timeware®
insider

+44 (0)1706 659368
www.timeware.info

The official magazine for timeware® partners worldwide

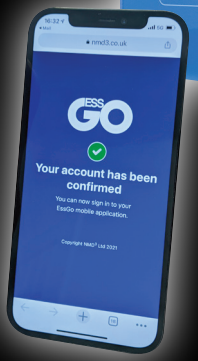
Issue 27 - August 2021

Proximity

Fingerprint

Face Recognition

Low cost



Mobile

Feature Enhancement Team... **Page 12**

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Podcasts & Videos... **Pages 28-31**

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Editor's comment...

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

Out with the old and in with the new!

There's never been a better time to plan the replacement of your customer's legacy attendance and access control devices.

Suprema's devices support proximity fobs, fingerprint readers and facial recognition so there's a solution for every business location, from luxurious reception areas to wet and windy workshops! Check out the available options on pages 18-23.

We've recorded 12 new Community Podcasts since the May magazine including subjects such as Historic Data Lockdown, Documents and the ESS and Minimum Staffing Levels. These short insights are available on YouTube and Buzzsprout. More details can be found on pages 30-31.

I hope that you find this edition of insider interesting and as always, may I take this opportunity to thank you for your continued support.

If you wish to discuss any of the items covered in this magazine, please don't hesitate to get in touch.

Simon Birchall
Managing Director
timeware® (UK) Ltd

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suprema
AUTHORIZED PARTNER

Genetec™

sage
Development Partner

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Podcasts and videos...
Latest new from the timeware® universe.

Our Products and Services...

With experience gained over the past three decades, one of our key skills is our ability to develop a unique Solutions.

Our software integration and customisation capabilities is world class and our products are further strengthen by our business relationship with Suprema Inc.

Software

Personnel

Absence Management

Employee Attendance

Access Control

Job Costing

Cost Centre Analysis

Asset Management

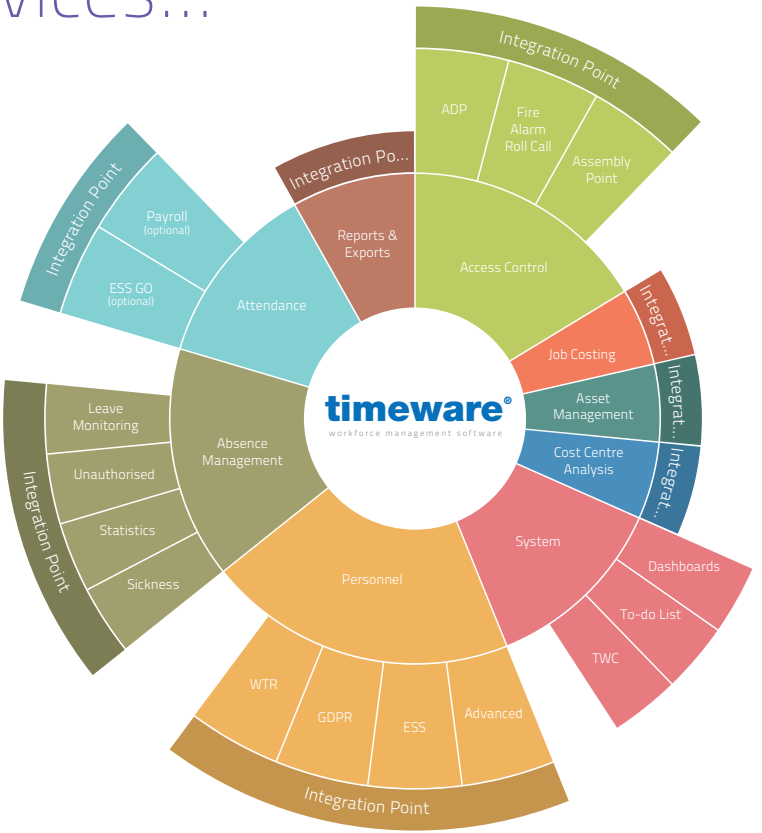
Dashboards And Reports

Employee Self Service

ESS GO

GDPR and WTR

Proactive To-do Lists



Devices

We are a Suprema Integration Partner and have successfully incorporated their proximity, fingerprint and face recognition devices into our software. We have also developed the Tokyo platform for specialises data collection projects requiring a touchscreen.

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® Partner Support

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 provide an online fault logging service for Partners which is ideal for out of hours fault reporting.

Integration and Customisation

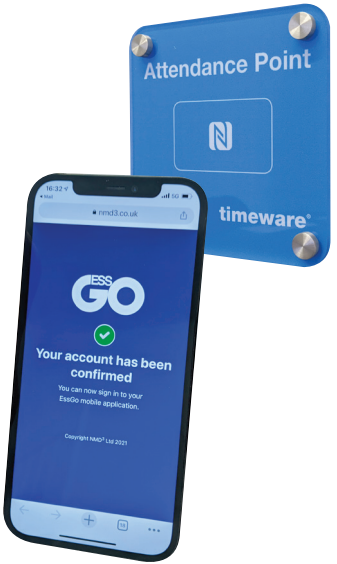
Our ability to integrate with other software along with timeware's customisation capabilities set us apart from the competition. Integration and customisations are timeware's USP.

X-Station 2

Example Devices

FaceStation F2

timeware® Puck using NFC technology.



ESS GO running on Android or iOS.

Solution Provider Partnership Programme...

timeware® offer a carefully planned programme for Organisations & Consultants wishing to become either Associate or Referral Partners.

Referral Partner

A Referral Partner will be rewarded for passing leads to timeware®.

timeware® will then 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.

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.

Integration and Customisation...

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

Integration

timeware's primary USP is its ability to integrate with other applications. 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. timeware® or the third party software becomes the 'primary' system passing data to the 'secondary'.

A well planned customisation enables a business to improve workflow and increase efficiency.

Customisation

timeware's secondary USP is its extensive customisation potential. Over 95% of businesses using timeware® software 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.

For more information about timeware® Integration and Customisation, please contact The Projects Team on **+44 (0)1706 659368 or projects@timeware.co.uk**

bambooHR®	Cloud based HR system. Integrates with timeware® Personnel and Absence Management modules to ensure payroll is calculated correctly.
BioStar 2	Web based open integrated security platform. Integrates with timeware® Personnel and Attendance modules, creating attendance booking records from data collected by nominated readers held in the BioStar 2 database.
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.
INVENTRY SIGN IN SOLUTIONS	On premise visitor management system. Integrates with timeware® Personnel with the option to replace existing attendance points with touchscreens with integrated webcams or Quickscan units.
Paxton	Europes leading access control system. Integrates with timeware® Personnel and Attendance modules and provides an alternative to dedicated attendance points.
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.

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 can 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. Please note that 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 at www.timeware.info.

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~~	GREAT SUCCESS
~~**May 2021**~~	~~**Thursday 27th**~~	~~10:30 - 12:00~~	WELL ATTENDED
August 2021	**Thursday 26th**	10:30 - 12:00	
November 2021	**Thursday 25th**	10:30 - 12:00	

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AUTHORIZED PARTNER

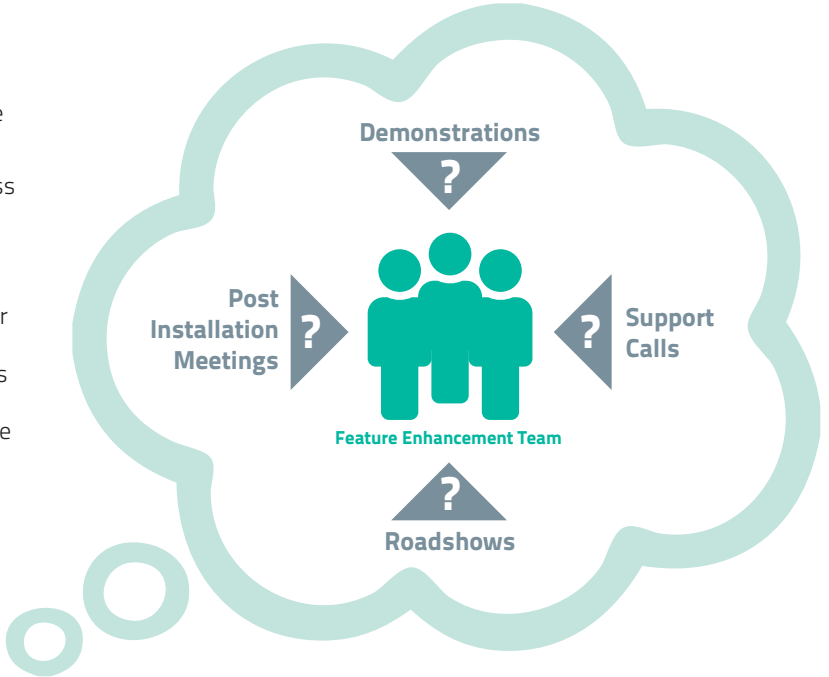
To request an invite to a timeware® workshop, please contact Michelle Connolly in timeware® customer care on **partner@timeware.co.uk** or call **+44 (0)1706 659368**

Feature Enhancement Team...

timeware® has always listened to the Partners when improving the software and the connection between the Partners and the Developers has been improved recently with the introduction of the Feature Enhancement Team.

Previously the Support Team would receive and process enhancement requests and it is hoped that this slight change in procedure should improve response times and provide a much better service.

The Feature Enhancement Team consists of a member of the Projects Team and the Implementation Team plus a Director. These three very experienced members of staff will process requests from customers on a weekly basis to determine if an enhancement is unique or of benefit to all timeware® customers.



Please email any feature enhancement suggestions to **projects@timeware.co.uk**

Bank Holidays OPEN...

timeware® now provides support on Bank Holidays which means that the Support Team will be available 08:30-17:30 on every week day. Head of Customer Care, Charlotte Kavanagh said, "This change of policy is permanent and should help to maintain the high level of service that our Partners expect".

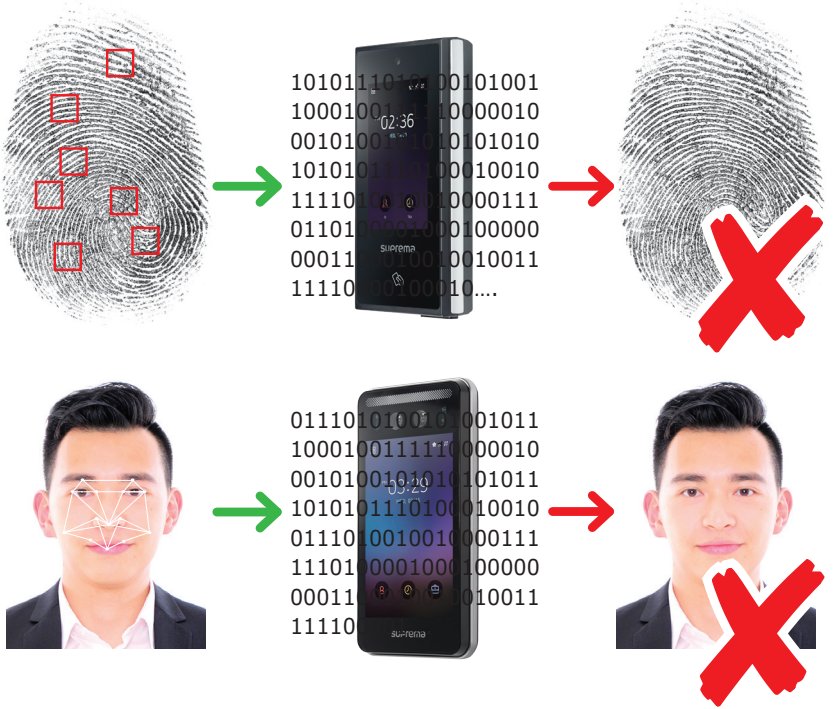
The support number is +44 (0) 1706 658222 and the email is support@timeware.co.uk.

Please note that this change does not include Bank holidays in December or January.

Can fingerprints or faces be recreated once they have been enrolled?...

Is a question that Customers often ask.

Suprema biometric readers never store an image of your fingerprint or face. The biometric sensors identifies unique points and measurements within the fingerprint or face and create a digital template (not an image) for matching purposes. No actual images are stored in the Suprema device or timeware® software as the template is simply a mathematical representation of the unique characteristics of the finger or face. Please note that templates cannot be reverse-engineered to re-image a fingerprint or face.



InVentry Visitor Management System...

We had a great response to an earlier article regarding timeware's integration with the InVentry Visitor Management System.

Our technicians have also reported spotting the InVentry Sign-in terminal in a number of customers' reception areas which confirms that we made the correct decision choosing InVentry as our first Visitor Management Partner!

InVentry's Roll-Call call app is worth a special mention as the recent integration means that your visitors AND employees are included on the list in an emergency.

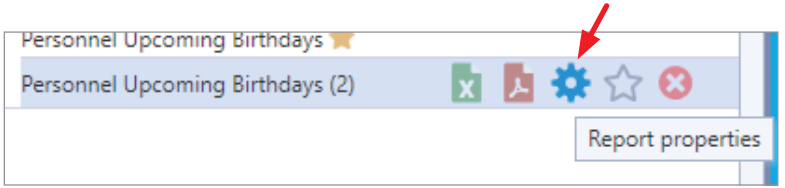
InVentry"s website can be found at www.inventry.co.uk. For more information about the InVentry Integration, please contact Liz Broadhurst on +44(0)1706 659368 or liz.broadhurst@timeware.co.uk

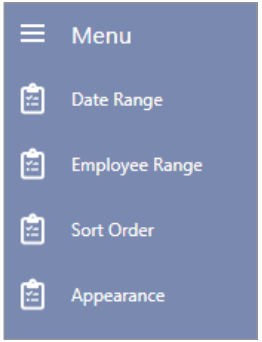
For more information about the InVentry Visitor Management System, please contact the Projects Team on **+44 (0)1706 659368 or projects@timeware.co.uk**

Fast & Flexible Reports...

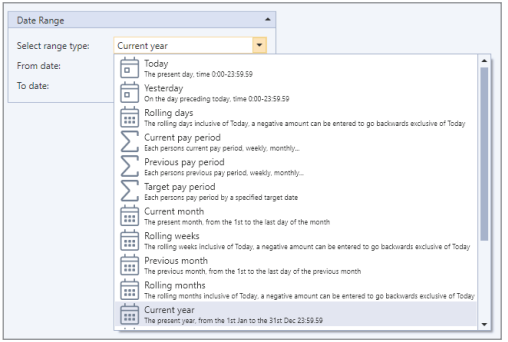
The development team are busy writing a new set of timeware® reports that run from within the Dashboard and Report Viewer that are quicker to craft and far more flexible than the legacy reports. User now have greater control over the Date and Employee Ranges with new Sort Orders and a new Appearance option that enables fields to be removed or added as required.

Brand new reports are being developed for all of the timeware® modules and will be included as standard in timeware® 2022.

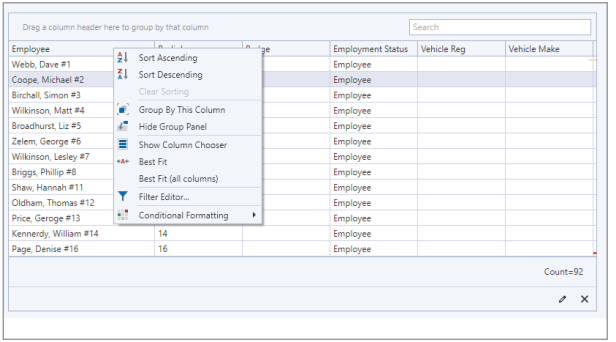




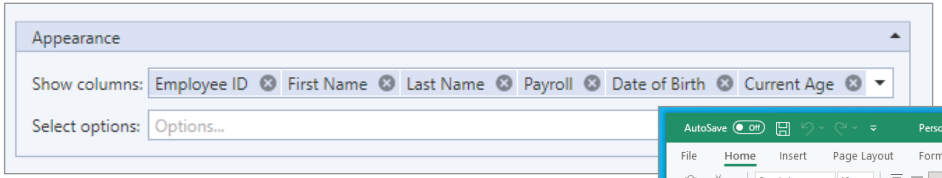
Report Properties Menu



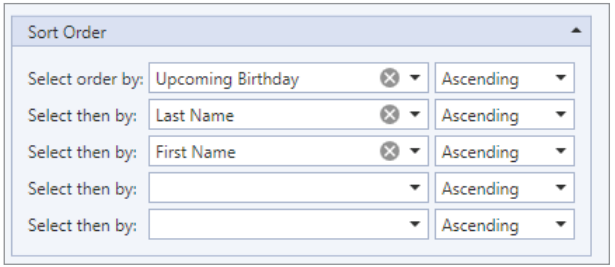
Updated Date Range Selection



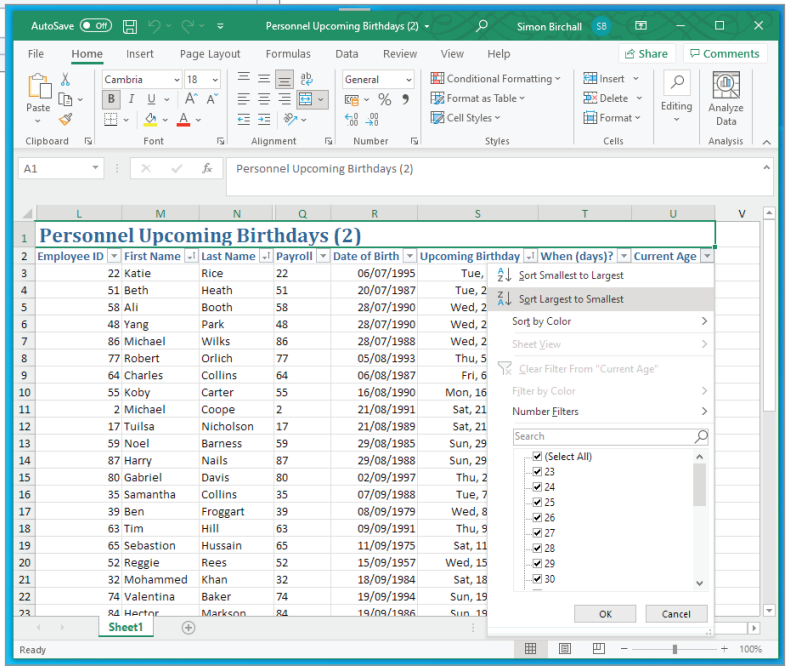
Revised Employee Selection



All new Appearance selection



New Sort Orders



Report output in Excel format

Legacy Device Replacement Programme...

As the era of the v10, v11 and v12 draws to a close, there's never been a better time to start planning the replacement of your customer's legacy attendance and access control devices.

Thanks to our status as a Suprema Inc. Integration Partner, we now have a great range of Proximity, Fingerprint and Face-Recognition devices that work seamlessly with timeware® software.

With features that include IP65, IP67 and IK09 ratings plus live finger detection, PoE, Robust Device Security and Data Encryption, Suprema Inc. devices are the obvious choice for timeware® customers looking to enhance their Work Force Management Software by replacing legacy hardware with the next generation of Proximity and Biometric options.

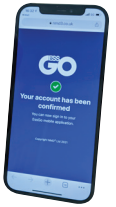
Remember that the connection licence cost for all Suprema devices is only £50!

Example Devices

Suprema BioLite N2.

FaceStation F2

Old



ESS Go running on Android or iOS.

timeware® Puck using NFC technology.

New

For more information about the timeware® Legacy Device Replacement Programme, please contact Liz Broadhurst on **+44 (0)1706 659368 or liz.broadhurst@timeware.co.uk**

Proximity...

The Suprema X-Station 2 proximity device is the ideal solution for all non-contact, non-biometric attendance point requirements. Its low profile and stylish looks allow it to fit neatly into any dry environment, from reception to production workshops.

With a large, clear display highlighting the time, date and name of the person booking along with support for business in and business out functions, this model is the go-to device when biometrics are not required.

The device supports a number of proximity card and fob formats including the timeware® standard. It is also PoE compatible and recommended for customer self-install.

Note that this device is also compatible with timeware® Reach, our Cloud based solution due for release in 2025.

X-Station 2
Proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.

Fingerprint...

The Suprema X-Station 2 fingerprint device is identical to the previous proximity device with the addition of a biometric fingerprint reader.

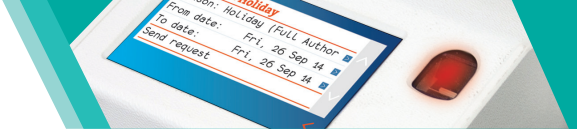
Because it is the same form-factor as the previous model, it is also ideal for all dry environments from offices to workshops.

This fingerprint reader is compatible with other Suprema fingerprint readers which means that you will only be required to enrol a person once as their biometric template can be distributed across your timeware® network to all relevant attendance and access devices.

As expected, the device supports a number of proximity card and fob formats including the timeware® standard and it is also PoE compatible making it perfect for customer self-install.

Note that this device is also compatible with timeware® Reach, our Cloud based solution due for release in 2025.

X-Station 2
Fingerprint and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.
Supports PoE for easy installation.



Face Recognition...

The Suprema FaceStation F2 is a specialist non-contact attendance device designed for environments were cross contamination is of potential concern.

Its sleek, familiar shape makes it the perfect device for any modern office. When installed, this model is definitely a talking point, perfect for high profile installations were biometrics are essential.

The F2 also boasts a large display for highlighting the time, date and name of the person booking. Again this device supports the standard business in and business out functions.

The F2 also supports a number of proximity card and fob formats including the timeware® standard.

Note that this device is also compatible with timeware® Reach, our Cloud based solution due for release in 2025.

FaceStation F2
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.

ESS GO...

When using the EES GO app, employees will be able to check their own 31 day work rota, check their own attendance timesheet and holiday entitlement.

They will also be able to request time off and most importantly they will be able to make off-site attendance bookings.

The app is also compatible with the new timeware® Pucks, low cost attendance and assembly points utilising NFC technology.

timeware® Puck
Incorporates low cost NFC technology.
Recommended for internal or external attendance and assembly points were traditional device are prohibited.
IP67 rated.
Works with ESS GO app.

ESS GO
Multifunction attendance and absence management app.
Recommended for a mobile or static workforce.
Recommended to eliminate absence request bottlenecks.
Runs on Android and iOS

Special Projects...

Suprema also provide devices for specialised projects such as internal and external access control and external and wash down area attendance.

Note that all devices are also compatible with timeware® Reach, our Cloud based solution due for release in 2025.

BioEntry W2
Robust fingerprint and proximity device.
Recommended for external access control and assembly points.
IP67 & IK08 rated.
Supports various proximity formats.

BioLite N2
Robust fingerprint and proximity device with display.
Recommended for external attendance points.
IP67 rated.
Supports various proximity formats.

XPass 2
Access / Assembly
IP67/RK09 rated.
Supports various proximity formats.

BioEntry P2
Fingerprint and proximity device.
Recommended for external access points.
Supports various proximity formats.

timeware® Product Road Map...

[timestart® 2021 & timeware® 2021]

Dashboard and Report Viewer

Included in the timeware® 2021 software suite are two new applications, the Dashboard Designer and the Dashboard and Report viewer.

These 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.

FaceStation F2 integration

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

FaceStation F2
Face recognition and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.

[timestart® 2022 & timeware® 2022]

ESS GO

After 5 years of reliable service the Mobile Worker app is being superseded by the ESS GO 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® software and passed to the timeware® client for approval by a manager.

However, the 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® and passed to the timeware® client for approval by the relevant manager.

The ESS GO will still be activated by an annual licence.

Suprema X-Station 2 Integration

2022 sees Suprema's X-Station 2, a POE device with proximity and fingerprint options integrated with timeware® Small Business and timeware® Professional .

X-Station 2
Fingerprint and proximity device with large display.
Recommended for internal attendance points.
IP65 rated.
Supports various proximity formats.

[timestart® 2024 & timeware® 2024]

timeware® Professional 2024
workforce management software

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.

This version is the final version to support legacy devices. Note that support for this software version and legacy devices will remain available until 2028.

[timeware® Reach 2025]

timeware® REACH
workforce management software

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.

[timeware® 2026 - 2028]

The plan

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

Accident Book...

In focus in a flash this issue is 'the Accident Book', suggested by Harrison Ellis, a member of Support Team 2.

The Accident Book is found in the timeware® Professional File Menu under Asset Management.

This feature can be used to record Accident and Injuries in the workplace.

Fields include: location, date & time, cause, people involved, injury suffered and action taken.

There is an option that allows the employee to share their personal data with the company safety representatives plus a section to be completed by the employer if the accident is reportable under RIDDOR.

Document storage is also available for recording images etc of the incident.

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It was at this point Mandy understood why the Tequila Shot Game had been banned at lunchtimes.

For more information about the timeware® Accident Book, please contact Customer Care on
+44 (0)1706 658222 or support@timeware.co.uk

Nathan Price
Technical Director

Development Podcasts and Videos...

There are 10 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
Podcast: Development Update for July		29th July 2021
Development: ESS GO	YouTube	28th July 2021
Podcast: Development Plans for June		16th June 2021
ESS GO Dev video 9	YouTube	13th May 2021
ESS GO Dev video 8	YouTube	11th May 2021
ESS GO Dev video 7	YouTube	6th May 2021
ESS GO Dev video 6	YouTube	6th May 2021
ESS GO Dev video 5	YouTube	5th May 2021
Podcast: Development Plans for May		4th May 2021
timeware IV Demo	YouTube	30th Apr 2021

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

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

YouTube
Subscribe to our YouTube channel
timeware Partner

Charlotte Kavanagh
Head of Customer Care

Podcasts and Videos...

There are 12 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.

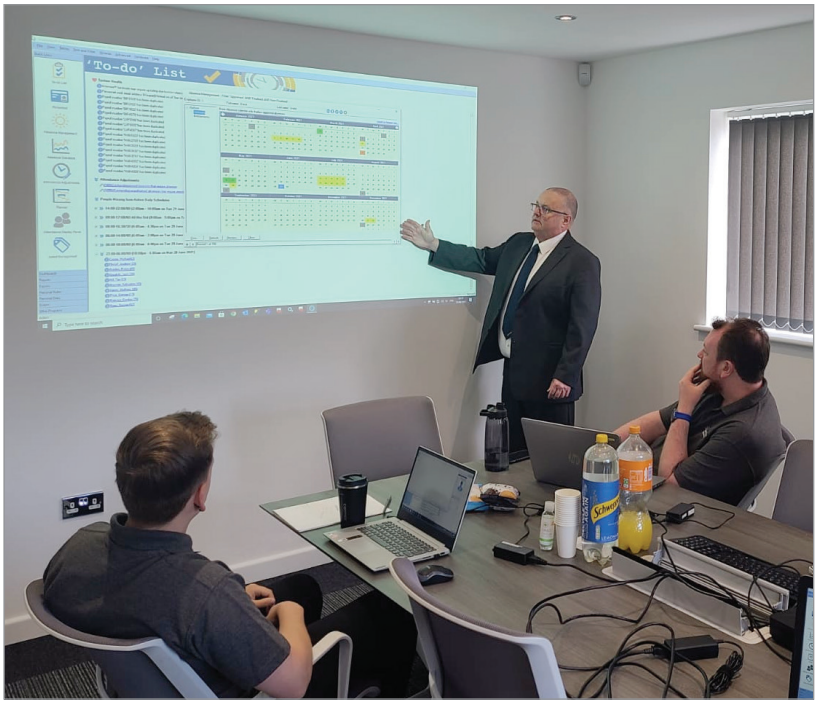
Description	Media	Date
Preparing for ESS Go...	YouTube	28th July 2021
timeware® Software and GDPR...	YouTube	21st July 2021
Fast and Flexible Reports...	YouTube	14th July 2021
Minimum Staffing Levels...	YouTube	5th July 2021

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

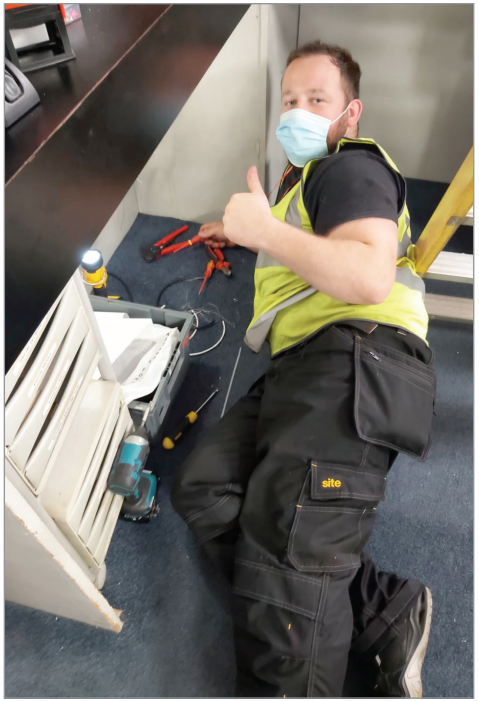
Description	Media	Date
Legacy Device Replacement Programme...	YouTube	28th June 2021
Documents and the ESS...	YouTube	23rd June 2021
Karl Briggs - timeware® Customer Liaison Officer...	YouTube	15th June 2021
Proactive Absence Management...	YouTube	1st June 2021
Attendance Display Panel...	YouTube	24th May 2021
Historic Data Lockdown...	YouTube	17th May 2021
Annual SLA upgrade procedure...	YouTube	10th May 2021
Raising a support ticket...	YouTube	4th May 2021

Out and about...

Aggregate Industries standardise on Suprema devices at all sites across the UK.



Partner Training is available and its free! Dave Webb at ATS in June 2021.



Bradley Holt installing Suprema devices at Teledyne Gas and Flame Detection.

Simon Birchall, Jamie McMillen (MD UK & Ireland Suprema Inc.) & Andre Levans (MD ActIn Time) enjoying another product update meeting at The Ritz, London.

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

timeware®

Head office

timeware® UK Ltd.
3 Fieldhouse Road, Rochdale
OL12 0AD. United Kingdom

General enquiries:

Tel: **+44 (0)1706 659368**

Partner support:

Tel: **+44 (0)1706 658222**

Web: **www.timeware.info**

Email: **support@timeware.co.uk**

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