

timeware®

insider



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www.timeware.info

The official magazine for timeware® partners worldwide

Issue 9 - February 2017



Auto Time Systems win top sales award...



Managed services...
Page 8-11



Feature in focus:
Mobile worker...
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Development...
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Editor's comment...

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

Hello once again!

I hope you find this new and improved insider magazine useful. We now have a number of regular articles which provide an insight into how the sales, project management, field technician, support and customer care departments operate.

In this issue we also look at Managed Services and Mobile Worker – both interesting topics with potential to generate additional revenue for your business.

I've introduced an "out and about" section which highlights various types of installations taking place across the UK, Ireland and West Africa by both timeware® and you, the partners. I have also included four pages of information on the latest timeware® developments planned for timeware® 2018.

So, on your next coffee break, grab a double espresso and take a read and by all means contact me if you think of anything you would like me to include in future editions.

As I always say, thank-you 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

“ Managed services equals smoother support with additional revenue... ”



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What's happening next?

Partner assist program

timeware® are committed to providing quality product training for all partners. We have allocated a number of dates throughout the year when a timeware® technician could visit your site to provide training on any area of timeware®. If several partners need to cover the same topics, timeware® will provide a training venue at no cost.

January 2017

5th - timeware® 2017 workshop,
Lemboss Time Recorders

6th - timeware® 2017 workshop, London
Hilton Hotel on Park Lane, Wisegrove Ltd

February 2017

9th - timeware® 2017 workshop, South
Wales Time Recorders

21st - timeware® 2017 workshop, North
East Time Recorders

March 2017

23rd & 24th

April 2017

20th & 21st

May 2017

25th

June 2017

16th & 17th

July 2017

13th & 14th

August 2017

17th & 18th

September 2017

14th & 15th

October 2017

13th & 14th

November 2017

9th - Launch of timeware® 2018 at Broadfield Hotel,
Rochdale.*

16th - Partner technician timeware® Processional
2018 workshop at Broadfield Hotel, Rochdale.*

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

To reserve a Partner assist day, please contact Liz Broadhurst in timeware® customer care on
customer.care@timeware.co.uk or call **+44 (0)1706 659368**

Remember that **timeware® Professional 2017** includes the following modules:



Personnel



Absence management



Attendance



Access control



Asset management



Job costing



Cost centre analysis



Fire alarm roll call / Assembly point



ADP (attendance display panel)



Reports, exports and customisation



Mobile worker (optional)



To-do list & Dashboards



Payroll interface (optional)



ESS (employee self service)



TWC (timeware® web client)



Machine control

Interested in talking further about any of the modules?

Contact customer care on +44 (0)1706 659368 or customer.care@timeware.co.uk

Auto Time Systems win top sales award...

The timeware® 2017 product launch last November at the Broadfield Park Hotel in Rochdale was a fantastic success thanks to everyone that attended. The timeware® team are always proud to demonstrate a year's worth of development work to some of the most important people from the UK time and attendance industry.

This year's top partner sales award went to Auto Time Systems, a prize well deserved following a record breaking year that returned an increase of almost twenty five per cent on the previous year's sales figures.

The timeware® team would like to say a special thank-you to Simon Nicholson, (ATS Sales Director), and Simon Kelley, (ATS Managing Director), for their tremendous efforts during 2016.

Four questions for the magazine...

Sitting in the training room of ATS's brand-new, purpose built offices in Appley Bridge, Wigan with both Simon N and Simon K, it is evident just how serious both men are about their company providing the correct workforce management solution for each customer.



Question 1

"How long have you both been involved in the industry?"

Simon N "I first started work for ATS in 1988, so that gives me 29 years experience. At that point, the company new nothing of timeware® because timeware® 2 wasn't released until 1992. Bloody-hell, that means I've been selling timeware® for 25 years!"

Simon K "I joined the ATS team in 1997, so that gives me 20 years experience. When I arrived, timeware 4 was slowly being replaced by timeware® 5, our first Windows product, so that gives a combined total of 49 years in the time and attendance industry and 45 years with timeware® products!"

Question 2

"What qualities do you look for when choosing a product for your portfolio?"

Simon K "We always carry several products in our portfolio which enables us to exactly match the customer's requirement with the correct solution. We also like to be one step ahead of the competition so I don't think I should give our competitors any more inside information!"

Question 3

"What was the most memorable timeware® sale and which features clinched the deal?"

Simon N "The GEC project from 1993 was probably one of the most memorable. We demonstrated timeware® 3 and where competing against two other time recording companies each selling a well-established French and German system. We won the contract because of timeware's® functionality and the fact that it was manufactured in the UK!"

And finally question 4

"What makes the ATS sales team so successful?"

Both Simon N and Simon K answer almost simultaneously:
"Commitment and hard work!"

Auto Time Systems
timeware® re-brand
is called "Sirrom"

The company's
founder is called
David Morris, see
the connection?

With timeware® managed services, the timeware® support team take on additional responsibility...

Here's the starting point of the idea:

We sell a solution to a customer which includes many customised (and often unique) features. We spend a great amount of time preparing their system and incorporating the required customisation. Next, when commissioning the system, we test all eventualities using our combined knowledge and years of real-world examples.

And then what do we do? We train the customer's timeware administrators over a two day period and expect them to be experts. Then we employ employee support staff to deal with confused administrators who have forgotten their training.

MAYBE THERE IS A SIMPLER SOLUTION?

timeware® managed services was created four years ago and replaces the need to train timeware administrators. Customers who decide to use this service are not allowed to make configuration changes, they simply contact their support account



manager at timeware® with a system change request. Their support account manager then uses TeamViewer to access their system to make the change. its that simple!

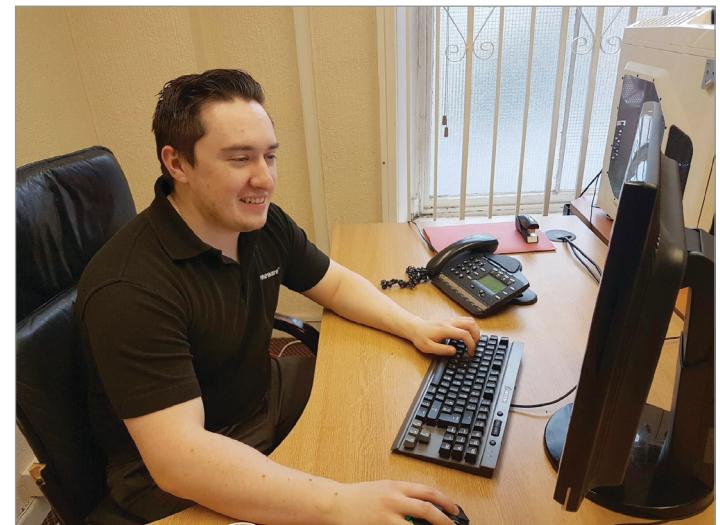
Simon Birchall talks to Nathan Beveridge who is the support account manager for two of timeware's® largest clients, IAC and Sheffield Teaching Hospital.

Nathan, please can you explain the benefits associated with a managed service?

"The main benefit of becoming a managed service is the convenience of a dedicated timeware® support technician available to assist the customer with any support queries or system configuration requests at a moment's notice. The dedicated support technician knows the "ins" and "outs" of the customers system meaning the customer receives the highest level of support."

How often do managed service customers call?

"On average I'd say I receive around 3-4 calls per day, dependant on the customer."



Managed services (continued)...

Nathan, Can you explain the process a managed service customer follows from logging a call to the completion of the call?

"The customer will firstly get in contact with me via email, phone or our self-service logging system. The request/problem will be logged down on our call logging system. It is at this stage I will determine the urgency of the problem. If urgent, I will manage and hopefully resolve the call there and then. If it is a non-urgent call, the customer will receive a call back within a few hours dependant on support call levels. Only when the customer is happy and the problem fixed will the call be classed as completed."

Can you explain timeware's® site visit policy?

"As part of the managed service, we agree on a number of site visits throughout the year to meet with the timeware® administrators to discuss the timeware® system performance. This proactive approach to support not only gives the customer an opportunity to discuss issues with us in person, but also allows us to outline new developments which may lead to sales opportunities in the future. The opportunity to get in front of a customer should never be missed!."

What type of feedback have you had from current managed service customers?

"It's only been positive! Due to how close you work with the

customer it helps to develop a strong business relationship and all the customers I manage have only good things to say about the service."

What is the typical additional cost for the managed service?

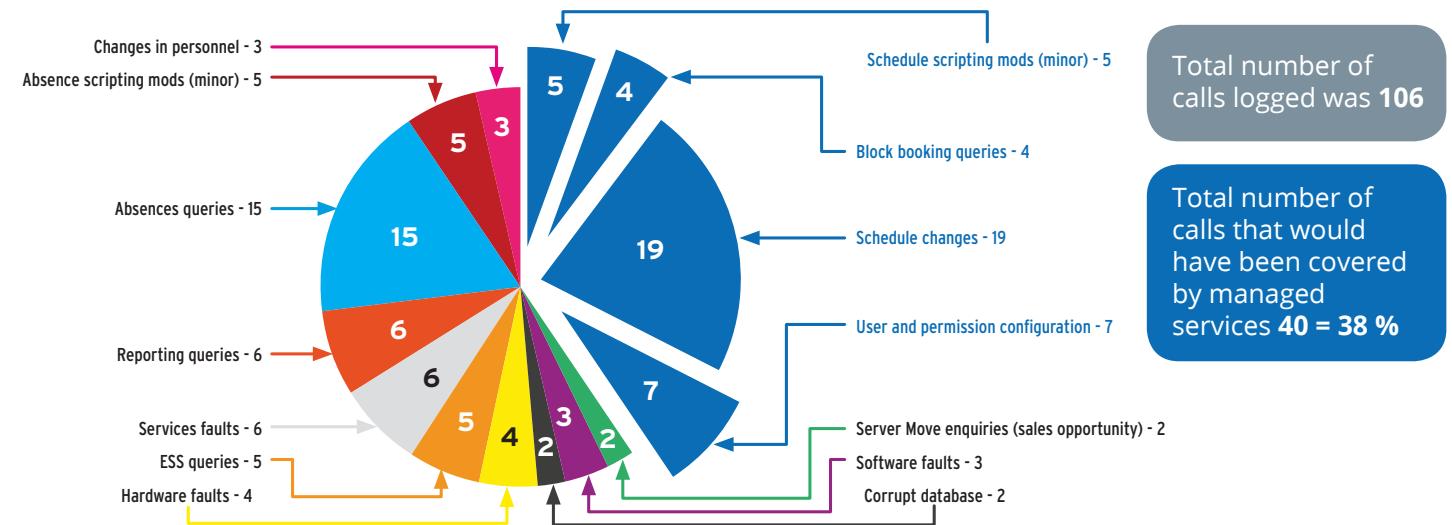
"The cost is based on a number of important factors as each customer is different. We take into account the number of timeware® administrators and the number of work schedules and absence entitlements. We have to consider if the customer is going to want to make frequent configuration changes and the complexity of customised scripts. Each managed service is priced according to our expectations of the customer's service requirements. Offering an effective managed service increases the customer's support agreement by between £1,500 to £10,000 per annum."



Functions that are covered by the Managed Services

User creation, absence reference and entitlement creation/amendment, schedule creation/amendment...

Here is an infographic showing the number of different types of calls logged by the timeware support team during a typical week during October 2016. As you can see, there are a significant number of type of calls that would be covered by the managed services.



Mobile Worker...

Background info

On 30th June 2014, the UK government gave the right of flexible working to every employee across the country with more than six months' service. In theory, more than 20 million full-time employees from companies of all sizes may now request flexible working arrangements.

From www.acas.org.uk

Peripatetic workers - workers with no fixed work base

A peripatetic worker is someone who works in multiple locations. It refers to someone who works away from their normal work base, or can also refer to someone who has no fixed work base.

Peripatetic workers are sometimes referred to as transient or mobile workers.

Source: Cisco: Understanding and Managing the Mobile Workforce/Electronic Commerce and Telework Trends, 2000.ⁱⁱ

Mobile workers are those who work at least 10 hours per week away from home and from their main place of work, e.g. on business trips, in the field, travelling or on customers' premises, and use online computer connections when doing so.

The UK mobile worker market is growing rapidly - how can timeware® offer a solution?



What is timeware's® cloud-based mobile worker option?

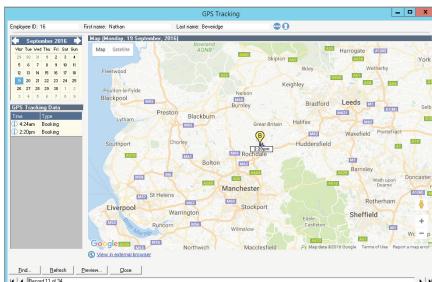
Part 1: for the employee...

This option allows selected employees from the timeware® personnel module to be enabled as mobile workers, thus allowing them to 'book in or out' when away from the office using an app running on an iOS or Android mobile phone.

The app also allows the employee to enter a description against each booking. If the mobile phone has internet access, the app passes each booking instantly to the cloud along with its GPS co-ordinates. If there is no internet access, the booking (and GPS info) is stored locally until internet access is regained and all the bookings are passed to the cloud.

Part 2 for the employer...

Each booking that the employee makes carries its GPS coordinates



throughout its life in the timeware® system. This means that managers can view the employee's exact location at the time of each booking.

What type of business could benefit from timeware's® mobile worker option?

The target market for the mobile worker option are businesses employing drivers, salesmen and field engineers, ie: peripatetic workers. This new option enables businesses to keep track of the exact location of their staff when they start and stop work.

What are the initial and ongoing costs?

The mobile worker option is an annually recurring license feature and costs the same as the SAGE payroll integration at £150 per annum. timeware® price this at £250 per annum for the end user. This fee covers an unlimited number of employees and remember that employees download the app free of charge from Apple's App Store for iOS devices or Google Play for Android devices.

What needs to be taken into careful consideration is the setup of the mobile worker feature, and for a more detailed explanation of what is required I'll ask Mike Coope, timeware® project manager to run through the planning and preparation:

Mobile Worker (continued)...

After an order has been placed for the mobile worker.

Software version

The Mobile Worker module is a recent feature to timeware meaning the customer will need to be using timeware version 17.1.1 or greater. If they are below this version then the customer will require an upgrade and additional quote from customer care

Email Addresses

The Mobile Worker requires employees to use a username and password for gaining access to the Mobile Worker App. The first step of the project will be to ensure that all employees intending to use the Mobile worker have an email address in the timeware software. This is mandatory! The majority of the time, employee's already have an email address due to them already using the ESS from home or work. Occasionally I come across some customer's , which don't have employee email addresses. In this case, I advise the customer that the employees require an email address and ask if they can provide a list of emails for the employees I can run an Email import script.

Email Settings

Due to the changes in timeware 2017, the email agent and email settings are used to reset passwords for timeware client users, employees using the ESS and employees using the mobile worker. As timeware host all ours emails for the customers I will need to setup a new Email Account unique for the customer using www.one.com . After I have created the email account I will ask the support team to log onto the customer, to test the settings in advance options. The Support team will then use the test email settings to confirm the email account is working correctly.



ESS

timeware 2017 introduced new security features to the software, and this has been replicated throughout the Client/ESS/TWC and Mobile worker making them as secure as possible. After an order has been placed for the Mobile worker, it is mandatory that the ESS is set up also for that customer. The reason for the ESS setup is if an employee forgets their password on the mobile worker they need to be able to reset it which they have to do via the ESS. Employee's will need to access the ESS and click the "Forgot Password". This will then send an email to the employee with a temporary password. Using this temporary password the employee will login on to the ESS and it will ask for them to create a new password. This new password will then be used to log into the Mobile Worker application.

Installing the APP

Before I plan on implementing the mobile worker I ask the customer to inform all employees who intend on using the feature to install the Mobile Worker App prior to the installation or upgrade. I inform the customer they can install the app free of charge from either "itunes" for Apple users or the "Play store" for Android users. Having the application installed prior to the timeware engineers visit saves time as the employee already has the app downloaded and is just awaiting a username and temp password from timeware.

Key points to note

The Mobile Worker feature is usually trouble free and simple to setup if you complete all the pre-requisites. After an order has been placed for the mobile worker, I check the quote for any other requirements that may affect the setup. I will then assess how many employees are planning to use the mobile worker and usually, if it's less than 50, I incorporate the cost into the two days policy commissioning already quoted for. However, if there are more than 50 employees, I use my discretion to generate a quote based on the additional setup required.

The final stage of the process is to inform the employees on how to use the mobile worker feature. We ensure the "getting the most out of your timeware system" document is inserted into the company documents folder which is available through the ESS. Hard copies of this document are available to the customer on request.

timeware® project stages...

The flowchart below helps to describe the various stages of a timeware® project from the initial enquiry through installation and eventually ending with customer care.

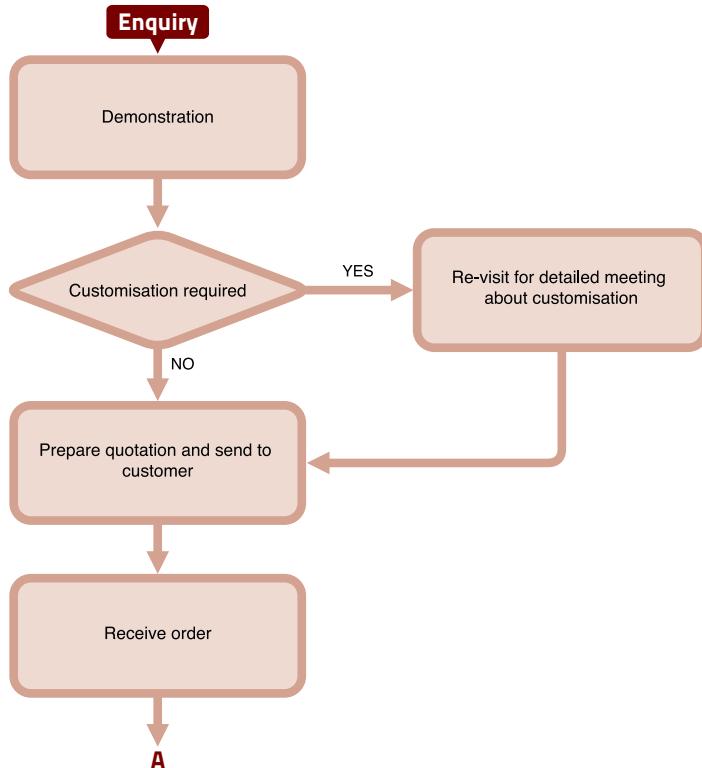
This information is also available at www.timeware.info...

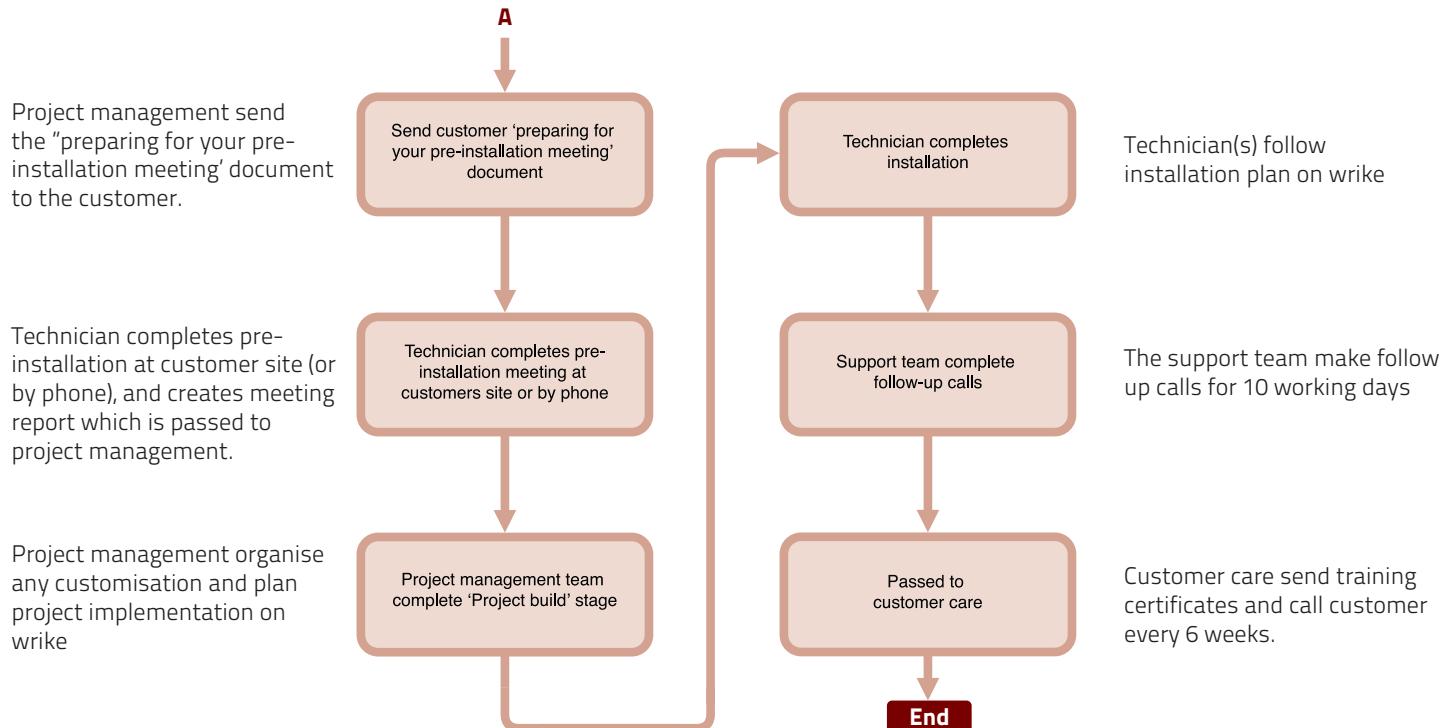
Following the enquiry a field technician visits the customer site to complete a demonstration.

Following the meeting the field technician meets with project management to establish if customisation is required.

The Sales department prepares and sends the quote using Quotient.

Sales receive the order confirmation and pass to Project management.





**Liz Broadhurst**

Liz has over seven years experience at timeware® and is responsible for organising sales demos and quotations.

An introduction to timeware® sales...

Liz, please could you explain the function of the sales department?

All sales enquiries land on my desk. These include enquires from existing customers and enquiries from potential customers looking for product demonstration. It's my job to decide which field technician or support team member has the relevant product knowledge to carry out the demo.

Please could you explain the difference between the various service levels currently in use at timeware?

The customers are divided into three categories, SLA1, SLA2 and SLA3. To calculate the support revenue, we add together all the software and hardware costs. These costs are available to the customer on www.timeware.org.

SLA1 customers have an annual support spend of less than £800, whilst SLA2 customer spend over £800. SLA3 customers are basically SLA2s with the added cost of a managed service. When we install a system, the support cycles annually around the

installation completion date and the first 12 months are always included in the initial sale cost.

If the customer falls into the SLA2 category, part of the project planning is to identify a month in which the customer is happy to be upgraded annually. SLA1 customers are not upgraded automatically each year. Whilst the software charge is zero, we do not allow them to upgrade themselves. The timelines magazines and additional sales literature is used to encourage SLA1s to pay for "upgrades". Please note that we also charge for customisation support, so a customer will pay an additional fee each year for each of their bespoke scripts.

Do you offer hardware and software support to all customers?

Generally yes, but there are certain conditions. We do not offer support on hardware that is older than v10 and we do not offer software only support to customers with v10 or newer hardware. We also would not renew support for customers that have been extremely problematic when we consider the issues to be customer based rather than product faults. The support revenue

is extremely important and we put a great effort into ensuring that everyone is happy with the products they have bought.

How do you deal with customers that have outdated hardware?

This situation will arise in two different scenarios: For SLA1 customers this will be identified when we are quoting for an upgrade or system expansion. For SLA2 customers this will occur when the project management team are planning the annual upgrade. We have trade-in price for old attendance terminals and in some instances, depending on the customer yearly spend, we upgrade hardware free of charge.

What application do you use to create a sales quotation?

We use a cloud based app' called quotient, (www.quotientapp.com) for producing all quotations. This app' produces extremely clear quotation and one if its major benefits is that we can see the history of when the customer has opened and read the quote. The app' is also being used by visisure (West Africa) Ltd and Wisegrove Ltd.

Envases Log No. 16020: timeware® software customisation quotation

Product: t9-8005 timeware® software customisation (1 day)	628.00 x 1.5 942.00
Description: Any approved overtime an employee works will be automatically transferred into the Lieu absence entitlement.	
Subtotal VAT 20% Total GBP including VAT	
942.00 188.40 £1,130.40	

Payment terms: 50% with order, 50% on completion of the project.
All payments to be made by bank transfer only. Cheques are not accepted.

Envases Log No. 16020: timeware® software customisation quotation
 Total GBP including VAT £1,130.40

Additional comments

Thanks for the order number Kirsty, we'll get this work booked in for you.

Order/reference number
22360

Accepted on behalf of Kirsty Young by Liz Broadhurst on November 28, 2016 at 1:16pm



FROM
Liz Broadhurst
timeware (UK) Ltd
3 Fieldhouse Road
Rochdale
www.timeware.co.uk

PHONE
+44 (0) 1706 659368

COMPANY NUMBER
5886806

VAT NUMBER
883458971

FOR
Envases

TO
Kirsty Young

QUOTE NUMBER
151014

DATE
February 25, 2016

VALID UNTIL
February 12, 2017 at 1:58pm



Mike Coope

Mike is the Head of the timeware® Projects Department and is responsible for the planning of all upgrades and new installs.

An introduction to the project planning department...

Mike, please could you explain what project planning involves?

My department is responsible for planning all upgrades and new system installations. It is my job to ensure that everything is in place before the field technician arrives on site.

Can you describe how timeware® manages to upgrade over one hundred and fifty SLA2 customers each year?

Each SLA2 customer agrees the month in which their annual upgrade should take place at the point of installation and it is my job to contact them two months before to agree an exact date. I also allocate a field technician to each customer to maintain continuity.

Working within these rules makes planning much easier. I can look at any month and see which customers are due for upgrades. We never allocate upgrades for the months of November, (because of the product launch), and December, (because of Christmas).

Mike, please could you describe the various stages of the project from when a customer has seen a demonstration?

Following the demo but before a customer quotation is prepared by sales, I meet with the person who completed the demo to ascertain if we need to re-visit the customer to discuss in more detail any customisation required for the project. We believe that an initial demonstration is not the place to discuss customisation in detail and we also believe that a customer appreciates additional visits before the quotation as it re-enforces the professionalism of timeware.

Following the second visit, I prepare a summary of the customisation and pass this to the sales team who incorporate this in the sales quotation.

Once the order is placed by the customer, the project is passed to me and I plan and organise four clearly defined stages:

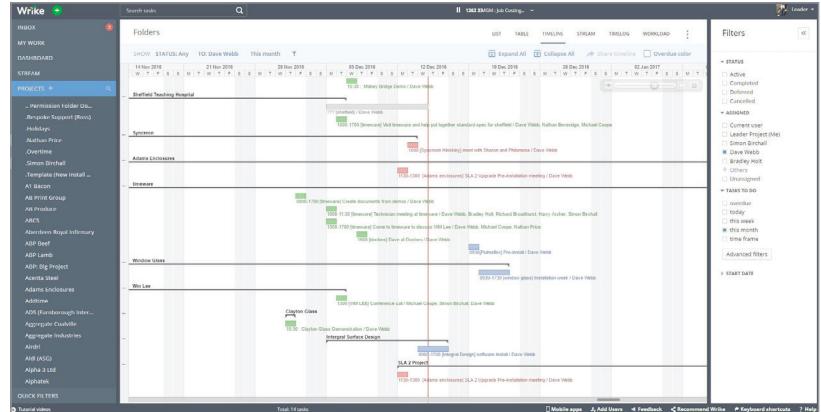
1. Customisation. If required, liaising with the development team for timescales to complete customisation.

2. Pre-installation meeting. I email a pre-installation document to the customer which highlights the questions that we will need answering at a pre-installation meeting. I decide if we need to visit the customer's site to complete the pre-installation meeting or if we could complete the meeting over the phone. I arrange a date and time for the meeting and update wrike (the project planning application).

Following the pre-installation meeting I arrange the installation or upgrade dates taking into account the timescales required to complete any customisation.

3. Installation. This stage is further divided into four phases.

1. Hardware install/upgrade. I ensure network and mains points are available.
2. Software install/upgrade. I discuss with the customer's IT representative what we aim to achieve during the installation and ensure that servers can be accessed etc.
3. System commissioning. I explain what the technician will be doing and which key staff members from the customer should be available.



4. User training. I plan the training to be completed including start /end times. I also arrange to use the customer's AV equipment if necessary.

5. Post-installation. Following the installation, a member of the support team contact the customer each day for ten working days to ensure the system is working satisfactorily.

What application do you use to help with project management?

timeware® uses a cloud based app' call wrike, (www.wrike.com). All sales, and support visits are logged within wrike and can be accessed by authorised employees of timeware®.



Dave Webb

Dave is timeware's® senior installation technician and has over 20 years experience with the timeware® product range. He has been responsible for implementing some of the most complex timeware® installations in the UK and West Africa.

An introduction to the field technicians...

Dave, please could you explain the main function of the timeware® field technicians?

My team is responsible for installing all new timeware® systems and upgrading SLA1s and SLA2s.

How many people are in your team and what do they specialise in?

I have four in my team: Richard Broadhurst, Bradley Holt, Harry Archer and myself. Richard specialises in access control, Bradley in new installs and SLA upgrades, Harry just SLA upgrades at the moment and I'm lucky to be responsible for everything!

How long have you been involved with timeware®?

I first installed timeware® in 1993 when working at Auto Time Systems (Birmingham). A twenty-odd year old programmer from NMD called Simon Birchall demonstrated a product called timeware® III and I was responsible for installing and supporting it. I was eventually offered a job at timeware® in 2005 so I have experience in all of the timeware® products - with scars to prove it!

How long does an SLA upgrade typically take?

The key to painless upgrades is to ensure that the customer does not fall too far behind the latest version. Upgrading from timeware® 2011 to 2017 would be harder than upgrading from 2016 to 2017. Luckily, we have very few SLA2 customers that are running software that is more than two years old, (due to our yearly upgrade policy), and the majority now use RDCs rather than separate client installs, so a typical SLA2 upgrade including new feature awareness training can be completed in one day.

SLA1 customers do not always upgrade each year, the average is every three. Usually when we upgrade an SLA1, we are implementing new aspects of the system so the upgrade may take two or even three days but the upgrade charge would reflect this additional time.



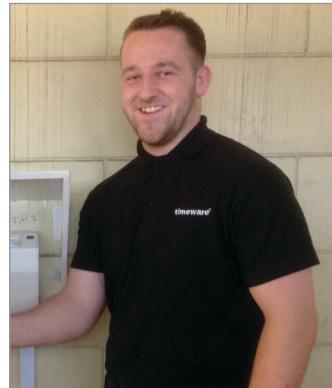
Harry Archer



Richard Broadhurst



Dave Webb



Bradley Holt

How long does a typical timeware® installation take?

It's like asking how long is a piece of string? The length of installation is determined by the features that the customer wishes to implement. Small installations for companies employing around 70 staff can be completed in three days including training if the client just requires personnel, absence management and

attendance. A similar company requiring ESS installation may take a day longer and Job costing another two days. The installation is planned by the timeware® projects team and we receive a copy of the plan through the company project planning software wrike. It's worth noting that we always enrol all the staff's required biometric information to prove that the system is working before we leave site.



Matt Wilkinson

Matt is head of timeware® support and manages the team responsible for ensuring the smooth running of all timeware® systems across the world.

An introduction to timeware® support...

Matt, please could you explain what the support team does?

The team provide a telephone support service with the main aim of ensuring that any customer problems are resolved in the minimum amount of time. The role is primarily office based, but certain tasks, for example Server moves require a site visit.

How many people are in the timeware® support team and what are the hours of operation?

There are currently three staff: Tom Acton, Nathan Beveridge and myself. Nathan Beveridge also provides managed service support. The support lines are answered between 8:30 and 17:30, Monday to Friday excluding Bank Holidays. We provide full support from the offices over the Christmas period.

How does timeware® deal with customers that have outdated hardware?

One of the interesting points that frequently arises is hardware redundancy. The development team "phase-out" support for certain

hardware and so when we begin planning a client's upgrade, there is a chance that some of their older equipment is no longer supported. In some cases, when the customer has been paying a large charge for several years, we provide the replacement hardware free of charge as an act of good will. It is the sales team's job to offer a hardware upgrade option at the right price.

What applications do you use in the support department?

We use a cloud based service management software solution called vivantio (www.vivantio.com) to log each call. Partners and managed service customers can log calls directly into the software but the majority of customers call in on the support telephone line and their calls are manually logged by the support staff.

We use TeamViewer (www.teamviewer.com) to create remote support sessions which in turn allow us to access the customers PCs when required.

Both of these apps' are invaluable and I would strongly recommend them to the timeware® Partners!



Charlotte Kavanah

Charlotte has over two years customer care experience and is the self proclaimed friendly face of timeware®!

An introduction to timeware® customer care...

Charlotte, please could you explain what the customer care team does?

Customer care is the friendly face of timeware®! I work closely with each customer to ensure that they feel important and part of a big timeware® community. I'm responsible for making customer care calls, for issuing training certificates, issuing annual support agreements and distributing the quarterly timelines newsletter. I am also the person that customers turn to if they are unhappy with any aspect of the company or the product. In these rare situations, I act as a middle-man between the client and support to ensure the outstanding issues are resolved promptly.

How many people are in your team?

I am a team of one! I work part time, 9am to 1pm Monday to Friday.

What is a customer care call and how frequently are they made?

All customers receive a customer care call approximately every six weeks. The call reminds the client that we are available and interested in the smooth running of the system. timeware® have been making this type of call since 2002 and I am convinced that they are a contributing factor in cementing a great relationship with each client.

How often do you send out the timelines magazine and what is the circulation?

All customers receive the timelines magazine every three months in November, February, May and August. The circulation varies each quarter but we normally post over 2,000 each time. The timelines are sent to several recipients at each customer and is a reminder that we are still around and available to discuss any aspect of the system.

What is the customer's general reaction to the magazine?

The magazine is a great selling tool generating enquires on a weekly basis. The majority of SLA1 upgrades are triggered by an article in the timelines that has caught someone's attention. The magazines are often kept by the customers and the technicians report that they have seen them when visiting sites. The more times someone sees the word "timeware®", the better!

Can the partners copy the magazine and distribute it to their customers?

Yes! Andy at TA Design helps with images and the magazine format and would be more than happy to work with the timeware® partners to create an alternative timelines for their customers. Andy is available on 01706 861662.



Out and about...



A bank of 16 timeware® access control terminal control and monitoring staff and vehicle access and IAC in Birmingham. IAC has 7 sites across the UK and has over 150 timeware® attendance, access and fire alarm monitor devices connected to a RDC cloud system.

Trainee field technician Harry Archer installing a biometric terminal at Deflecto Europe in Newport, Wales.



An extremely productive timeware® 2017 workshop held in January at the Hilton Hotel Park Lane in London with Wisegrove Ltd. The workshop lasted five hours during which time Dave Webb, timeware's® senior technician outlined all of timeware® 2017 latest features to Wisegrove's support and field technicians.



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

visisure (West Africa) Ltd was formed in 2006 and is timeware's® representative in Sub-Saharan West Africa. Based in Accra, Ghana and employing six staff, visisure has installed over 100 timeware® biometric systems and is proud to include several "blue-chip" customers including DTRT (2,300 employees based in Ghana), Liberian Petroleum Company, (850 employees based in Liberia) and Coca-Cola (530 employees based in Sierra Leone).

Lordson Abasa Addo says, "Biometric access and attendance is the only option for large organisations in this part of the world. West African businesses have a major problem with "ghost employees" and the timeware® solution eliminates this on the first day of operation!"



visisure (West Africa) Ltd MD, Lordson Abasa-Addo

Both Cal Bank and Ecobank chose visisure (West Africa) as their preferred supplier of biometric attendance and access control solutions. timeware® is installed at each bank location in Ghana and caters for combined workforce of over 2,000 employees.



Technician Dela Dzuke installing timeware® bio-access at Cal Bank.



Senior technician, Eric Boateng installing timeware® bio-access at Ecobank.

NTD (North Time Data Ltd) have a business relationship with timeware® that stretches back almost twenty years and are responsible for developing the market in Northern Ireland.

Wilson Auctions, Mallusk, Northern Ireland

Wilsons Auctions already have NTD supplied timeware® terminals at various depots throughout NI and the mainland. This project was to replace their terminal at the reception with a biometric facial and fingerprint. Additionally the customer required the installation of four brand new ZK multibio terminals for access control to secure areas.



Foyle Food Group.

NTD (North Time Data Ltd) has successfully installed over 30 state-of-the-art biometric facial recognition terminals for leading beef and lamb suppliers, Foyle Food Group. Spanning across six sites in Northern Ireland, Republic of Ireland and England, the new North Time Pro (timeware®) system was part of a significant investment strategy by the Group, into a more comprehensive employee time management system.



timeware® roadmap update...

Are you interested in what's happening at timeware® (UK) Ltd? We keep a "timeware® roadmap' regularly updated on www.timeware.info to remind the Partners (and ourselves !), exactly what we are working on, on a weekly basis.

All completed task are marked in green and the roadmap reaches as far as December 2017.

January 2017

W/c 9th Receive modified project Tokyo prototype enclosure from Custom Design Technology.

W/c 16th Agree features of Project Tokyo 13.18.1 (release date 9th November 2017)

Includes all features of v12 plus:

Wireless 802.11n

ESS 2.0

End-user tutorial videos

On-board, operational battery backup

Bluetooth 4.0

10/100/1000 Network support

Speaker

W/c 30th Order 25 prototype v13 terminals Custom Design Technologies.

W/c 30th Project Tokyo HAT and PSU designs sent to UKE: Order 25 prototypes.

February 2017

W/c 27th Receive 25 prototype HAT PCBs and 20 prototype PSU PCBs from UKE

W/c 27th Receive 20 prototype v13 enclosures from Custom Design Technologies.

March 2017

W/c 6th SB Begins talks with design company about injection moulded project Tokyo enclosure.

W/c 6th NP completes any reported bugs in 17.1.2 and compiles 17.1.3.

W/c 13th NP compiles timeware 18.0.1.

W/c 20th Install 1st project Tokyo terminal at UKE with beta timeware 2018.

W/c 20th NP begins 6 week development of timeware 2018 visitor system.

W/c 20th install second project Tokyo terminal at Marathon with beta timeware 2018.

April 2017

W/c 24th NP completes timeware 2018 visitor system.

Install 3rd project Tokyo terminal at Scan Computers with beta timeware 2018.

Install 4th project Tokyo terminal at Crown Oil 2 with beta timeware 2018.



Project Tokyo on target for November release...

"Project Tokyo", timeware's® working title for their latest terminal is on target for its November 2017 launch date.

This all-new development incorporates the following game changing technology:

For the techies:

A 1.2GHz 64-bit quad-core ARMv8 CPU	Ethernet port
802.11n Wireless LAN	Combined 3.5mm audio jack and composite video
Bluetooth 4.1	Camera interface (CSI)
Bluetooth Low Energy (BLE)	Display interface (DSI)
1GB RAM	Micro SD card slot
4 USB ports	VideoCore IV 3D graphics core
Full HDMI port	

For the normal people:

It's very, very fast and runs extremely powerful, beautiful software that will beat the opposition. Dead.

Twenty prototypes are being installed over the following months and we will update you their progress in future insider magazines. Check out our twitter feed for short videos of "Project Tokyo"



Suprema BioEntry W2 reader...

The development team have plans to make the timeware® 2018 software compatible with a number of 3rd party hardware devices.

This month, the team are exploring the feasibility of integrating the Suprema BioEntry W2 reader. The most appealing feature of the device is its IP65 rating. Auto Time systems have been trialling the Suprema reader for over twelve months with absolutely no reported problems.

The team have plans to offer this as a "front-end" option for the timeware® access and attendance terminals.



Anviz Iris recognition terminal...

Here's one for the future. The Anviz Iris recognition terminal is a high-end device capable of identifying an individual by scanning their iris! The (painless!) scan takes a fraction of a second and can identify upto 1000 employees with more accuracy than a standard face recognition terminal. The development team are looking at integrating this with timeware® 2018 as a super-secure option for server or high-value content rooms.





timeware®

workforce management solutions **PARTNER**

Welcome to the official website for timeware® partners worldwide

Interested in talking about timeware?

Call customer care on **+44 (0)1706 659368**

Call support on **+44 (0)1706 658222**



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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

Our twitter feed is updated several times a day with information about installations and developments. Follow us and we will re-tweet your timeware® stories to the timeware® Partner community.

■ timeware® partner articles

Keep up to date with interesting stories and excerpts from the insider magazine.

■ timeware® roadmap

This is our development plan for the year and includes information about the project Tokyo beta-site installations.

■ Partner assist program

A list of dates in 2017 that you can book free of charge. timeware® staff are available to train your staff, help with complex installs or clean your cars and make the tea!)

■ Documents

A list of downloadable .PDF document that may help with demonstrations, installation and technical questions.

■ Downloads

Get a copy of your re-branded software from here!

■ Project stages

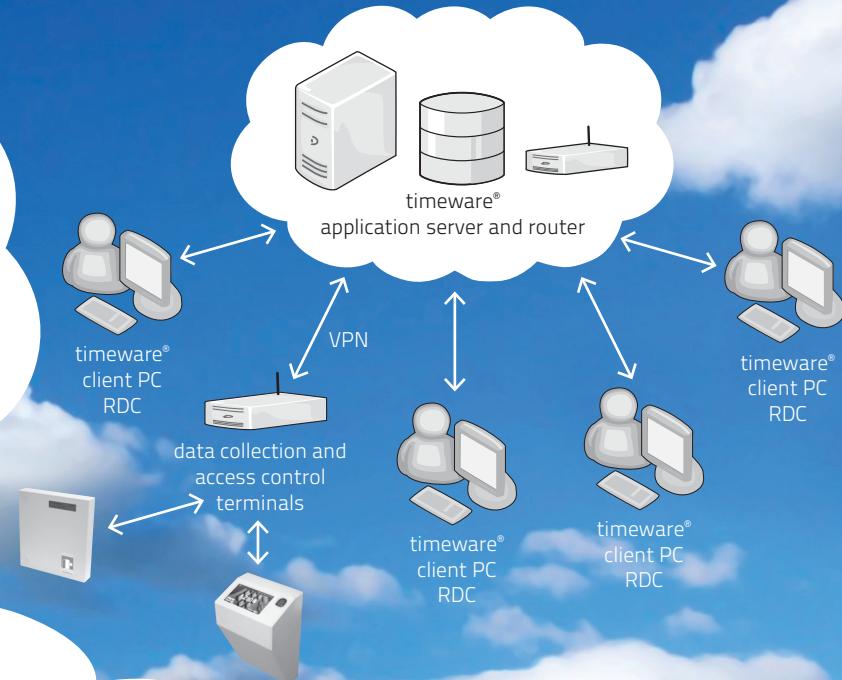
A new page that outlines the various stages associated with a timeware® install.

In the cloud...

**timeware® have appointed
WORKPLACE LIVE as their official
cloud services solution provider.**

The development team have worked with WORKPLACE LIVE on a number of successful projects where timeware® has been installed in a cloud server accessed by clients using RDC's. timeware® attendance terminals and door controllers are connected to the cloud using a VPN.

**Partners wishing to discuss the benefits of
converting their timeware® system to a cloud based
solution can contact timeware® customer care on
+44 (0)1706 659368.**



WORKPLACE LIVE Ltd

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February 2017

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.

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

Brochures & stationery

Hologram certificates

Custom
touchscreen
terminal
themes from
£80
+VAT



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



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