

timeware
personnel
and ESS...

WHAT
YOU
NEED
TO
KNOW!



Personnel:
Hints, tips
and tricks...
Pages 8-15



ESS:
Top five
features...
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What's next?
Integrated CCTV...
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Editor's comment...

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

Hello to everyone!

It's been a busy three months for development. The new v12 attendance with built-in WiFi has passed all tests and is due for release sometime in June. The new machine controller has been installed at Don Bur and is working well. This device is based around the new v12 access control PCB which also includes WiFi as standard.

Nathan Price has completed the timeware® 2017 mobile worker feature which includes apps' installed on Google Play and the Apple app' store. (Special thanks to Andre Scott for nagging us about completing this feature. Looking forward to a deluge of orders!)

In this month's magazine we look at some Personnel module 'hints, tips and tricks' and take another look at the ESS and why it could be useful for your clients.

As always, many thanks for your continued commitment to the timeware® brand and if you have any further questions, please contact the support team on +44(0)1706 658222 or refer to the release notes on www.timeware.info.

Simon Birchall

Managing Director
timeware® (UK) Ltd

“ timeware® Professional 2016: slick employee management with flexible self service solutions... ”



Technicians workshop

We have two workshops planned for this year – **Thursday 12th May and Thursday 18th August**. Both events are being held at the Broadfield Hotel and we plan to discuss two main topics: issues arising from 2016 installations and new developments for timeware® 2017.

As always, I strongly recommend that each Partner sends a representative as it is vitally important to be kept up to date with the latest news. The workshops will be organised by the support team and Dave Webb will be present to discuss installation & upgrade 'hints tips and tricks' whilst Joe Hardwick will outline the latest developments.



Broadfield Hotel, Sparrow Hill, Rochdale, Lancashire, OL16 1AF.

To reserve a place at a timeware® workshop, please contact Charlotte Kavanagh in timeware® customer care on **customer.care@timeware.co.uk** or call **+44 (0)1706 659368**



Personnel



Absence management



Attendance



Cost centre analysis



Fire alarm roll call / Assembly point



ADP (attendance display panel)

Payroll interface (optional)



ESS (employee self service)



TWC (timeware® web client)

2016 includes the following modules:

Access control



Asset management



Job costing



Reports, exports and customisation



Mobile worker (optional)



To-do list & Dashboards



Machine control



Apprentices climb career ladder through business promotions...

Two Bury College Level 3 apprentices have received promotions within a leading manufacturing company after displaying dedication and commitment to the business.

23 year old Mike Coope and 21 year old Matthew Wilkinson are completing their 3 year IT apprenticeships at timeware®, a manufacturer and installer of workforce management solutions. The duo secured employment at the company which supplies over 6,500 customers across the UK, Ireland and Sub-Saharan Africa before they were enlisted onto an apprenticeship programme. Mike and Matthew are now proud to support the business and manage a team of eight people.

Mike, a former Blue Coat School pupil from Oldham, has been promoted to Project Manager for Operations and is responsible for overseeing every aspect of a job including liaising with customers and engineers, right through to the installation process. Mike said, "My apprenticeship is really good and I receive great guidance from my dedicated Bury College assessor. The apprenticeship route has been a great fit for me as it has tailored my career."

Apprentice Matthew from Rochdale, who is a former Wardle Academy pupil, has received the promotion of Team Leader for Operations and undertakes the responsibility of heading up the support system. This involves managing customer faults, logging details, solving problems and organising customer visits. Matthew commented, "It is great

that I am learning skills whilst earning a wage and would definitely recommend the apprenticeship route to others."

timeware® are approaching their 30th birthday after they began trading in 1986. Managing Director Simon Birchall strongly believes in the benefits of the apprenticeship scheme and champions the opportunities it has provided for individuals. Simon said, "I have put many of my employees through the Bury College apprenticeship scheme and have always had a very positive experience. From an employer's perspective, it is great that apprentices can earn as they learn without taking them off site and away from their work within the business. Both Mike and Matthew have developed their organisational skills and communication skills and are now able to manage and co-ordinate a team of people."

For more information on Bury College apprenticeships please visit www.burycollege.ac.uk/apprenticeships



Mike Coope and Matthew Wilkinson.

timeware® extends it's sponsorship deal with Wigan St. Judes ARLFC...

Following a terrific 2015 season that saw a triumphant St Judes win over 80% of their matches, timeware® MD Simon Birchall has offered to extend the sponsorship deal throughout the 2016 season.

Speaking earlier this month, Simon Birchall said, 'it's great to see the grit and determination the team shows when playing. This is true team spirit. The lessons and values learnt at the club provide an excellent foundation for later life. Train and work hard and enjoy the success of winning'.

timeware® have recently provided St Judes with an all-weather gazebo – ideal for those not-too-warm summers and rainy, cold winters in darkest Wigan!

timeware® are also extending the sponsorship to cover the new under 7 'Newb' squad.

www.wiganstjudesarlfc.co.uk



Wigan St. Judes pre season friendly against Wigan St. Patricks.

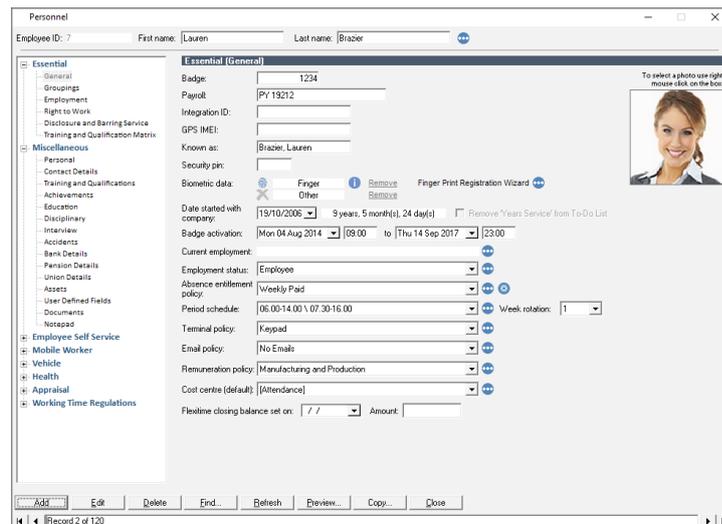
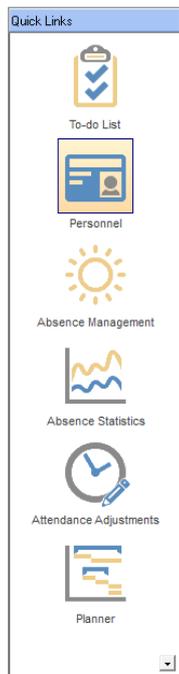


Personnel hints, tips and tricks...

timeware® Professional 2016 is a feature rich piece of software with a number of modules and functions. Many of the core modules and features are things you likely do on a day to day basis, like how to add in a manual booking or create a holiday for an employee. However there are a number of functions which you may have overlooked entirely!

To break the mould, we thought we would deliver you a number of 'hints, tips and tricks' in an effort to make using the system just that much quicker and easier.

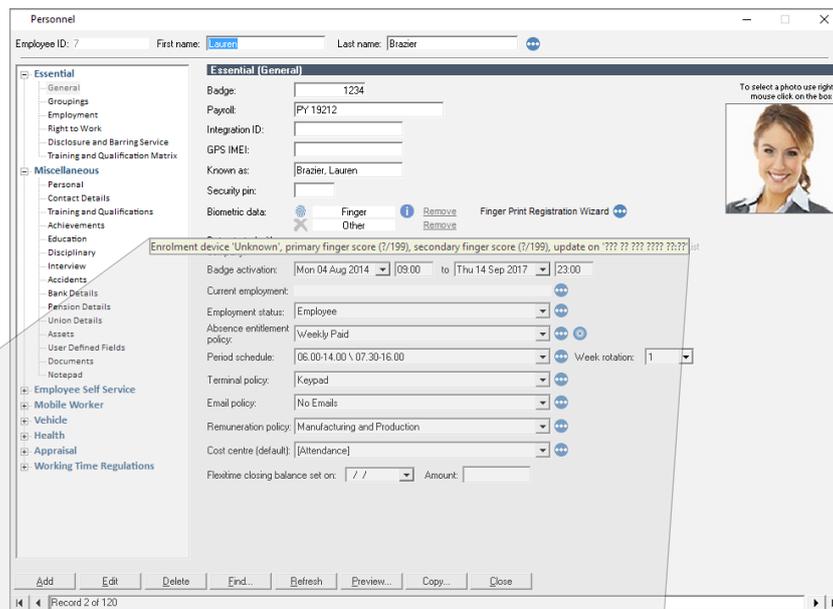
In this edition we've aimed this at the Personnel module, however look for more modules to come in the future!



Biometric score...

At times you may have had occurrences of a fingerprint not being recognised on the terminal, with little to no reason as to what was causing the problem.

Now we've added the enrolment scores produced on the initial enrolment of the employee displayed on the Personnel screen. It is designed to give you as a user a way to identify if an employee's biometric score is high enough, and allow you to judge if a re-enrolment is required.



Enrolment device 'Terminal', primary finger score (199/199), secondary finger score (199/199), update on 'Tue 24 Nov 2015 12:43'

Quick link to absence management...

Quick links made their introduction to the software in timeware® Professional 2012, and each year we've built on this in an effort to make the day to day running of timeware® much smoother and efficient for the end user.

We've now added a quick link to take you straight through to the Absence Management screen for the employee you are currently looking at, straight from the Personnel screen. All designed to make life easier for you!

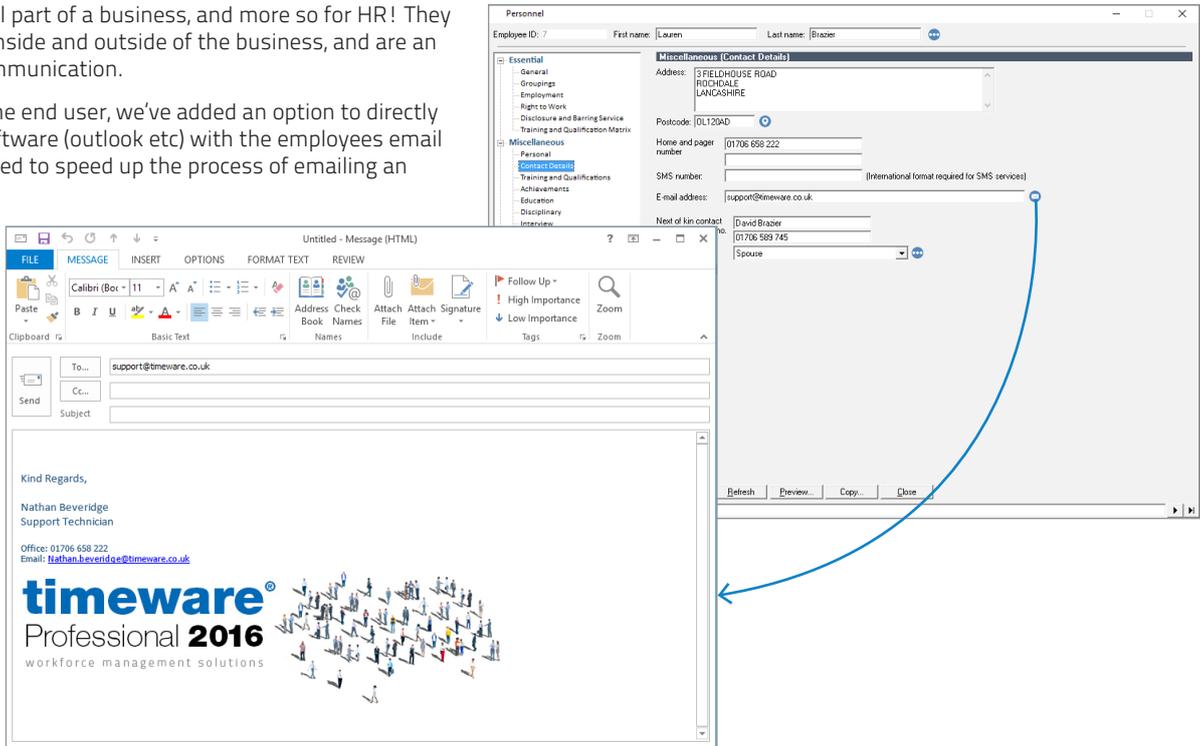
The screenshot displays two overlapping software windows. The background window is the 'Personnel' screen for employee Lauren Brazier, showing fields for name, ID, badge, payroll, and various personal details. A blue arrow points from a 'Quick Link' icon in the Personnel window to the foreground window.

The foreground window is the 'Absence Management' screen for the same employee. It features a calendar view for the year 2016, with months from January to December. The calendar shows days with colored indicators representing different absence types. A note at the top states: 'Note: Absence calendar only displays approved absences.' The interface includes navigation buttons like 'Previous', 'Next', and 'Absence Reason Key...', and a footer showing 'Record 2 of 120'.

Open email addressed to employee...

Emails are an essential part of a business, and more so for HR! They circulate information inside and outside of the business, and are an effective means of communication.

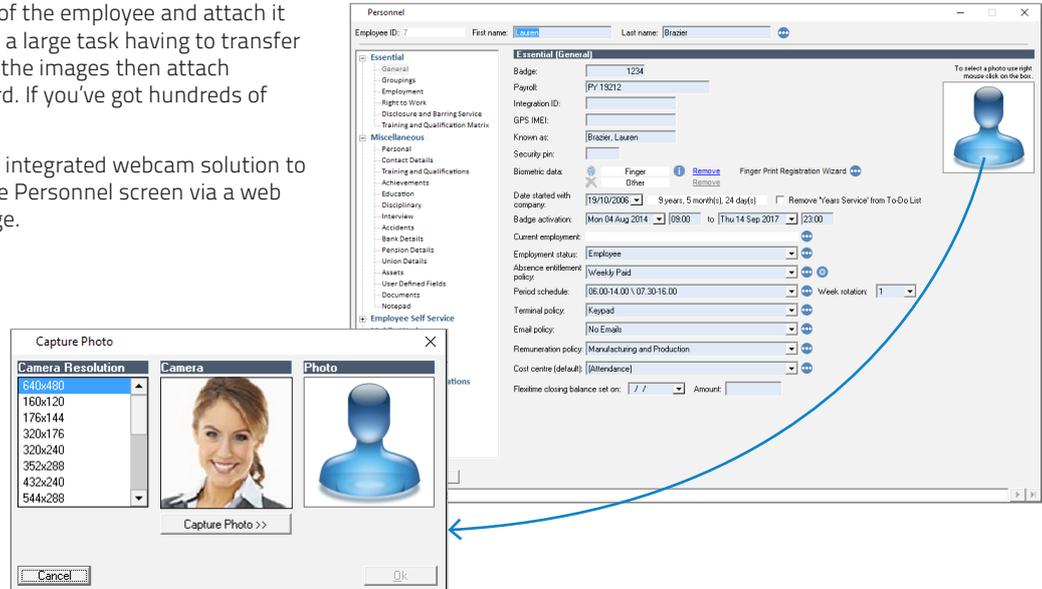
To make it easier for the end user, we've added an option to directly open up your email software (outlook etc) with the employees email address already pre filled to speed up the process of emailing an employee.



Take snapshot images of employees through timeware® ...

Many customers like to include a picture of the employee and attach it against the Personnel record. This can be a large task having to transfer the images from a camera to a PC, resize the images then attach them in to the timeware® Personnel record. If you've got hundreds of employees this can become a nightmare!

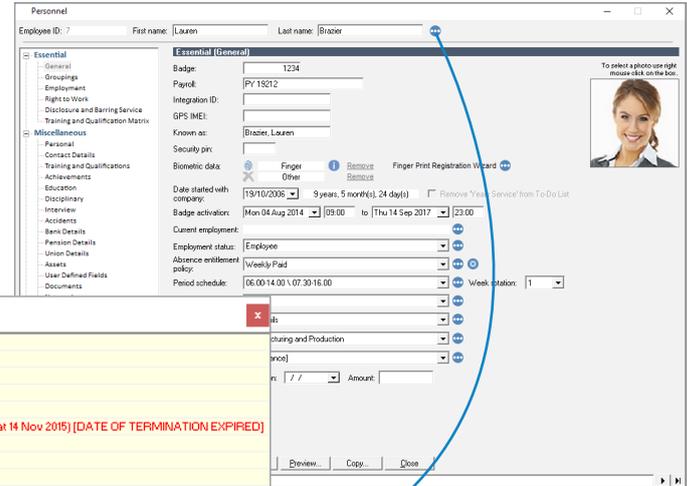
To make things easier, we've designed an integrated webcam solution to allow images to be taken directly from the Personnel screen via a webcam which is the correct size for the image.



More information...

Although timeware® is a feature rich program with more than enough information that you may require for HR purposes, you may find that you may have to click between Personnel tabs to find all the information you might require.

With this in mind, we made the "More information (Personnel)" display which stays active so long as you are in the personnel screen. It lists off all the vital information which you may require in your day to day running. These range from Payroll numbers, groupings, badge number and current jobs roles etc.



More Information (Personnel)	
Employee ID	7
Payroll	PY 19212
First name	Lauren
Last name	Brazier
Badge	1234
Job (current)	Office manager (Thu 19 Oct 2006) to (Sat 14 Nov 2015) [DATE OF TERMINATION EXPIRED]
N.I. Code	SC314403D
Status	Employee
Period schedule	06.00-14.00 \ 07.30-16.00
Current rotation week	1
Badge expirg	Thu 14 Sep 2017 @ 23.00
Known as	Brazier, Lauren
Started with cmp.	Thu 19 Oct 2006
Department	SALES
Group	Managers
Location	
Grouping 04	
Grouping 05	
Grouping 06	
Grouping 07	
Grouping 08	
Grouping 09	
Grouping 10	

Google maps quick link...

You may at times need to find out the address where an employee lives, and then plan for instance a route for pick up etc.

A little known fact is that timeware contains a direct link to google maps which enables you as a user to open up google maps centralised directly on an employee's home. This is all based off the postcode used against the employees Personnel record.

The image displays two overlapping windows. The top window is the 'Personnel' system interface for an employee named Lauren Brazer. The 'Miscellaneous (Contact Details)' tab is active, showing the address '3 FIELDHOUSE ROAD, ROCHDALE, LANCASHIRE' and the postcode 'OL12 0AD'. A blue circle highlights the postcode, with a blue arrow pointing to the bottom window.

The bottom window is a Google Maps browser view for the postcode 'OL12 0AD'. The map shows the location of Fieldhouse Rd in Rochdale, Lancashire. The search bar contains 'OL12 0AD' and the address 'Fieldhouse Rd, Rochdale, OL12 0AD' is displayed. The map includes labels for nearby locations like John Hall Schoolwear, Syke Community Base, Pioneer Gas Company, and Rochdale Girls School.

How can timeware's® ESS module help your company?...

As the workplace becomes increasingly diverse, timeware® ESS can be used to provide an extensive range of functions accessible from both your company intranet or from home via the internet.

Registered to Demo License 2016 (Not for Resale) | Welcome Joanne Heyworth | [Log Out](#)

Tuesday, 13 October 2015





ESS
Corporate Self Service

About Me

3 Fieldhouse Road
Rochdale
OL12 6AD
01706 659 368

- My contacts
- My training
- My appraisals
- My essential info

Absence Management

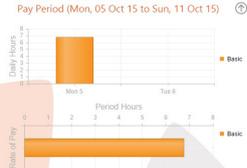
Holiday Entitlement (01 Jan 2015 to 31 Dec 2015)



- View your entitlement
- Who's having time off?
- Request time off
- Cancel a request for time off

Attendance

Pay Period (Mon, 05 Oct 15 to Sun, 11 Oct 15)



- Submit a booking
- View your timesheet
- View your rota

[Back](#)

Who's Having Time Off

Filter : 'Accounts & Customer Care'

Today | [August - September, 2015](#) | [Month](#)

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
August 2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	September 1	2	3	4	5

- David Howles
- David Howles
- Helen Smithson
- Helen Smithson
- Joanne Guy
- Joanne Guy
- Joanne Heyworth
- Joanne Heyworth
- Joe Bloggs
- Joe Bloggs
- Sheila Smith
- Sheila Smith

Staff can use the ESS at home...

About me

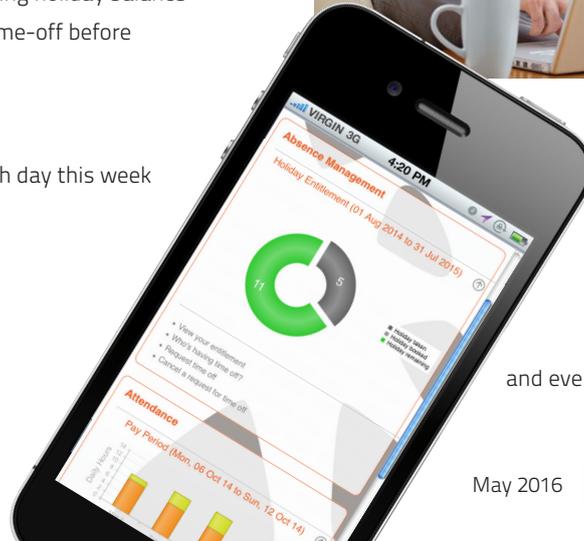
- Display address and next of kin details
- Display employee's training matrix
- Display employment appraisal and achievement information
- View company documents
- View personal documents such as contracts and payslips

Absence management

- Graphical display of holidays booked, holidays taken and holidays remaining on login screen
- Facility for staff to check their own entitlement and remaining holiday balance
- Ability to check who else in their department has booked time-off before requesting their own time-off

Attendance

- GPS location stored at the point of booking
- Graphical display of basic and overtime hours worked for each day this week
- Adding a booking in real-time or retrospectively
- Facility to check work rotas



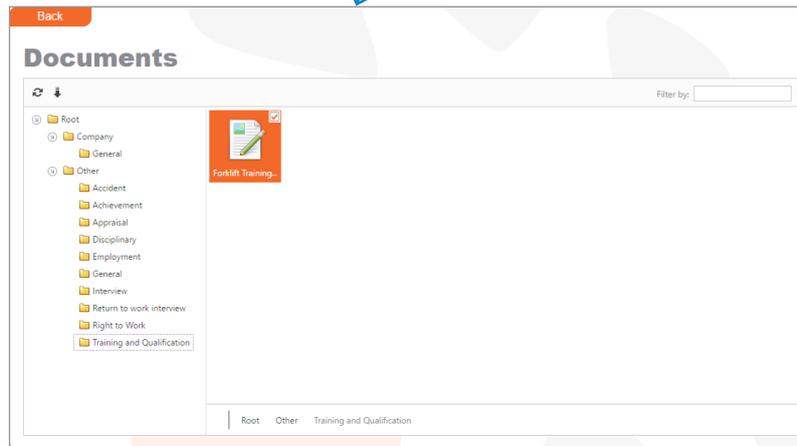
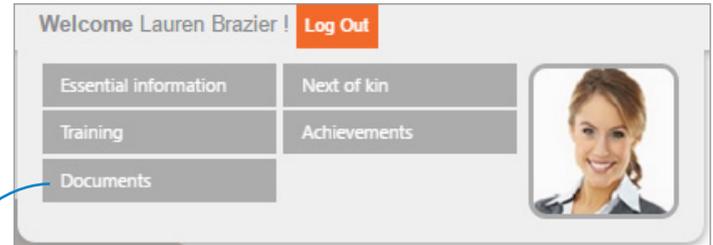
and even on the move...

Distributing company documents...

Documents are an essential part of a company's day to day running. They come in all different formats and for varying purposes.

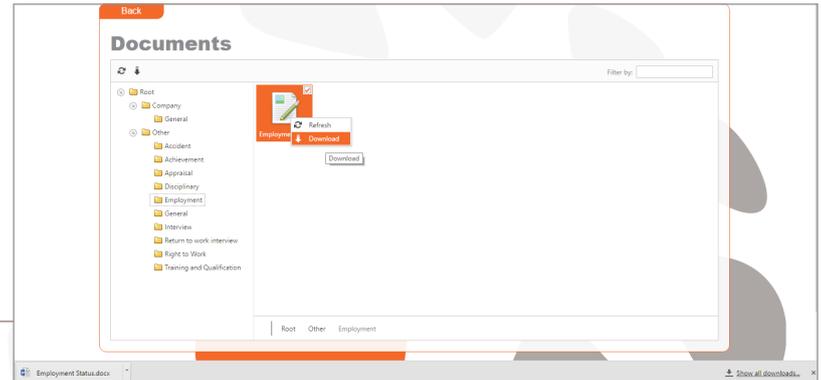
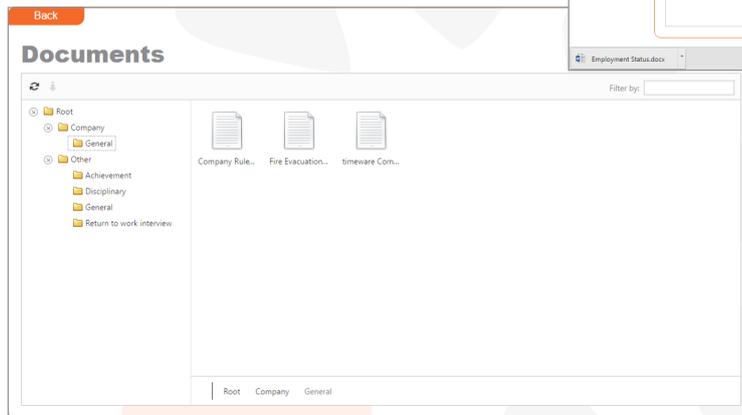
timeware® has for some time incorporated the addition of adding documents and attaching them to the software against employees for purposes such as return to work interviews, or accidents.

We've now added this option in to the Employee Self Service, and expanded on it further!



There is now an option for employees to be able to view, and download their own documentation. However this can be restricted as much as you require. If you do not want them to view disciplinary documents for example, you can hide them from their ESS. It is extremely flexible for your requirements.

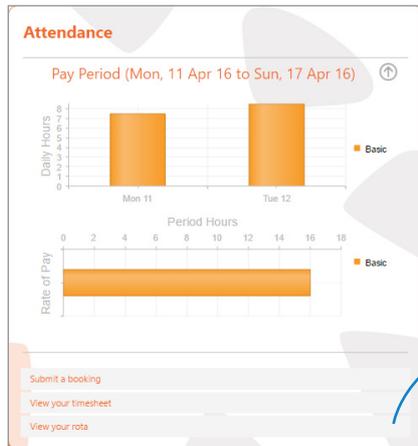
There is also the ability to share documents with the entire company ie company hand book.



Checking your work rota...

Many companies use a rota for employees working patterns. These can be 4 on 4 off, or days/nights/lates just as an example. This can lead to employees not knowing what rota they are due to work in the next week etc.

With the ESS, employees will no longer need to guess at what rota they are due to work. It displays all the shifts the employee is due to work for the next rolling one month period.



Registered to Demo Copy timeware Professional 2017 (Nathan Beveridge) Not for Resale

Welcome Lauren Brazier [Log Out](#)

Monday, 11 April 2016

ESS Employee Self Service

Essential information | Next of kin
Training | Achievements
Documents

Back

View Your Attendance Rota

Rota Showing 31 Days (Today to Wed, 11 May 2016)

Page 3 of 3 (31 items) 1 2 3

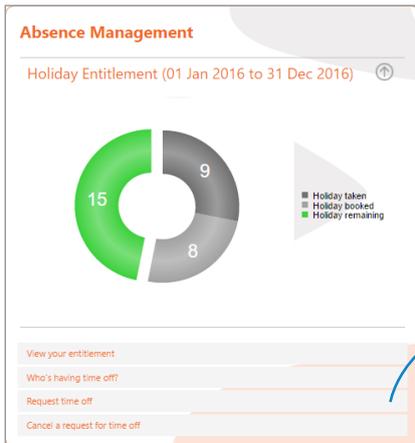
Date	Schedule	Start Time	Finish Time	Absence Booked
Mon, 09 May 16	06:00-14:30	06:00	14:30	
Tue, 10 May 16	06:00-14:30	06:00	14:30	
Wed, 11 May 16	06:00-14:30	06:00	14:30	

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Requesting time off...

Paper based holiday requests can be both cumbersome and difficult to manage. Requests can sometimes get lost in the 'system' or misplaced. The way forward is a system that can hold these requests in a centralised area, where the relevant HR staff have instant access to approve/decline these holiday requests.

With the Employee Self Service, employees are able to request time off easily and efficiently with no risk of it getting misplaced. This then links in to the main timeware system and TWC to allow the employees manager to approve (or decline !) the absence request.



Request Time Off

Required

Absence reason*: fixed holiday

Absence start date*: Mon, 25 Apr 2016

Absence finish date*: Fri, 29 Apr 2016

Entitlement

Period: Friday, January 1, 2016 to Saturday, December 31, 2016

Entitlement: 32 (days)

Taken: 9 (days)

Booked: 8 (days)

Remaining: 15 (days)

Optional

Restrict from: [input]

Restrict to: [input]

Restrict duration: [input]

Please give a brief explanation for the required absence and the approximate times of day that you will be away to enable your request to be processed efficiently.

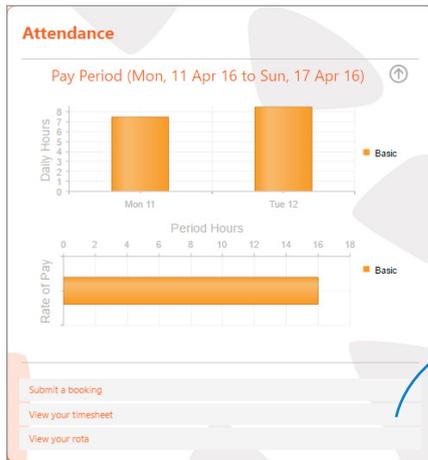
Yearly holiday to Devon with the family.

Submit Absence

Viewing your timesheet...

The most influential reason for an employee to work, and I'm sure you'll agree, is pay. It is an important part of any business, and employees will take great care in ensuring that they get paid for what they have worked. They might at times query their pay which they believe to be incorrect, relying on the HR department to provide their timesheets for them.

The Employee Self Service enables employees to view their current, and past timesheets along with any overtime they might have worked. They are also able to use this function to see if they have missed a booking, and then enable them to submit a booking in order to miss out on pay for that day.



Registered to Demo Copy Timeware Professional 2017 (Nathan Beveridge) Not for Resale

Welcome Lauren Brazier [Log Out](#)

Monday, 11 April 2016

Essential information | Next of kin
Training | Achievements
Documents

View Your Attendance Timesheet

Pay period: Mon, 11 Apr 2016 to Sun, 17 Apr 2016

Timesheet (Mon, 11 Apr 2016 to Sun, 17 Apr 2016)

Date	Schedule	Bookings	Absence(s)	Rate Total	Basic	OV1	OV2	OV3	Rat
Mon, 11 Apr 2016	06:00-1430	Mon 11/04 06:02 - Mon 11/04 14:00		730	730				
Tue, 12 Apr 2016	06:00-1430	Tue 12/04 05:51 - Tue 12/04 15:02		830	830				
Pay Period Totals: (Mon, 11 Apr 2016 to Sun, 17 Apr 2016)				1600	1600				

Bookings Awaiting Calculation

Bookings	Type	Authorisation
No data to display		

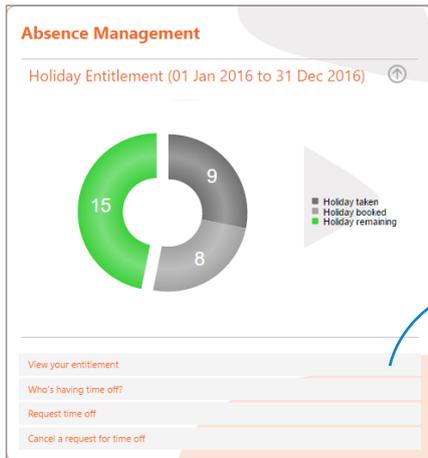
Version (17.0.6) Copyright © 1989 - 2016 NMD3 Ltd. powered by timeware

Checking your holiday entitlement...

At times you might find that your HR department are getting consistent requests from employees about how much entitlement they have left, what they might have taken and if they have any planned that they may have forgotten about. This may take away valuable time away from HR staff which could be being used on other important tasks.

Employees are able to simply, efficiently and more importantly, quickly log on to the Employee Self Service to view their holiday entitlements. They are able to view the entitlement they have available for the current absence year, check when they have already had holidays off, and view any they have planned in the future.

All of this without having to raise queries with your HR department.



Registered to Demo Licence 2016 (Not for Resale)

Welcome Lauren Brazier! [Log Out](#)

Monday, 11 April 2016

[Essential information](#) | [Next of kin](#)
[Training](#) | [Achievements](#)
[Documents](#)

[Back](#)

View Your Absence Entitlement

Entitlement period:
Friday, January 1, 2016 to Saturday, Decemr -

Entitlement Summary (Friday, January 1, 2016 to Saturday, December 31, 2016)

Category	Entitlement	Taken	Booked	Remaining
Fixed Holiday (days)		32	9	8

Absences (Friday, January 1, 2016 to Saturday, December 31, 2016)

From	To	Taken / Planned	Absence	Authorisation	Cancellation
Thu, 14 January 2016	Thu, 14 January 2016	1 (days)	HOLIDAY	Approved (Admin)	
Tue, 19 January 2016	Fri, 22 January 2016	4 (days)	fixed holiday	Approved (Admin)	
Mon, 25 January 2016	Fri, 29 January 2016	5 (days)	fixed holiday	Approved (Admin)	
Mon, 06 June 2016	Fri, 10 June 2016	5 (days)	fixed holiday	Approved (Admin)	
Mon, 13 June 2016	Wed, 15 June 2016	3 (days)	fixed holiday	Approved (Admin)	

An integrated CCTV solution...

timeware® will provide a CCTV installation and support service from November 2017. What will make our service slightly different from the competition will be the integration with the customer's existing timeware® workforce management solution.

The customer will be able to command the system to identify 'incidents'. Example incidents could be someone forcing a door, leaving a door ajar or attempting to gain access to an area outside their allocated time. When an incident occurs, timeware® will request video images from the CCTV system for five seconds before to 15 seconds after the incident. The video will then be stored in the timeware® SQL database against the incident for viewing at a later date.

The CCTV system we have chosen is called the Vista Qulu which supports a good range of internal and external IP/CCTV hardware. The system can be configured to enable managers to view camera images live via their tablet devices or mobile phones. Incident alerts will also be sent to managers phones allowing viewing of the captured 'incident video'.

More information will be provided in the timeware® 2017 launch edition of timelines in November later this year.



'Incidents' could be created by someone making an attendance booking...



passing through a turnstile...



or attempting to access an office door.

Training course planner...

New in timeware® Professional 2017 will be a 'training course planner' that will enable managers to organise and plan staff training courses. This exciting new feature will utilise the notification centre to alert staff of new courses via email, at the attendance terminals or through the ESS. Managers will be able to view staff training requirements and select people accordingly. This new feature will link with the personnel module to compliment the 'training/qualification' option.



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 seventeen 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 ESS and TWC software, personalising it and much more for many of the Associate Partners.

Below is a list of some of the items we produce for timeware® and opposite are a few examples:

Websites

Re-branding & exhibitions

Touchscreen theme designs

Logos & advertising

Hologram certificates

Brochures & stationery

Custom
touchscreen
terminal
themes from

£80
+VAT

The Gatehouse, Fieldhouse Road, Rochdale, OL12 0AA | talk@ta-design.co.uk | www.ta-design.co.uk | **01706 861662**

Exhibition banners

timeware® workforce management solutions incorporates the following modules:

personnel
absence management
attendance
access control
job costing
cost centre analysis
fire alarm roll call
reports, scripts and exports
ESS / TWC
optional payroll link

www.timeware.co.uk

Certificates

Certificate of Achievement
timeware Community
This is to certify that
Eddie Shorrock
having successfully completed the
timeware® Professional 2015 training course
is now a certified timeware® administrator.
Simon Gaskell
General Manager
Managing Director - timeware UK Ltd
20 March 2015
Date:
Signature:
Certificate number:
www.timeware.org
t: +44 (0) 1706 659368

timelines
The official magazine for the timeware® community
+44 (0) 1706 659368
www.timeware.org
Issue 19 - November 2015
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workforce management solutions
LAUNCH EDITION
Great Britain 10th Anniversary
timeware® Professional 2016
workforce management solutions
www.timeware.org
Community Support
www.timeware.org

Touchscreen terminal theme designs

login



Magazines

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



Follow us on Twitter **@timewarepartner**



Subscribe to our YouTube
channel **timewarepartner**

Contact

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

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



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timeware® workshop dates:

Thursday 12th May, 10:30 onwards

Thursday 18th August, 10:30 onwards

Broadfield Hotel

Sparrow Hill

Rochdale

Lancashire

OL16 1AF.

Why not attend a timeware® workshop for a chance to discuss the timeware® product range with members of the development team, technicians and support staff?

For more information please see www.timeware.info

next edition of insider:

August 2016

Access Control / Health & Safety

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