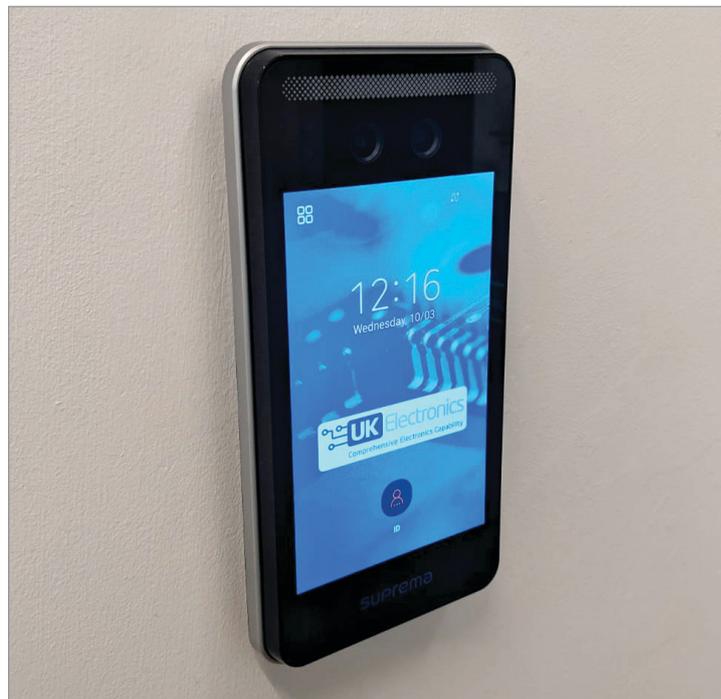
Description	Media	Date
NFC timeware® Puck	 	29th March 2021
X-Station 2 and AirFob integration	 	22nd March 2021
ESS Go	 	15th March 2021
Sort and Filter	 	8th March 2021
Document storage	 	1st March 2021
Return to work procedure	 	23rd February 2021
Absence management	 	15th February 2021
timeware® ESS (employee self service)	 	8th February 2021
Sage integration	 	1st February 2021



Out and about...



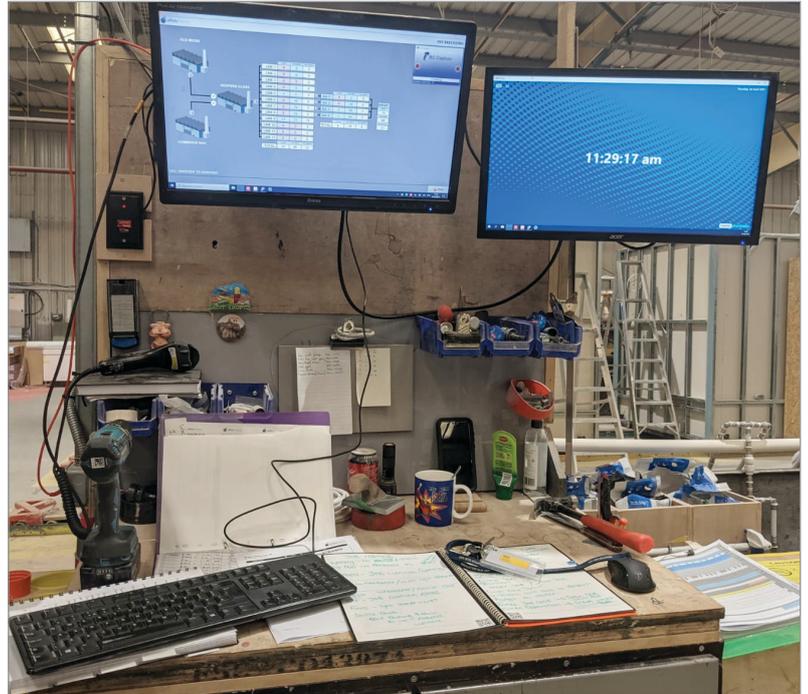
Zack Dawson from Support Team 1 on-site at Nolato Jaycare upgrading a timeware® access control system.



A FaceStation F2 installed at our test site, UK Electronics.



A neat BioLite installation at the Bear Hotel in Crickhowell.



Installation of a PC utilising the Tokyo platform for Job costing at Off Site Solutions (RT) Ltd, Highbridge.

EZMount

Specialists in wall mounts for Suprema devices.

Neat and professional job every time.

Models available for conduit and trunking.

Compatible with:

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



timeware®
PREFERRED SUPPLIER

timeware's official supplier of Suprema
device wall mounts.

suprema



Web: www.ezmount.co.uk

Email: info@ezmount.co.uk

Tel: +44 (0) 788 297 6874

CELTIC PRODUCTIONS

As the first ever timeware[®] Approved Developer, 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



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



2021

Genetec™
VMS
Integration Partner

TWC
timeware® web client

advertorial



200 bikes Monthly target
40 bikes to target
Top 3 bike builders, based on number of bikes built

1 John Trudgeon Bikes built 18	2 Sarah Mills Bikes built 13	3 Mike Mustgoe Bikes built 11
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LAST UPDATED: 15:30 WEDNESDAY 27 JUNE 2018



Get the most out of your timeware Professional 2021 training course. Get the most out of your timeware Professional 2021 training course. Get the most out of your timeware Professional 2021 training course.



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Email: support@timeware.co.uk

Next edition of insider due:

August 2021

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