



timeware®

Professional **2018**

workforce management solutions

timeware® is widely recognised as one of the UK's leading provider of workforce management solutions. Our philosophy is simple: long-term reliability, enhanced functionality and continuous innovation.

Software modules include:

Personnel, Absence Management, Attendance, Access Control, Asset Management, Job Costing, Cost Centre Analysis, Fire Alarm Roll Call, ADP (Attendance Display Panel), Reports, Mobile Worker, To-do List & Dashboards, Payroll Interface, ESS, Machine Control and GDPR.

Introduction

timeware® is recognised as one of the UK's leading developers of workforce management solutions. With more than 6800 installations across the UK, Ireland and Sub Saharan Africa, the timeware® name is synonymous with reliability, functionality and innovation.

We employ a full-time, UK based team, that has been developing workforce management hardware and software for over 29 years. We can install systems efficiently, train your staff and provide unrivalled support. We also value customer feedback to assist in the development of our products.

timeware® Professional 2018 is the sixteenth generation of our core product and once again includes many exciting new features. Whether your organisation is a large multi-site operation or a workshop with only a few staff, we believe that our product is the correct choice for you.

Simon Birchall

Managing Director - timeware® (UK) Ltd

“GDPR has arrived and it affects every business in the UK...”



2018

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Personnel

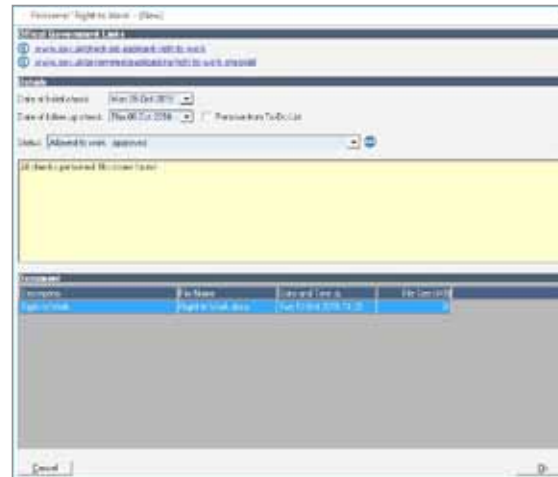
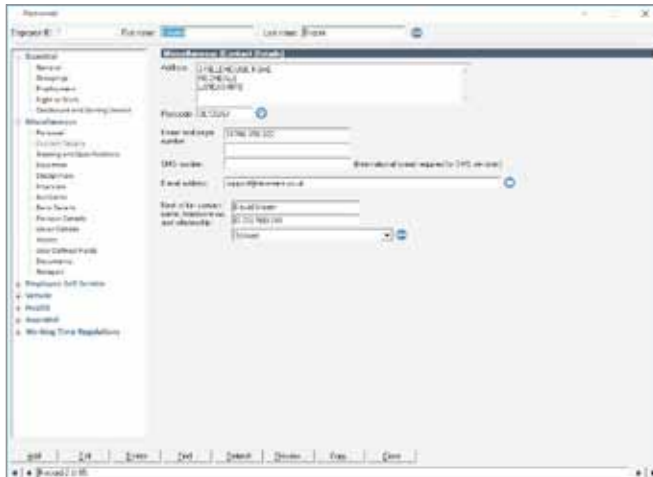
People make businesses and organisations successful. Managing those people's information assists in achieving this success. Fitting then, that at the heart of each timeware® system is timeware® personnel.

timeware® personnel provides an effective way of managing all your personnel data. It allows you to store, update and view personnel information, with full auditing, in a secure environment based on company defined permissions. timeware® personnel keeps all of your information in one place. From copies of driving licenses to previous employer references, from blood type to bank account details - timeware® personnel stores the data centrally making it available for viewing and reporting when required.

The key is having all your information in one easily accessible place. Everything from contact details to medical reviews, vehicle information to yearly appraisals – timeware® provides a truly effective solution. timeware® personnel integrates with the agenda to provide reminders of important events ranging from birthdays to certification renewal.

The screenshot shows the 'Personnel' system interface. At the top, there are search fields for 'Employee ID', 'First name: Louise', and 'Last name: Louise'. The main area is divided into a left-hand navigation menu and a central details pane. The navigation menu includes categories like 'Essential', 'Miscellaneous', 'Employee Self Service', and 'Working Time Regulations'. The central pane displays 'Essential (General)' information for an employee named Louise, including fields for 'Badge', 'Payroll', 'Integration ID', 'GPS (IMEI)', 'Known as', 'Email address', 'Security pin', 'Biometric data', 'Date started with company', 'Badge activation', 'Current employment', 'Employment status', 'Absence entitlement policy', 'Period schedule', 'Termine policy', 'Email policy', 'Remuneration policy', and 'Cost centre (default)'. A small profile picture of Louise is visible on the right side of the details pane.

The screenshot shows the 'Personnel Employment - (Amend)' form. It contains various fields for job details, including 'Reference', 'Job description', 'Reporting to', 'Pay type', 'Amount', and 'Tax code'. On the right side, there are several date-related fields with dropdown menus for 'change employment status to', such as 'Date of commencement', 'Probation period (days)', 'Probation end date', 'Notice given date', 'Notice period (days)', 'Date of termination', and 'Date of last payroll'. Below these fields, there are checkboxes for 'Remove Probation Period from To-Do List' and 'Remove Date of Termination from To-Do List'. A 'Comments' section is also present. At the bottom, there is a table for 'Documents' with columns for 'Description', 'File Name', 'Date and Time', and 'File Size (MB)'. The table contains one entry: 'Letter of Employment', 'Employment Status.docx', 'Wed 14 Oct 2015 10:18', and '0'. The form has a 'Cancel' button at the bottom left.

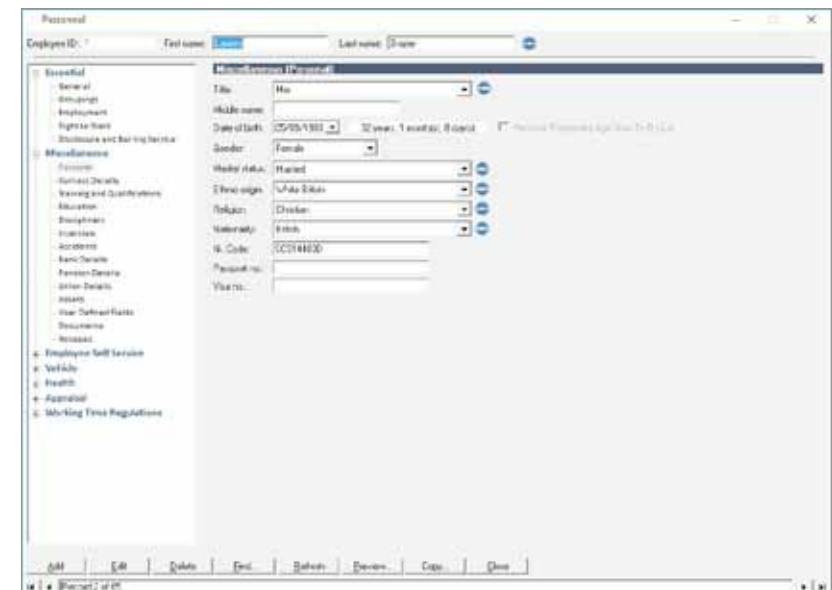


New features include:

- Improved menu layout
- Document scanning
- Enhanced employment history records
- Training matrix

In short, timeware® personnel sets the standard for integrated H.R.

- Take staff ID photos through the personnel module using any webcam.
- Store employment details including training, disciplinary and qualifications gained.
- Use the personnel wizard to quickly set up new employees, ensuring that all the required information has been added correctly.
- The pro-active To-do list lets you know when qualifications, review dates etc. are about to expire.
- User defined fields allow you to hold unlimited amounts of information specific to your company that is not included in the other personnel modules.
- Scan documents such as driving license and passport and store within the employees record.
- Print staff ID badges through the personnel module directly to your ID badge printer.
- Connection to the asset management module enables the recording of PPE, mobile phones and IT technology.

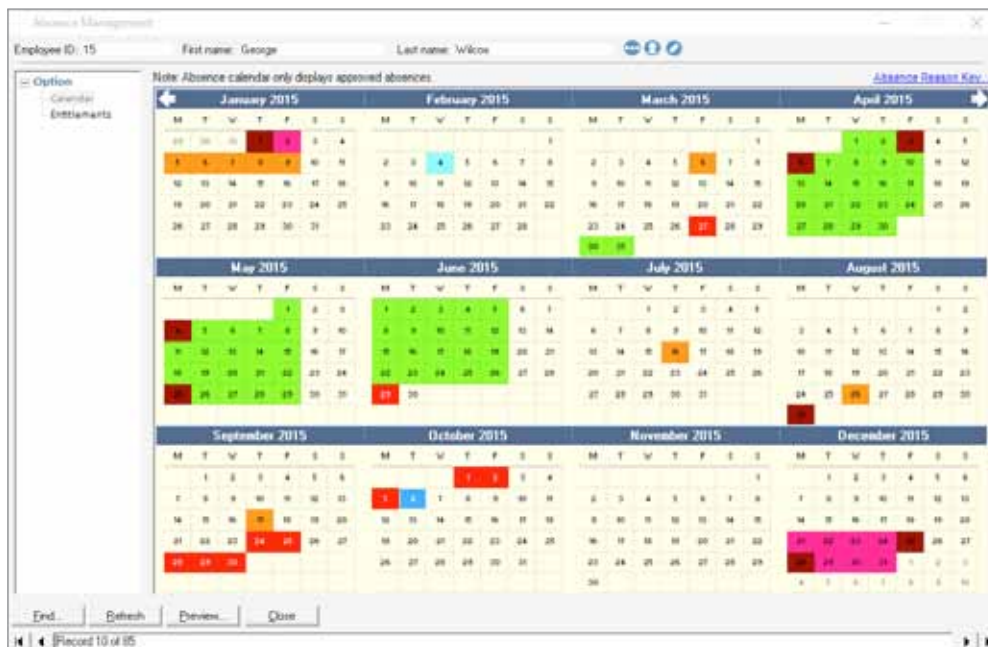


Absence management

Tracking holiday entitlement, managing holiday schedules and monitoring absenteeism are the three essential factors that make up timeware® absence management.

It is now possible to create absence entitlement policies that define the number of days holiday based on years service from any date. You can specify the amount of time that may be carried forward from one year to the next and even award entitlement credits for additional holidays. All absence management amendments must be approved and finalised for secure auditing.

What would happen if all the fork-lift drivers were on holiday at the same time? Or the first aiders? or the staff qualified to complete key tasks in the workplace? timeware® absence management enables line managers to view holiday plans before authorising an absence booking. timeware® also keeps track of the types of absenteeism in the workplace as well as monitoring the holidays taken and days booked in advanced.



- Comprehensive absence and holiday booking screens ensure that the required information has been entered correctly.
- Compatible with Bradford Factor methodology.
- Detailed statistical information is available while booking absences, this will allow you to keep good staffing levels and ensure that employees cannot take more than their yearly entitlement.
- timeware® automatically renews each person's absence entitlements every year, taking into account any days carried forward from the previous absence year and can even award additional time due to a person's years service.
- Create absence entitlement policies with special rules for new starters and long serving employees.
- Enhanced tactical absence analysis.



Absence Booking - (Amend)

Employee ID: 15028 First name: Lauren Last name: Hunt

Options

- Caller Information
- Essential
- Return to Work
- Interview
- Notepad

Essential

General information

Absence category? (optional)

Absence to be taken? ...

Take absence from? up to? ... [Statistics...](#)

Entitlement

Entitlement deduction: (day)

Absence restrictions (optional)

Absence can only be taken between? and

Maximum absence duration?

Force absence duration to paid at a specified rate (optional)

Absence duration? Absence rate?

Authorisation

Authorised by:

Authorisation: Finalised

Information

Entitlement

Absence Period: Thu 01 Jan 2015 - Thu 31 Dec 2015

Entitlement: 20.00

Taken: 12.00 (60.00%)

Planned: 0.00 (0.00%)

Remaining: 8.00 (40.00%)

Bradford Factor

Absence Period: Mon 07 Jul 2014 - Mon 06 Jul 2015

Spells: 3

Days: 12

Score: 108

12 Month Rolling Absence

Absence Period: Mon 07 Jul 2014 - Mon 06 Jul 2015

Taken Days: 12

Taken Hrs And Min: 0:00

Holiday (paid)

Mon 09 Feb 2015 - Fri 13 Feb 2015

Authorised by: Admin

Holiday (paid)

Wed 06 May 2015 - Fri 08 May 2015

Authorised by: Admin

Holiday (paid)

Mon 30 Mar 2015 - Thu 02 Apr 2015

Authorised by: Admin

BANK HOLIDAY

Tue 05 May 2015 - Tue 05 May 2015

Authorised by: Admin

Tactical Absences



Category	Start Date	End Date	Authorised by
Holiday (paid)	Mon 09 Feb 2015	Fri 13 Feb 2015	Admin
Holiday (paid)	Wed 06 May 2015	Fri 08 May 2015	Admin
Holiday (paid)	Mon 30 Mar 2015	Thu 02 Apr 2015	Admin
BANK HOLIDAY	Tue 05 May 2015	Tue 05 May 2015	Admin

The absence management information panel can be customised to the clients exact requirements.

Attendance

Increasing your company's productivity starts with one important factor – the improvement of your employee's time keeping. The right people in the right place at the right time will guarantee 'smooth running' with maximum efficiency – a goal that every company should strive to achieve.

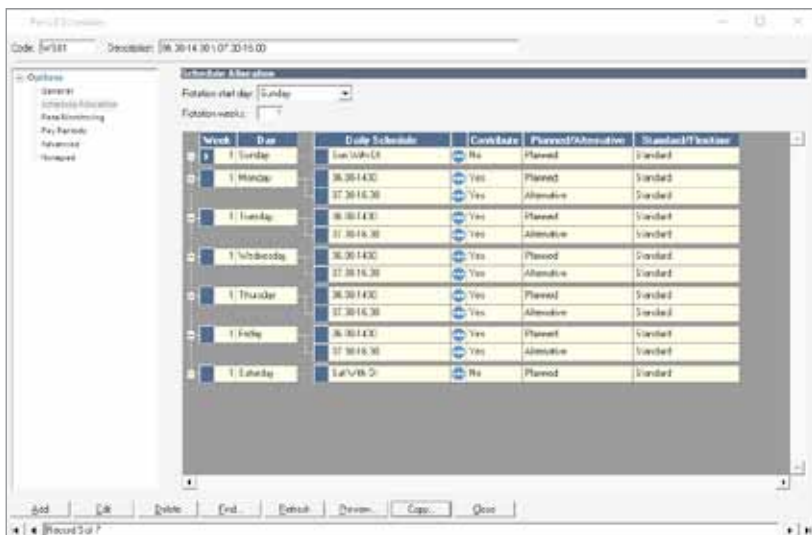
timeware® attendance provides you with the tools to schedule where your workforce should be and how long they should be working. It allows you to plan for each department within the company, selecting employees with the relevant tasks for the job in hand.

An increasing number of businesses are choosing flexitime, rotational shifts and annualised hours as their preferred working method. timeware® can cope with any type of work pattern and overtime calculation using its unique script engine.

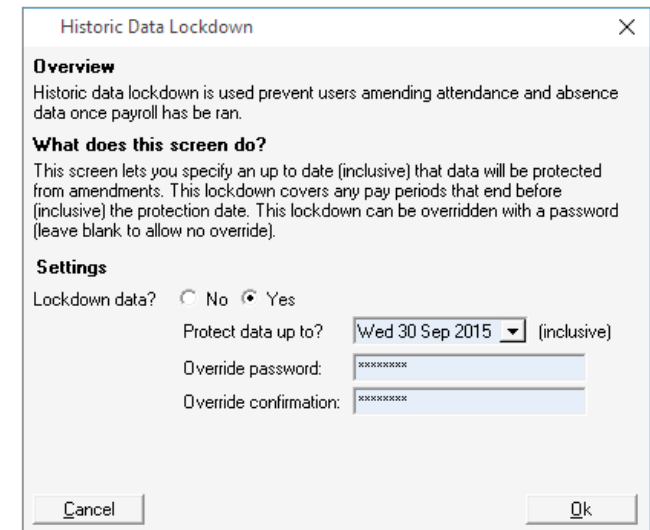
Not all systems are designed to our high standard. timeware® has spent over twenty five years developing a sophisticated attendance product that alerts users to several basic, yet important facts;

The screenshot displays the 'Planner' software interface. On the left, there are three calendar views for October, November, and December 2015. The main area is a table showing employee schedules for the week of October 7th to 13th, 2015. The table columns are: Employee, Today, Wed, 07 Oct 2015, Thu, 08 Oct 2015, Fri, 09 Oct 2015, and Sat. The rows list 35 employees with their respective shift patterns and times. Some cells are highlighted in green, indicating specific shifts or absences.

Employee	Today	Wed, 07 Oct 2015	Thu, 08 Oct 2015	Fri, 09 Oct 2015	Sat
PT COOK, TINA (6)	830-1630 Admn	830-1630 Admn	830-1630 Admn	830-1630 Admn	Sat With
SINGH SANDHU, SUBA (7)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH, BALDEV (8)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
HUSSAIN, ALYAF (9)	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	Night Shift Basic 20.00-0...	Sat With
GOOCH, DANIEL (10)	7.00-1630 production	7.00-1630 production	7.00-1630 production	7.00-1630 production	Sat With
FINAN, PETER (11)	7.00-1630 production	7.00-1630 production	7.00-1630 production	7.00-1630 production	Sat With
SINCLAIR, KEVIN (12)	[P] 06.00-1430	[P] 06.00-1430	06.15-1430	[P] 06.00-1430	Sat With
FINAN, ANDREA (13)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
DRAZER, KRZYSZTOF (14)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
Wilcox, George (15)	06.00-1430	06.00-1430	06.15-1430	06.15-1430	Sat Base
HOWEN, WILLIAM (16)	[P] 06.00-1430	[P] 06.00-1430	06.15-1430	[P] 06.00-1430	Sat With
SINGH DHESI, SANDIP (17)	[P] 06.00-1430	06.15-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH 00018, JASMINDER (18)	06.15-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH 00026, KULDIP (19)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH, GURVINDER (20)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SHARIF, MOHAMMAD (21)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
PARSAD, ROBINDEE (22)	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	Night Shift Basic 20.00-0...	Sat With
VITKOVSKIS, VITALIJS (23)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH, GURPREET (24)	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	[P] Night Shift Basic 20...	Night Shift Basic 20.00-0...	Sat With
SINGH JOHAL, GURVINDER (...	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
MOODY, WAYNE (26)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
PARFES, MARK (27)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
KHARROW, MANDEEP (28)	7.00-1630 production	7.00-1630 production	7.00-1630 production	7.00-1630 production	Sat With
KOZLDOWSKI, STANISLAW (29)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
BHURJI, MALJIT (30)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
GARDINER, BRUCE (31)	06.15-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
GARDINER 00037, JAMIE (32)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
BYNG, JACK (33)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
ROLLINSON, CRAIG (34)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With
SINGH 00041, STEVEN (35)	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	[P] 06.00-1430	Sat With



v13 office terminal supporting biometric/proximity/keypad options



Access control

timeware® access control brings you indispensable security, protecting that which is most important – your people and your property.

Simple to use but extremely effective, timeware® access is now installed at more than one thousand companies across the UK and West Africa. Designed to integrate seamlessly with timeware® personnel ensures that when a contractor completes a job or when an individual leaves employment, they will not be able to access your building.

timeware® access can be used to control doors, barriers and gates. Our team of access control specialists will carry out the install in a quick and efficient manner with the minimum amount of disruption to your workplace.

timeware® access – you decide who goes where and at what time!



Suprema weatherproof biometric reader supporting biometric/proximity options



t13-0380 biometric reader supporting biometric/proximity/keypad options



t9-0240 weatherproof proximity reader



ID badge



Example vehicle barrier



t9-1010 access control terminal



t9-0530 timeware® door furniture



Example office door



Example turnstile



Access Pattern

Description: Business Hours Access Only

	From	To	Type
Time zone 01:	06:00	19:00	Mon-Thu
Time zone 02:	06:00	15:00	Friday
Time zone 03:	08:00	12:00	Sat-Sun
Time zone 04:	:	:	
Time zone 05:	:	:	
Time zone 06:	:	:	
Time zone 07:	:	:	
Time zone 08:	:	:	
Time zone 09:	:	:	
Time zone 10:	:	:	

Add Edit Delete Find... Refresh Preview... Close

Record 16 of 16

Access Free Zone

Description: Office Hours

	From	To	Type
Free zone 01:	09:00	17:00	Mon-Thu
Free zone 02:	09:00	17:00	Friday
Free zone 03:	:	:	
Free zone 04:	:	:	
Free zone 05:	:	:	
Free zone 06:	:	:	
Free zone 07:	:	:	
Free zone 08:	:	:	
Free zone 09:	:	:	
Free zone 10:	:	:	

Add Edit Delete Find... Refresh Preview... Close

Record 1 of 1

Full auditing is available.

Management information:

- What time people left the site rather than the time they finished work
- Who has attempted to access the site outside permitted hours.

Security guard features:

- Keep track of your employees with real time monitoring.
- Alert feature on your agenda will notify you immediately of failed entry attempts, doors that are ajar and doors that have been forced.
- Keep an archive of all door activity for future reference.
- Quickly disable lost and stolen badges.
- Finally, for companies requiring a higher level of security, remember that the access control supports the timeware® fingerprint reader technology.

Realtime Access Activity

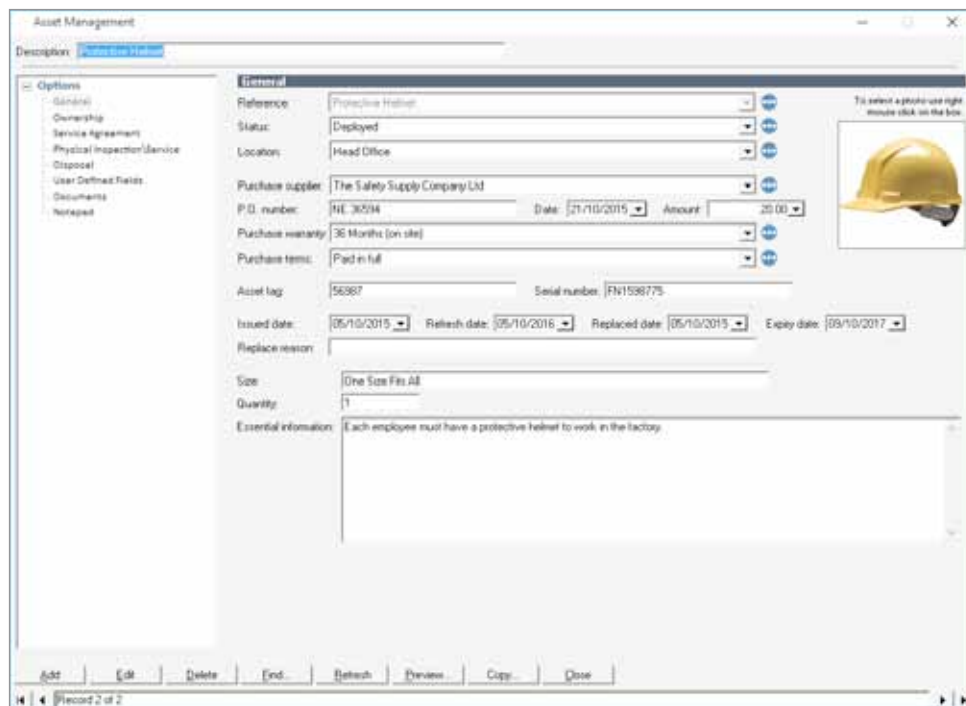
Drag a column header here to group by that column.

Date and Time	Name and Badge	Action	Terminal
27/08/2014 09:22:13	Unassigned [0]	Fire input OFF	access
27/08/2014 09:19:34	Unassigned [0]	Door ajar	access
27/08/2014 09:19:28	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:18:49	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:18:13	Unassigned [0]	Door forced	access
27/08/2014 09:15:23	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:13:43	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:13:17	Unassigned [0]	Door forced	access
27/08/2014 09:04:26	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:04:23	Nathan Beveridge [5267...	Reader 1 access granted	access
27/08/2014 09:04:04	Nathan Beveridge [5267...	Reader 1 anti-pass fail	access
27/08/2014 09:04:00	Nathan Beveridge [5267...	Reader 1 access granted	access

Asset management

The timeware® asset management module allows you to keep track of 'things of value' to your company. These things may be as diverse as work boots, laptops, mobile phones and fork-lift trucks!

New in timeware® Professional 2018 is the asset management module. Designed initially to provide a method of keeping track of personal protection equipment, the module rapidly expanded to include other items including mobile phones and IT equipment. The module is not just limited to personal items. It has been developed to include tangible assets such as company vehicles, fork-lift trucks and even items such as boilers and air-conditioning units. The module allows you to store maintenance records and even asset disposal information.



The screenshot displays the 'Asset Management' software interface. The main window is titled 'Asset Management' and shows details for a 'Protective Helmet'. The 'General' tab is active, displaying fields for Reference, Status (Deployed), Location (Head Office), Purchase supplier (The Safety Supply Company Ltd), P.O. number (HE 30534), Date (27/10/2015), Amount (20.00), Purchase warranty (36 Months (on site)), Purchase terms (Paid in full), Asset tag (54367), and Serial number (FN1598775). It also shows Issued date (05/10/2015), Refresh date (05/10/2016), Replaced date (05/10/2015), and Expiry date (05/10/2017). The size is listed as 'One Size Fits All' and the quantity is '1'. An essential information note states: 'Each employee must have a protective helmet to work in the factory.' A small image of a yellow hard hat is visible on the right side of the form.

Personnel Protection Equipment (PPE)

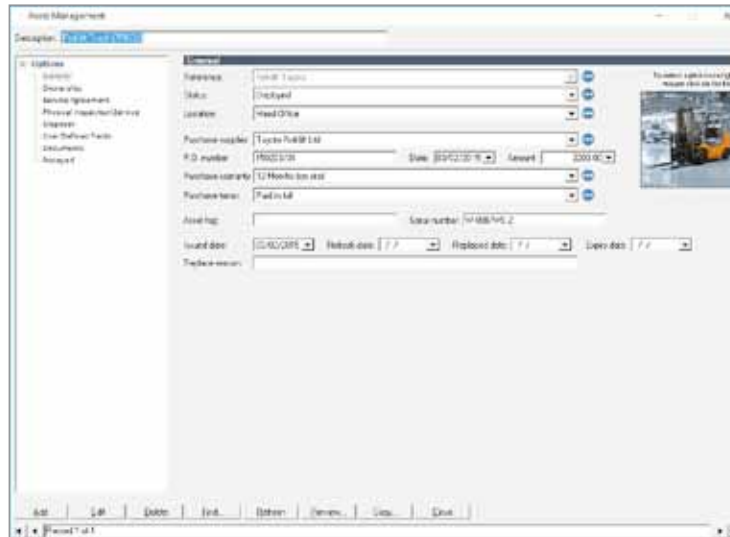
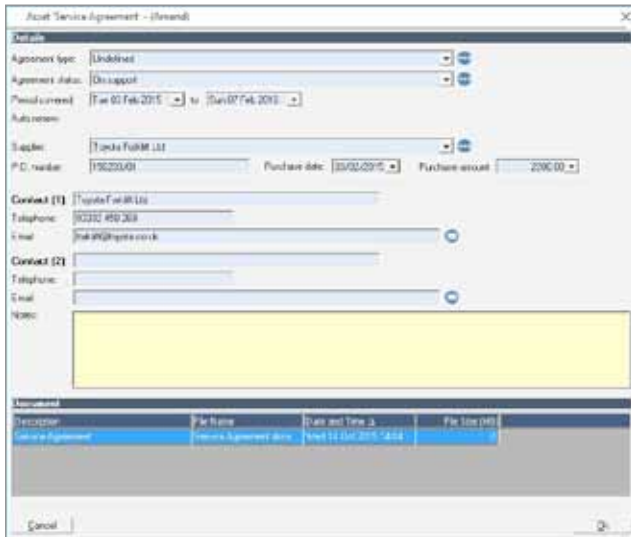
The timeware® 2018 asset management module includes a section for staff PPE. It is now possible to record the type of equipment issued to each employee along with key information such as date of issue, size, cost, supplier and expiration date. Managers can see an overview of PPE issued using a new dashboard and if an employee should leave, a list of 'assets' to be returned is available through a new option within the personnel module.



Other system asset types include:

- Mobile phone
- IT equipment
- Vehicles





An exciting new hardware product which utilises the asset management module is the t9-0300 (weatherproof asset controller reader), and the t9-1710 (asset controller). These items can be connected to any piece of machinery and will not allow the machinery to be used until the operator has proved who they are through the biometric or proximity card reader feature. timeware® will then check to see if the operator has the correct, valid qualifications to use the machinery and only then will the asset controller enable the machine to start.



t9-0300
weatherproof asset
controller reader



t9-1710
asset controller

Job costing

Monitoring costs on the shop floor has been made simpler with timeware's® integrated job costing module.

Not only does timeware® allow costing by job, but it also gives you the flexibility of costing by department, individual employee and specific operation. By using the performance comparison reports, you can check on the effectiveness of your employees and highlight areas for improvement.

Logging job details couldn't be easier. An employee simply presses the clearly marked '**job start**' or '**job stop**' function buttons on the data collection terminal and follows a series of simple on screen requests such as '**Job code**', or '**Operation code**'. The touch-screen keypad may be used although an increasing number of businesses chose to use barcode scanners for increased efficiency.

Jobs

Description: Dining Chair Model 55492

Code: 1235 (job code to be entered at terminal)

Status: In progress

Customer: The Furniture Company

Product: Dining Chair Quantity: 25

Planned start: 12/10/2015 Actual start: 12/10/2015 Target completion: 13/10/2015 Delivery: 15/10/2015

Job Information		Tgt job cost	Tgt job time	Actual cost	Actual time
Created on: Wed 14 October 2015 09:32		15000.00	1510.25	174.64	62.00
Started on: Wed 14 October 2015 09:32					
Updated on: Wed 14 October 2015 09:40		Tgt prod cost	Tgt prod time		
Completed on: ??? ?? ????? ???? ??:??		600.00	60.25		

Description	Quantity	Operation Target			Operation Actual			
		Unit cost	Unit time	Total cost	Total time	Quantity	Cost	Time
Chair Leg Shaping	25	5.00	0.30	125.00	12.30	12	0.00	35.30
Chair Seat	25	7.00	0.25	175.00	10.25	12	75.52	8.00
Back Rest Fitting	25	6.00	0.40	150.00	16.40	12	99.12	10.30
Chair Assembly	25	6.00	0.50	150.00	20.50	12	0.00	8.00

Notes:

Add Edit Delete Find... Refresh Preview... Copy Close

Record 1 of 2

The data collected by the terminal is passed directly to the timeware® software making it instantly available for reports and enquiries. With clear identification for each job and operation, timeware® lets you drill down to the exact layer of information you need, making it easy to compare performance and address areas where productivity can be improved

The timeware® terminals run bespoke scripts designed specifically around your business needs, ensuring that the solution provided is perfect for you.

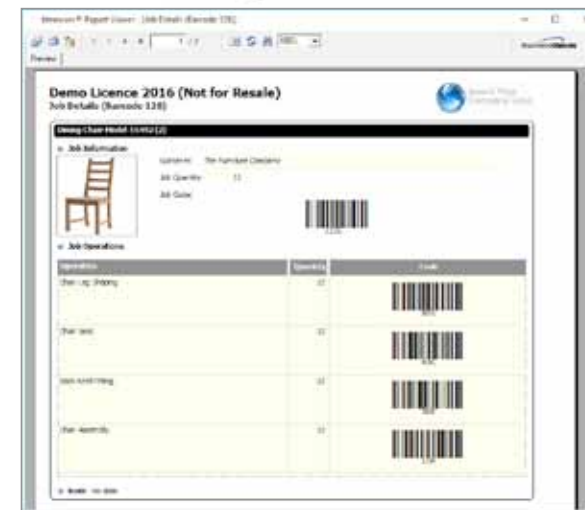
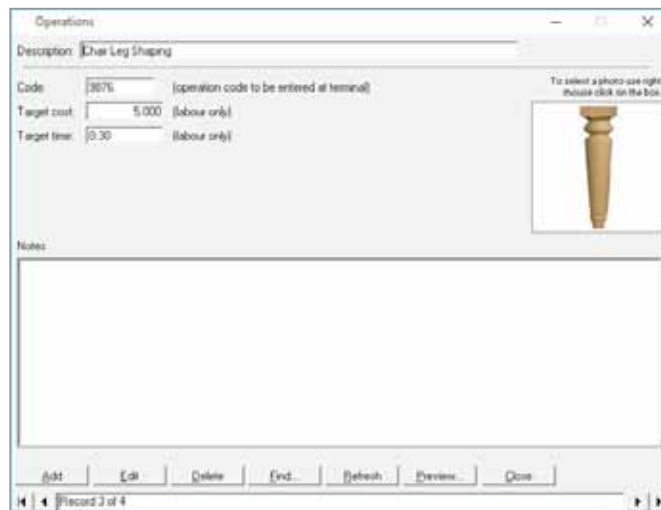
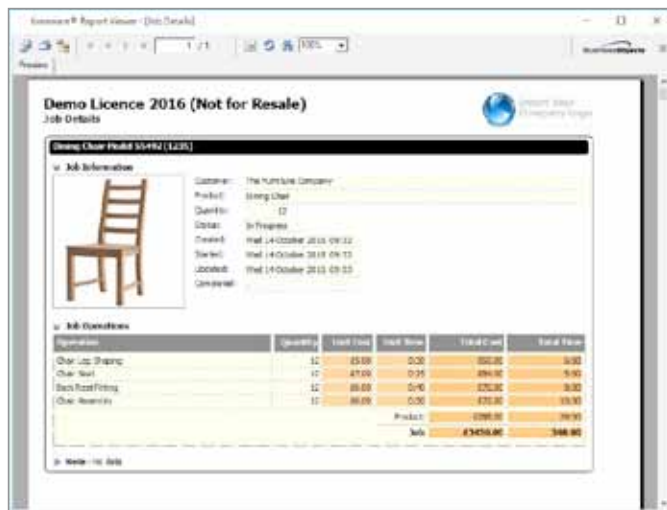
Job Costing Adjustment

Date range: (Not filtered)

Employee: (Not filtered)

Wk/Day	Date	Schedule	Employee	Start/Stop	Job	Operation	Quantity	Auto	Cost	Time
1 Sun	11/10/2015	Night Shift Basic 20.00	HUSSAIN, ALTAI (3)	07:30 - 19:00	Dining Chair Model 55...	Chair Leg Shaping	12	No	0.00	35.30
1 Mon	12/10/2015	07:30-16:30	Baker, Lauren (7)	08:00 - 18:30	Dining Chair Model 55...	Back Rest Fitting	12	No	99.12	10.30
1 Mon	12/10/2015	7:00-16:30 production	FINAN, PETER (11)	12:00 - 20:00	Dining Chair Model 55...	Chair Assembly	12	No	0.00	8.00
1 Mon	12/10/2015	06:00-14:30	Wilson, George (15)	09:00 - 17:00	Dining Chair Model 55...	Chair Seat	12	No	75.52	8.00

Actual Cost: 174.64 Actual Time: 62.00



Supported barcode types (external hand held scanner) include:

- Interleaved 2 of 5
- EAN-13
- Code 2 of 5
- Code 93
- Code 11
- Code 128



v13 office terminal supporting biometric/proximity/keypad options

Cost centre analysis

Different rates of pay for different processes are no problem for timeware's® new cost centre analysis module.

Do your employees have different rates of pay depending on the cost centre they are working in? If so, timeware's® cost centre analysis module and enhanced remuneration feature are now available to identify the amount of time, and the labour cost, of the work.

The screenshot shows the 'Personnel' system interface for an employee named Lauren Storer. The interface is divided into several sections:

- Essential (General):** Includes fields for Badge (9976), Payroll (PY19212), Integration ID, GPS (IMEI), Known as (Storer, Lauren), Email address (support@timeware.co.uk), Security pin, and Biometric data (Finger, Other, Finger Print Registration Wizard).
- Current employment:** Shows Date started with company (15/10/2006), Badge activation (Mon 04 Aug 2014 09:00 to Thu 14 Sep 2017 23:00), Employment status (Employee), Absence entitlement policy (Weekly Paid), Period schedule (06:00-14:00, 17:30-16:00), Terminal policy (Fingerprint), Email policy (No Email), Remuneration policy (Manufacturing and Production), and Cost centre (default) (Attendance).
- Other sections:** Miscellaneous (Personal, Contact Details, Training and Qualifications, Achievements, Education, Disciplinary, Interview, Accident or Injury, Bank Details, Pension Details, Union Details, Assets, User Defined Fields, Documents, Messages), Employee Self Service, Mobile Worker, Vehicle, Health, Appraisal, and Working Time Regulations.

The interface includes a navigation menu on the left, a search bar at the top, and a toolbar at the bottom with buttons for Add, Edit, Delete, End, Refresh, Preview, Copy, and Close.

Specifying the cost centre can be achieved in a number of ways: some companies choose to install separate terminals in each cost centre whilst other companies require that the employee selects the correct cost centre from a list on the terminal screen.

A timeware® specialist will help the customer to identify the preferred method and will then produce a specification for the development team, enabling suitable scripts to be produced, providing a solution that fits the clients exact requirements.

The screenshot shows the 'Remuneration Policy' configuration screen. The description is 'Manufacturing and Production'. The table below shows the rates for different cost centres and processes:

Cost Centre	Base	(V1)	(V2)	(V3)	Rate (1)	Rate (2)	Rate (3)	Rate (4)	Rate (5)	Rate (6)
Attendance	£3.44									
Manufacturing	£10.63	£11.58	£15.22							
Production	£11.58									

The interface includes a navigation menu on the left, a search bar at the top, and a toolbar at the bottom with buttons for Add, Edit, Delete, End, Refresh, Preview, Copy, and Close.



v13 office terminal supporting biometric/proximity/keypad options

Select Cost Centre:

- Bar Area
- Front of house
- Kitchen
- Restaurant

Selecting a cost centre

Cost Centre Adjustment										
Filter Information										
Date range: [Not filtered]		Select...							Actual	
Cost centre: [Not filtered]		Select...							Cost	Time
Employee: [Not filtered]		Select...							180.58	16:15
Wk/Day	Date	Schedule	Employee	Start/Stop	Cost Centre	Auto	Rate	Cost	Time	
1 Mon	05/10/2015	06.00-1430	Wilcox, George (15)	07:00 - 15:00	Manufacturing	No	Basic	85.04	8:00	
1 Tue	06/10/2015	06.00-1430	Wilcox, George (15)	06:00 - 14:15	Production	No	Basic	95.54	8:15	

Fire alarm roll call / Assembly point

Did you know that your fire monitoring system can be connected directly to timeware® to produce an accurate roll-call report in the event of an emergency?

An increasing number of safety-conscious businesses have introduced this simple feature to ensure the health and safety of their employees.

The way this feature works is very simple: the roll-call facility within timeware® gathers information from different sources – from attendance terminals, from access terminals, from assembly points and from the ESS. This information is processed constantly to ensure that the roll-call list is kept permanently up-to-date. Using this roll-call list allows timeware® to produce roll-call reports on demand as required.

In the event of the company fire alarm being activated, the timeware® alarm monitor will instantly instruct the software to:

- 1. Automatically send a roll-call report, either to a network printer or to a number of preset email addresses.**
- 2. Unlock a selected group of access controlled doors in the area.**

The fire alarm roll call service will continue to monitor alarm signals and will never require resetting. If you have chosen to automatically unlock any access controlled doors, they will require re-locking using a simple function available through a Manager's agenda slider bar – ensuring the doors never remain locked in the event of a fire!



company fire alarm system



t9-1610 fire monitor terminal



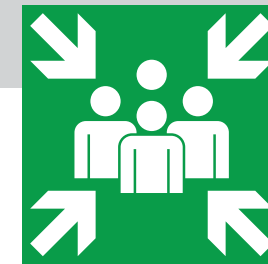
roll call report sent to iphone

Designed to compliment the fire alarm monitor, assembly point terminals can provide an effective method of recording who has safely vacated the building in the event of a fire.

By positioning weatherproof readers in external safe-zones, staff simply present their id badge or finger to prove that they have reached the safe area. The attendance display panel (ADP), will instantly list the staff in the safe zones with a real-time update providing an accurate view of staff remaining outside these area.

Alternatively, assembly point terminals can be used to prove that an individual has reached a particular area, for example: someone has arrived for work, is in the building for roll call purposes, but has not yet 'booked' for attendance.

The t9-1510 assembly point terminals support up to 15,000 employees, providing an accurate solution for even the largest companies.



t9-1510
assembly terminal



t9-0240
weatherproof
proximity reader



BioLite Net



t13-0380
biometric reader
supporting biometric/
proximity/keypad options

ADP (attendance display panel)

Do you need to quickly find out whether members of staff have left the building?

Utilise timeware's® real-time, roll-call engine to identify departmental manager's attendance status by quickly viewing the timeware® ADP feature.

If you need a real-time, on-screen reference of who is in work and when they arrived, look no further than the enhanced ADP feature.

ADP (Attendance Display Panel)

Now an integral part of timeware® and utilising its tried & tested roll-call technology, the ADP provides Managers with a fast and efficient method of confirming exactly which employees are currently on-site.

We've also added a 'return-to-work' indicator that can be used as a message reminder when a selected individual books back in.

Single and multi-site support

The timeware® ADP can run on both local and remote networks. This means that the booking made by someone in Newcastle can be seen in real-time by a receptionist, (on a centralised system), in a completely different part of the country.

Who's in, who's out?



Old style manual attendance display panel suitable for small, single office environment.



Attendance Display Panel

Display range(s): [Select...](#)

Reader Direction Δ

Notify on return	Employee ID	Payroll	Known As	Badge	First Name Δ	Last Name Δ	Date
None (8)							
No	64	140	COJOCARU, ION...		IONUT	COJOCARU	
No	37	010	GASKELL, SUE	43	SUSAN	GASKELL	
No	40	PY/00047	GRIFFITHS, AIDEN	47	AIDEN	GRIFFITHS	
No	57	135	HOBSON, DANIEL		DANIEL	HOBSON	
No	55		IVANOVYS, ALEK...		ALEKSANDRS	IVANOVYS	
No	82	157	JHALU, SUNIL		SUNIL	JHALU	
No	59	136	JUMUCIS, DAINIS		DAINIS	JUMUCIS	
No	35	PY/00041	SINGH 00041, STE	41	STEVEN	SINGH 00041	
In (35)							
No	71	146	ADAMCZYK, LUK...	146	LUKASZ	ADAMCZYK	Wed
No	62	138	AKINRINADE, O...	138	OBOZUWA	AKINRINADE	Wed
No	30	101	BHURJI, MAL	101	MALJIT	BHURJI	Wed
No	67	142	CERKOVSKIS, JE...	142	JEVGENIUS	CERKOVSKIS	Wed
No	52	131	MARCIN	131	MARCIN	CHYLMANSKI	Wed
No	65	140	COJOCARU, ION...	140	IONUT	COJOCARU	Wed
No	87	012	DOMINIC	160	DOMINIC	DeSOUZA	Wed
No	44	003	DHANDA, HANS	56	HANSRAJ	DHANDA	Wed
No	14	122	DRAZEK, KRZYS...	122	KRZYSZTOF	DRAZEK	Wed
No	80	155	DUDULICA, COS...	155	COSTEL	DUDULICA	Wed
No	11	002	FINAN, PETER	7	PETER	FINAN	Wed
No	10	008	GOOCH, DANIEL	6	DANIEL	GOOCH	Wed
No	42	117	IKVILDS, GINTS	117	GINTS	IKVILDS	Wed
No	54	133	KANG, DALJIND...	133	DALJINDER	KANG	Wed
No	30	007	KHARROW, MAN	30	MANDEEP	KHARROW	Wed

Attendance Display Panel

Display range(s): [Select...](#)

Reader Direction Δ

Notify on return	Employee ID	Payroll	Known As	Badge	First Name Δ	Last Name Δ	Date
No	29	114	KOZLOWSKI, ST...	114	STANISLAW	KOZLOWSKI	Wed
No	50	129	LARTEY, JONAT...	129	JONATHAN	LARTEY	Wed
No	90	163	MAMUT, GHUIN...	163	GHUINHAN	MAMUT	Wed
No	26	105	MOODY, WAYNE	105	WAYNE	MOODY	Wed
No	27	104	PARKES, MARK	104	MARK	PARKES	Wed
No	73	148	PERRIN, LIAM	148	LIAM	PERRIN	Wed
No	6	006	PITCOCK, TINA	1	TINA	PITCOCK	Wed
No	43	120	SAMPRAI, MUKESH	120	MUKESH	SAMPRAI	Wed
No	21	108	SHARIF, MOHAM...	108	MOHAMMAD	SHARIF	Wed
No	12	115	SINCLAIR, KEVIN	115	KEVIN	SINCLAIR	Wed
No	20	118	SINGH, AARON		AARON	SINGH	Wed
No	18	001	SINGH, BHURJI		BHURJI	SINGH	Wed
No	19	112	SINGH, BHURJI		BHURJI	SINGH	Wed
No	25	110	SINGH, BHURJI		BHURJI	SINGH	Wed
No	7	111	SINGH, BHURJI		BHURJI	SINGH	Wed
No	41	116	SINGH, BHURJI		BHURJI	SINGH	Wed
No	88	161	THOMPSON		THOMPSON	THOMPSON	Wed
No	91	164	TUTU		TUTU	TUTU	Wed
No	66	141	VITKOVSKIS		VITKOVSKIS	VITKOVSKIS	Wed
No	15	102	WILCOX		WILCOX	WILCOX	Wed
Out (42)							
No	47	126	AARON		AARON	BHURJI	Thu
No	54	154	BODDOR, TOMAS	154	TOMAS	BODDOR	Wed
No	34	38	BYNG, JACK	38	JACK	BYNG	Mon
No	30	150	CHALAPZAK, D	150	DARPA	CHALAPZAK	Tue

Notify on Return - 'Bloggs, Joe (13)'

Please enter any notes regarding this notification.

Please call Simon Birchall on 07002 251000

Cancel

timeware's® scalable automated attendance display panel suitable for any size of business with any number of employees at multiple locations around the world.

Reports, exports and customisation

The ability to provide each client with a unique, customisable solution makes the timeware® workforce management system the obvious choice.

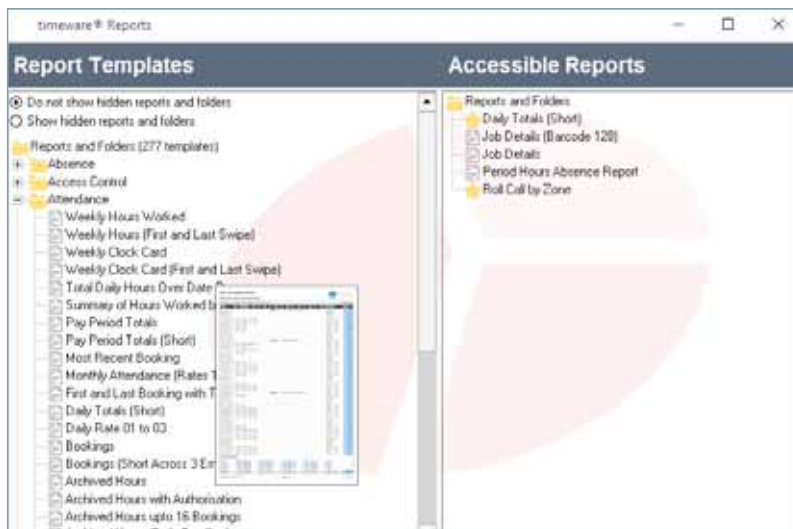
timeware's® major strength is its customisation ability -there are no other products in the same market sector that offer such a high level of personalisation.

The timeware® report module provides over 160 clear and concise user editable reports, forms and graphs as standard. The timeware® export module provides an easy way to pass raw timeware® data to an external application such as Microsoft Excel for further data mining or to simply develop an ad-hoc report.

timeware® customisation points appear throughout the package and along with the timeware® SmartBooking® technology provide the development team the facility to create unique solutions. For further information about timeware® customisation, please contact the timeware® team to arrange an appointment.

Superb reports & graphs available through Business Objects and Excel...

SAP BusinessObjects



Over 160 pre-defined reports tried and tested by the timeware® community



A variety of exports designed to work with Microsoft Excel

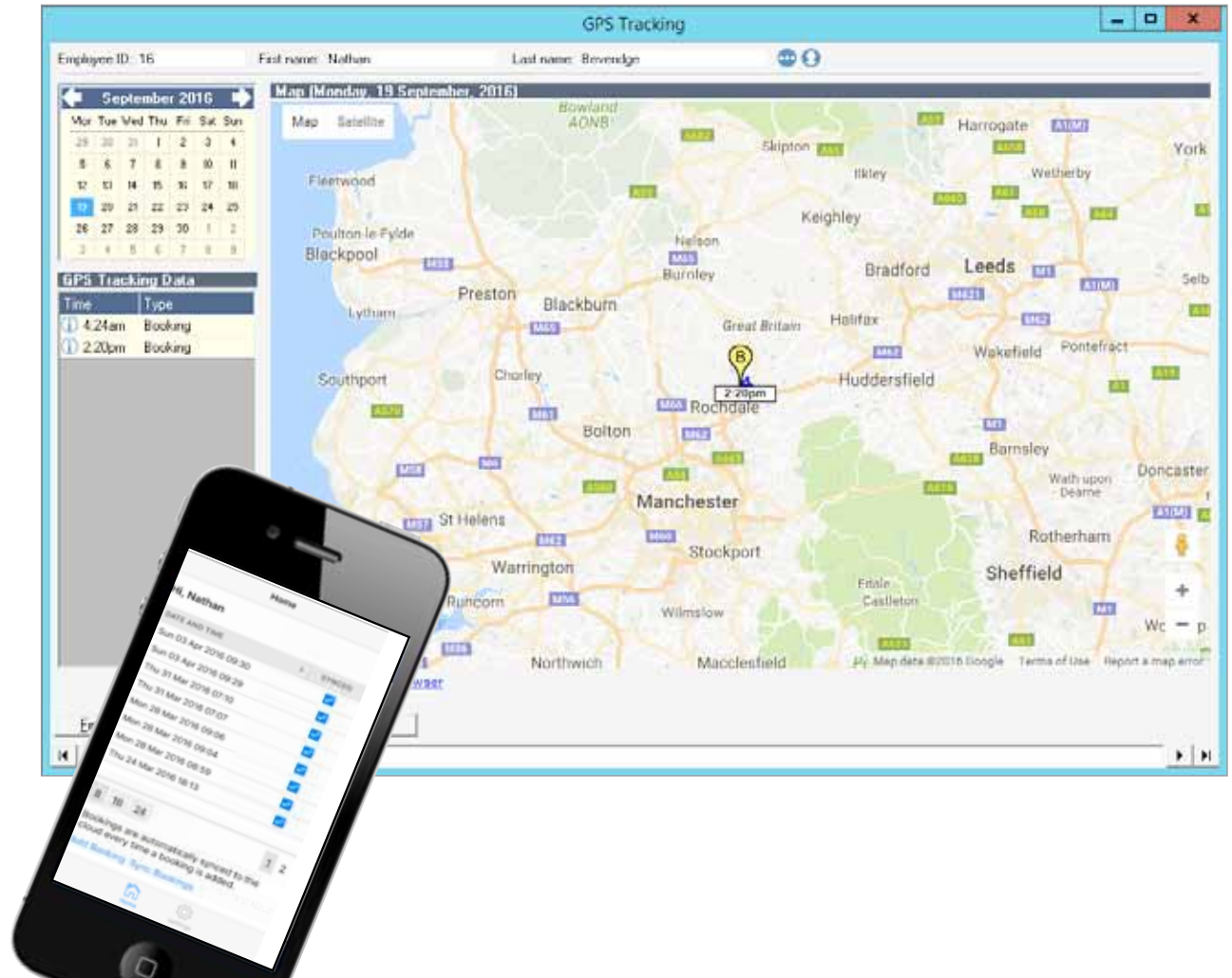
Mobile worker

timeware® Professional 2018 provides an extremely effective method of tracking remote workers by utilising mobile based technology.

With the recent surge in mobile device usage over recent years, it's safe to say that most people will have a mobile phone capable of running apps. We've taken this in mind when we designed the mobile worker. Employees can download an app directly from the iOS (app store) or Android (play store) for free and connect directly on to your timeware®. From here, employees are able to 'clock in' remotely and managers view where these bookings were made.

Booking location

The mobile worker feature within timeware® 2018 enables a manager to check an individual's location where his attendance booking was made. Utilising a mobile devices GPS signal, it tracks exactly where in the employee 'clocked in' and displays them on a map interface within the software. All the locations are stored within the timeware® database so you can reference them in the future.



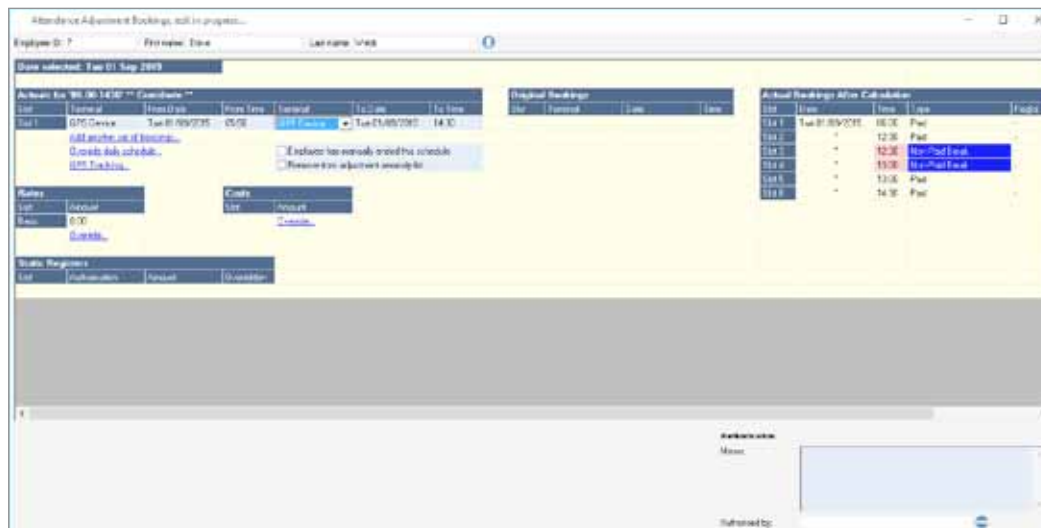


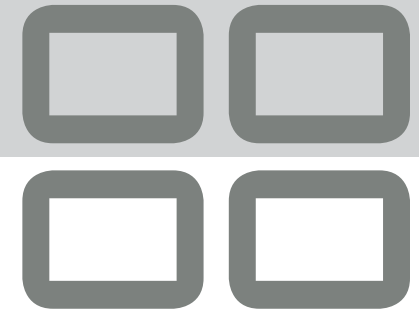
Remote attendance bookings

After being a much requested feature for many years, employees who otherwise are not able to access the standard timeware® attendance terminals are now capable of 'clocking in' from anywhere in the world!

Using cloud based technology, the employee can at the click of a button book in/out on their attendance which will then be able to be viewed on the software as if made from an attendance terminal.

With a low-cost extremely competitive yearly maintenance charge, the timeware® mobile worker module is sure to provide an affordable solution for businesses looking for effective ways to monitor attendance of remote workers.





Dashboard - [General Dashboard]

Dashboard

Employees Missing From Daily Schedule

Schedule	Name	Absence Reason	Mobile Number
Night Shift Basic 20.00-06.00	TOMAS BODOR	<none planned>	
Night Shift Basic 20.00-06.00	RAFAL CHALAJCZAK	<none planned>	
Night Shift Basic 20.00-06.00	VER FRATRIC	<none planned>	
Night Shift Basic 20.00-06.00	ZLATKO FRATRIC	<none planned>	
Night Shift Basic 20.00-06.00	ALTAF HUSSAIN	<none planned>	
Night Shift Basic 20.00-06.00	ROBINDER PARSAD	<none planned>	
Night Shift Basic 20.00-06.00	TOMAS SAKAC	<none planned>	
Night Shift Basic 20.00-06.00	GURPREET SINGH	<none planned>	07510102708
Night Shift Basic 20.00-06.00	ROBERT WERKOWSKI	<none planned>	

Missing Workforce Pie Chart

Data refreshed: 08 October 2015 @ 10:53
Refresh interval: 1 minutes

Dashboard - [General Dashboard]

Dashboard

Gender Demographics

Gender Demographics by Age Group

Gender Demographics by Gender

Gender	Count	Percentage
Total	68	100%
Male	54	79%
Female	14	21%
Unspecified	1	1%

Data refreshed: 08 October 2015 @ 10:53
Refresh interval: 24 hours

File View Tables Sort and Filter Wizards Advanced Hardware Help

'To-do' List

- Online Information**
 - View 5 Community latest news and major developments about our product
- GMT Standard Time**
 - Reminder that on Sun 25/10/2015 02:00 the time will change to Sun 25/10/2015 01:00
- System Health**
 - Some hardware may require updating due to information which has been modified (4 items remaining)
- Fire Alarm Monitor Alert**
 - Manchester Fire Alarm Panel input ON at 7:45pm on Tue 06 October 2015
- Payroll**
 - Weekly Pay payroll was last run at 11:10am on Mon 21 September 2015 by 'isa'
- Absence Management**
 - 10 Outstanding absences that require a return to work incident
- Attendance Adjustments**
 - 10 Outstanding missed bookings that require attention
 - 10 Outstanding unauthorised absences that require attention
- Birthdays**
 - GINTS KYNLOS - Birthday on 24 October 2015 (1 day)
 - ANNA SAMPSON - Birthday on 25 October 2015 (1 day)
 - SHAFIQ MOHAMMAD ZIL - Birthday on 21 October 2015 (1 day)
 - ANDREW THOMPSON - Birthday on 16 November 2015 (16 days)

Quick Links: To-do List, Personnel, Absence Management, Absence Statistics

Sidebars: Dashboards, Reports, Reports, Personal Notes, Personal Diary, Scripts, Other Programs, Action

Payroll interface

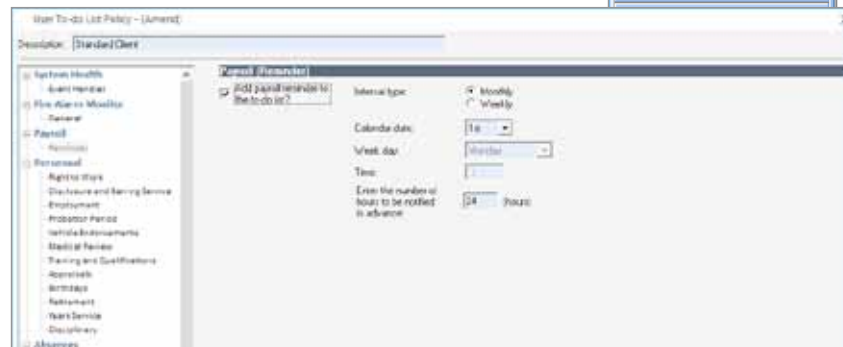
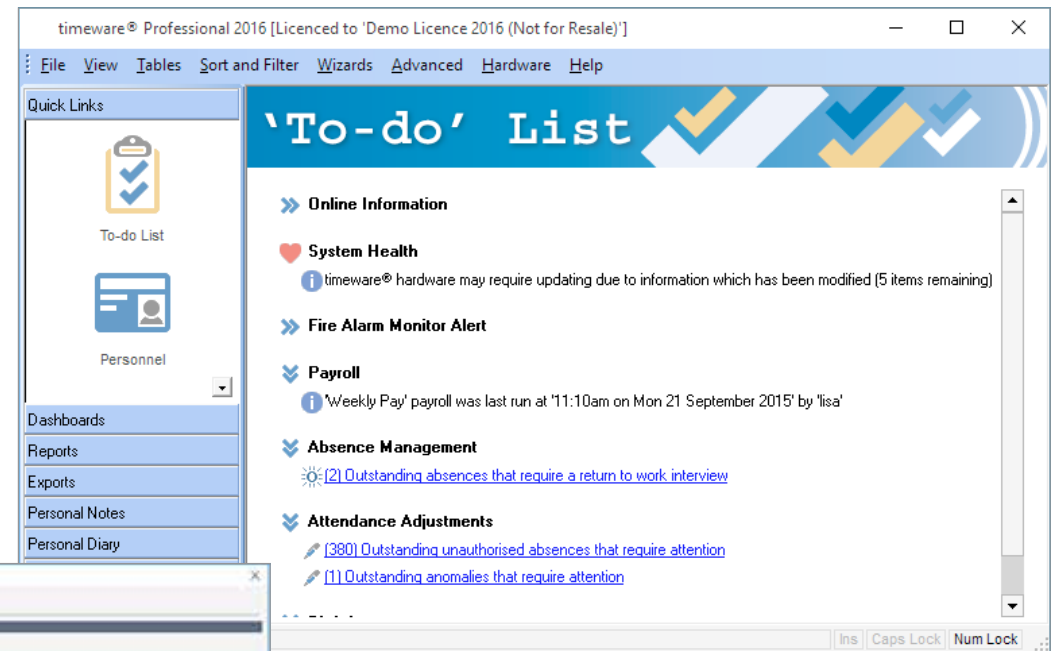
timeware® includes an authorised, integrated multi-company Payroll interface option that eliminates the need for third party 'payroll linking software'.

Please note that for companies requiring 'bespoke' software links, we are able to offer a unique development service utilising the timeware® scripting engine.

Every company has a deadline for running the payroll yet how many times has the deadline had to be delayed due to line-managers failing to approve overtime?

timeware® includes a 'payroll reminder' to-do list item. Set by the timeware® administrator, this feature provides an hourly countdown reminder of the oncoming payroll deadline!

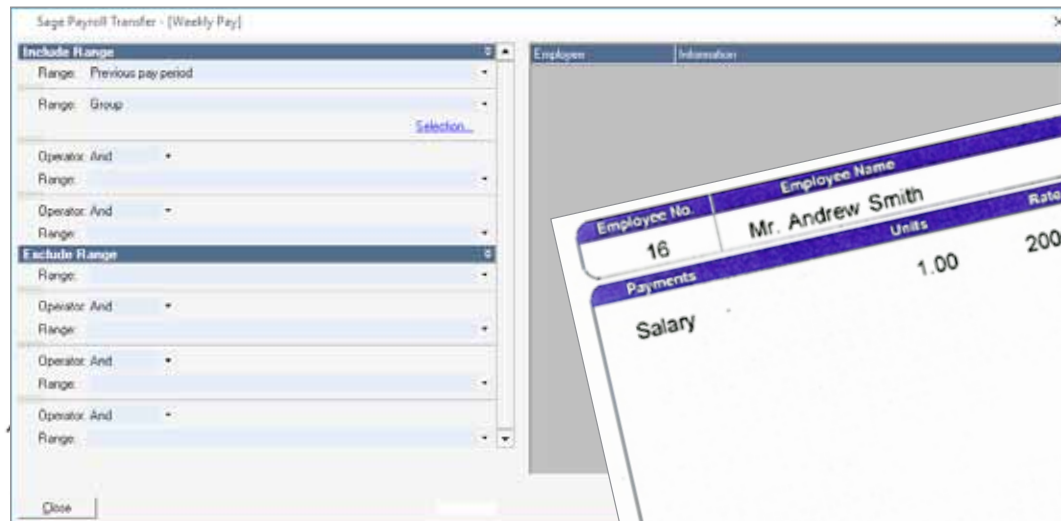
Finally, once the timeware® Payroll interface has passed the hours worked to the company payroll, the agenda item changes and highlights the date and time of the successful Payroll interface.



Once this feature has been configured, the process of passing data from timeware® to your payroll is as easy as 1, 2, 3!

1. Ensure all line-managers have approved their staff overtime.
2. Click File, then Payroll, and select the correct company.
3. Press the 'Transfer' button!

Within seconds, the timeware® data is passed to your payroll, eliminating all human data entry errors - it really is that easy!



Employee No.	Employee Name	Rate	Amount	Process Date	National Insurance Number
16	Mr. Andrew Smith		2000.00	28/11/2008	
Payments					
Salary	Units: 1.00	Rate: 2000.0000	Amount: 2000.00		
Deductions					
			PAYE Tax	299.20	
			National Insurance	169.84	
			Pension	48.00	
Remaining: 14.0					
Holidays: Taken: 6.0					
Andrew Smith					
Total Gross Pay					
			This Period	Year To Date	
			2000.00	16000.00	
			2000.00	16000.00	
			1997.00	2394.60	
Gross for Tax TD					
			2000.00	15976.00	
			2000.00	1358.72	
			1997.00	48.00	
Earnings For NI TD					
			2000.00	16000.00	
			2000.00	2394.60	
			1997.00	15976.00	
National Insurance TD					
			2000.00	1358.72	
			2000.00	48.00	
			1997.00		
Pension TD (Inc AVC)					
			2000.00	16000.00	
			2000.00	16000.00	
			1997.00	2394.60	

Payroll transfer automation

3-

ESS at the terminal

Available to a customer's workforce as standard through the timeware® terminals or via a web browser through PCs, tablets or mobile phones, the capacity and scope of the facility is second to none.

timeware® ESS – empowering your employees

The second generation ESS really comes into its own as the terminals now have touch-screen technology fitted as standard. The following terminals based ESS functions are available as standard:

Absence management

Holiday entitlement request – individuals can check their holiday entitlement including number of holidays taken, holiday requests pending approval and remaining days.

Absence leave request – Individuals can request leave up to three years in advance. These requests are posted directly to the individual's manager's timeware® agenda for approval.

Absence leave cancellation – Individuals can request cancellation of previously approved leave.

Attendance

View my scheduled rota – individuals can now check what daily schedules they are planned to work, up to 31 days in advance.

Hours worked summary – individuals can select a previous period and check their hours worked at basic plus other overtime rates. Individual booking times can also be displayed.

General

Email-me! – This popular facility will instantly send an email to the individual's personal email address containing, rota, hours worked and absence management information.



v13 office terminal
supporting biometric/
proximity/keypad options

By creating an interactive framework that shares intelligence between the hardware, firmware and software, the ESS facility is not only able to act as a portal enabling access to key information, it now offers the ability for individuals to initiate requests and to confirm questions from terminal.

timeware's® highly developed scripting language is now flexible enough to enable leave requests to be made from the terminal, messages to be sent to individuals, confirmation of message reads to be sent back to management and it is even possible to create integration links to third party system so information from different sources appears seamlessly at one point.



1. touch anywhere on the time and date screen



2. then touch the ESS button



3. next, prove who you are



4. now select timesheet information

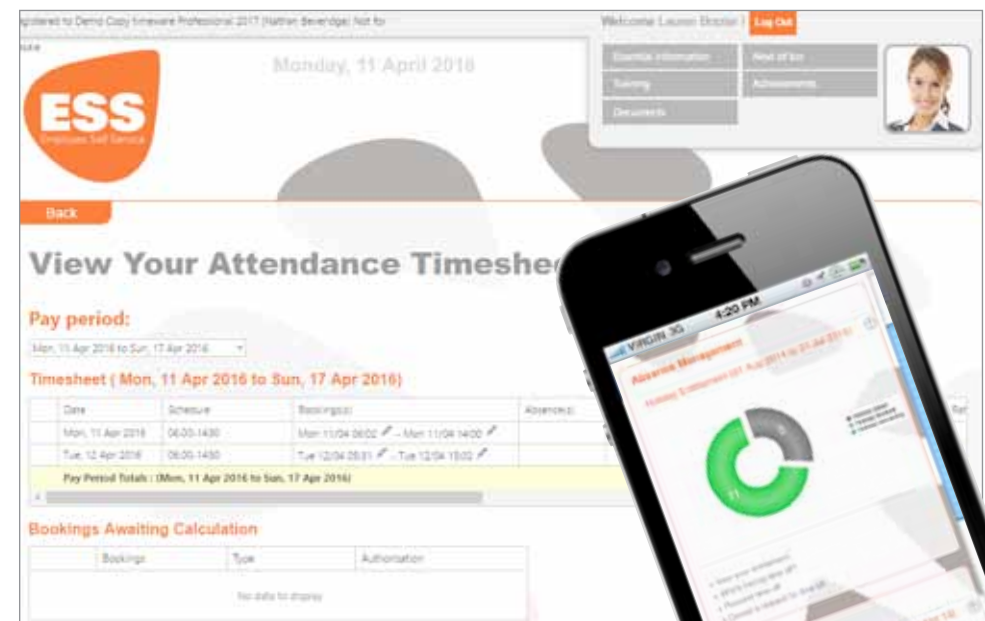
ESS functions are also available at the weatherproof industrial terminal with the exception of absence leave request and cancellation.

ESS at the computer, tablet and mobile phone

Available to a customer's workforce as standard through the timeware® terminals or via a web browser through PCs, tablets or mobile phones, the capacity and scope of the facility is second to none.

timeware® ESS – empowering your employees

As the workplace becomes increasingly diverse, it is not always practical for employees to 'book' at a conventional, wall mounted terminal. In these types of situations, timeware® ESS can be used to provide an extensive range of functions accessible from both your company intranet or directly from the internet.



About me

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

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

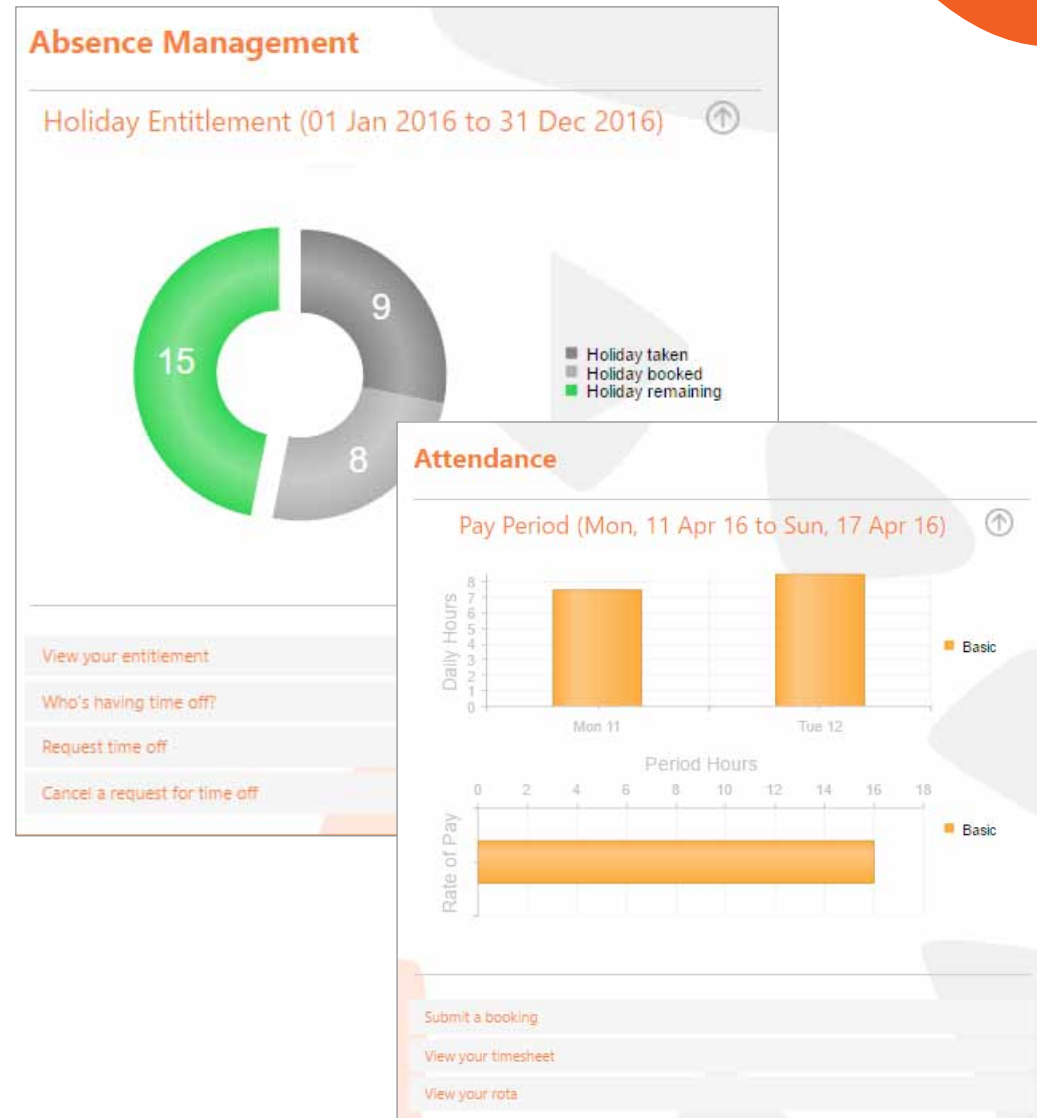
- GPS location stored at the point of booking
- Graphical display of basic and overtime hours worked for each day this week
- Adding a booking in real-time or retrospectively
- Facility to check work rotas

Job costing

- Adding a booking in real-time or retrospectively
- Facility to view timesheet

Cost centre analysis

- Adding a booking in real-time or retrospectively
- Facility to view timesheet



TWC (timeware® web client)

Managers can now access key timeware® features when away from their desks.

TWC is a dedicated web browser interface, accessed online from any mobile, tablet or desktop. TWC provides managers with permission based, secure access to key timeware® features including:

General

- ADP (Attendance Display Panel) for a range of staff
- View staff rota

Personnel

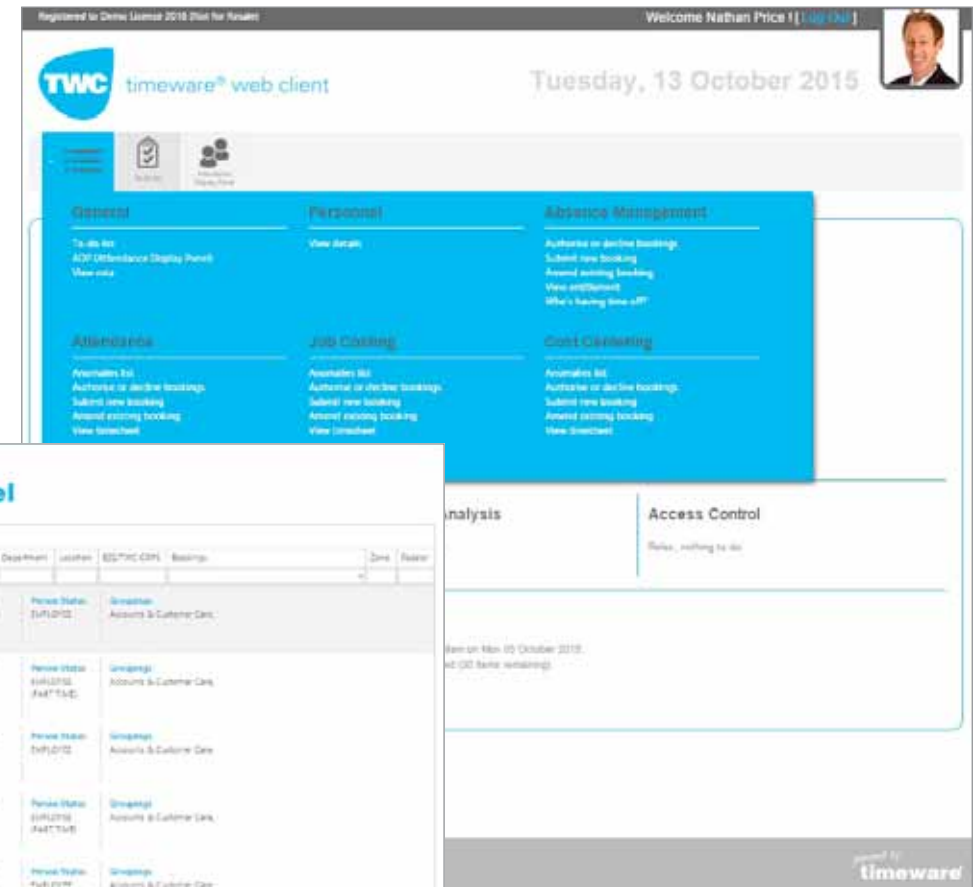
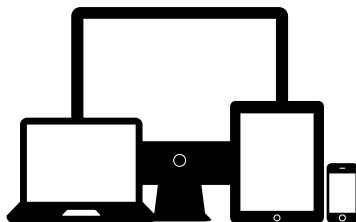
- View personnel records including training matrix

Absence Management (for selected staff members)

- Authorise or decline bookings
- Submit new booking
- Amend existing booking
- View entitlement

Attendance (for selected staff members)

- Authorise or decline bookings
- Submit new booking
- View timesheet



Attendance Display Panel

Drag a court? Never here to go to the court

Employee ID	First Name	Last Name	Badge	Person Status	Department	Location	ED/TWC Code	Bookings	Time	Rate
Information	Mr	22 Oct 13 9:34	M	In the Building	Name: Brian, Joe (J)	Badge: T330-9	Person Status: SUPLD102	Groupings: Accounts & Customer Care		
Information	Mr	22 Aug 13 1:50	ADP	Out of the Building	Name: Jay, Irene (I)	Badge:	Person Status: SUPLD102	Groupings: Accounts & Customer Care		
Information	Mr	20 Oct 13 10:05	ADP	Out of the Building	Name: Reynolds, Gareth (G)	Badge:	Person Status: SUPLD102	Groupings: Accounts & Customer Care		
Information	Mr	26 Oct 13 07:04	M	In the Building	Name: Woods, David (D)	Badge:	Person Status: SUPLD102	Groupings: Accounts & Customer Care		
Information	Mr	26 Oct 13 10:05	M	In the Building	Name: Smith, Nicola (N)	Badge:	Person Status: SUPLD102	Groupings: Accounts & Customer Care		

Page 1 of 2 (6 items)

Click here



Registered to Demo License 2016 (Not for Review) | Welcome Nathan Price | [Logout](#)

TWC timeware® web client | Tuesday, 13 October 2015

Who's Having Time Off

Filter: None | Today | February - March, 2015

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
February 8	9	10	11	12	13	14
		Steve Smith				
15	16	17	18	19	20	21
		Joe Rogers				
22	23	24	25	26	27	28
March 1	2	3	4	5	6	7
8	9	10	11	12	13	14

www.timeware.com

Registered to Demo License 2016 (Not for Review) | Welcome Nathan Price | [Logout](#)

TWC timeware® web client | Tuesday, 13 October 2015

Personnel Details

Essential (General)

Date joined our company: 10/08/11 (2014)

Age:

Gender:

Phone no:

Person status: EMPLOYEE PART TIME

Absence entitlement setting: TIMESHARE 20 DATE

Personal schedule: 11:00 - 17:00 (Monday to Friday) (21 hours)

Summer holiday: 4/08/2016/07/20/16

Contact Details

Address:

Postcode:

Telephone:

Name:

E-mail address:

Next of kin name:

Next of kin relationship:

Relationship:

Registered to Demo License 2016 (Not for Review) | Welcome Admin | [Logout](#)

TWC timeware® web client | Friday, 10 October 2015

Absence Booking List

Absences in the Future

From	To	Taken / Planned	Absence	Authorisation	Cancellation
Mon, 31 December 2015	Thu, 31 December 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 31 August 2015	Mon, 31 August 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 28 December 2015	Mon, 28 December 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 28 December 2015	Mon, 28 December 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	

View Absence Entitlement

Entitlement period: Saturday, August 1, 2015 to Sunday, July 31, 2016

Entitlement Summary (Saturday, August 1, 2015 to Sunday, July 31, 2016)

Category	Entitlement	Taken	Sacked	Remaining
Holiday (days)	14	0	0	14
Paid Sickness (days)	0	0	0	0
Unpaid Sickness (days)	0	0	0	0
Maternity/Paternity (days)	0	0	0	0
Business Absence (days)	0	0	0	0

Page 1 of 2 (10 items)

Absences (Saturday, August 1, 2015 to Sunday, July 31, 2016)

From	To	Taken / Planned	Absence	Authorisation	Cancellation
Mon, 31 August 2015	Mon, 31 August 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 31 August 2015	Mon, 31 August 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 28 December 2015	Mon, 28 December 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	
Mon, 28 December 2015	Mon, 28 December 2015	0 (days)	BANK HOLIDAY	Approved (SUmth)	

Machine control...

Control the use of a machine through the software.

The concept behind the machine control module is simple: to ensure that only correctly qualified employees with valid PPE are able to activate maintained machines during a valid work pattern. In other words ensuring that non-qualified, no equipped staff cannot operate expensive and potentially lethal equipment without management authorisation.

A number of existing timeware® elements were used in the design of this solution, including personnel training records and asset management. The interface between the employee and the machine comes in two parts: the machine control reader and the machine controller unit. The machine control unit connects to the electronics of your machine, a task which is completed by the machine manufacturer or supplier. The machine control reader is usually mounted on the machine and contains both biometric and proximity readers and a PIN keypad. An LCD display provides the machine status and highlights any step failures (outlined in the following pages).

Once installed the machine control module provides timeware® with new factory floor information about who is using which machine and for how long. An additional benefit is the monitoring of machine errors that can also be linked into the 'machine controller inputs' to provide accurate downtime information in real-time.



t9-0300
machine control
reader



t9-1710
machine controller
unit

PUWER: Provision and Use of Work Equipment Regulations 1998



**FROM
£995
PER MACHINE**



General Data Protection Regulation (GDPR)...

GDPR has arrived and it affects every business in the UK. timeware® 2018 sees the introduction of the GDPR control which will assist companies to work within the data protection rules.

The General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679) is a regulation by which the European Parliament, the Council of the European Union and the European Commission intend to strengthen and unify data protection for all individuals within the European Union (EU).

What does this mean for a company using a timeware® workforce management system?

Customer care will organise a meeting where a timeware® technician will discuss your company's GDPR policy with your GDPR data controller.

This meeting will cover two main areas:

1. The way in which timeware® (UK) Ltd handles your company data which in turn will impact on the way our support team provides certain types of service.

For example, your business may require that timeware® never removes personal data from site. This information must be recorded against your SLA notes to ensure we do not create an environment where a personal data breach could occur

2. The processing of personal data stored within the timeware® application. We will identify any personal information fields within timeware® that do not need to be recorded and take steps to ensure that they are made invisible.

We will also discuss how long certain information needs to be kept by the company for people classed as employed or as a leaver. We will then create a series of GDPR housekeeping scripts that will ensure these rules are upheld.

The obligations on organisations

ACCOUNTABILITY



Demonstrate compliance by maintaining a record of all data processing activities

DATA PROTECTION IMPACT ASSESSMENT (DPIA)



Mandatory if the processing activity is likely to result in a high risk to the rights of individuals.

DATA SECURITY



Keep personnel data secure through 'appropriate technical and organisational measures'

DATA BREACHES



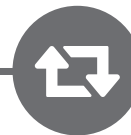
Report data breaches to the regulator within 72 hours.

DATA PROTECTION OFFICER



Mandatory if:
▪ public authority
▪ monitoring individuals on a large scale
▪ processing sensitive data and good practice for others.

DATA TRANSFER



Transfer of personal data outside the EU only allowed if appropriate safeguards are in place.



Please note that timeware® will never delete any personal data. We think it is much safer that timeware® operates within your data controller's policies and highlights data that requires deletion. This will always be completed by your data controller and is fully audited.

Some example GDPR housekeeping scripts:

1. If timeware® is not being used as the primary HR system do not allow address information to be recorded.
2. If timeware® is not being used as the primary HR system do not allow National Insurance data to be recorded.
3. When an employee leaves the company, remove their biometric data within 24 hours.
4. When an employee leaves the company, remove all records of their future holidays and medical appointments within 24 hours.
5. When an employee leaves the company, delete all passwords to the timeware® app, the TWC and the ESS within 24 hours.
6. When an employee has left the company and after the statutory period, remove all attendance and absence information and personal data.

General Data Protection Regulation (GDPR)
Demo tPro 2018

timeware® Professional 2018 (18.1.1)

Daily

GDPR - Remove Future Absences

- Author Company: timeware UK LTD
- Author Name: Nathan Price
- Version: 13.1.1
- Updated On: 10/02/2018
- Supplied To: Free licence

Delete future absence reasons
Delete Holiday Full Day, Holiday Half Day, Dentist Appointments and Medical Appointments from an employee record, after the employee has been marked as a leaver.

Applies to these daily schedules.

Event Handler

GDPR - Remove Biometric Information

Form Event

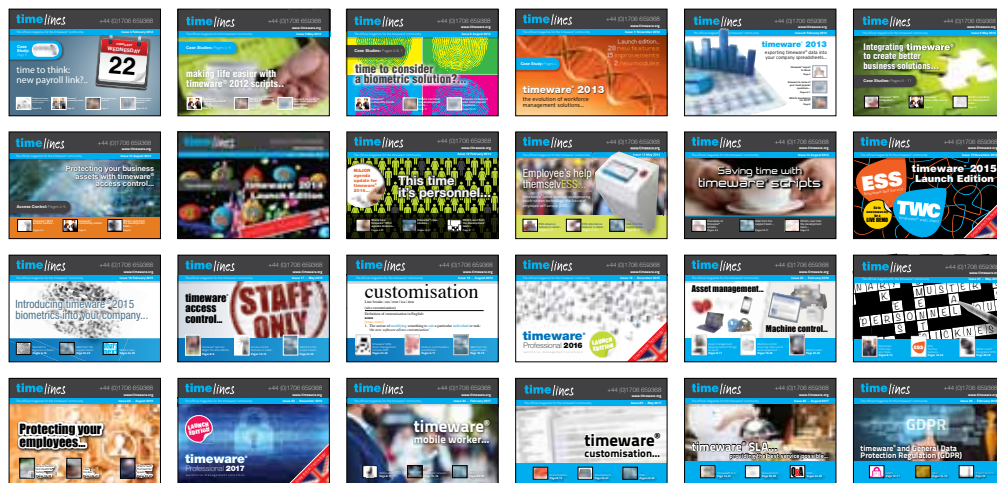
GDPR - Remove Address Information

Customer care

Once the timeware® system has been implemented we believe that it is our responsibility to ensure that the system always runs smoothly. The timeware® customer care team achieve this goal by working closely with each client in a pro-active manner.

It is the customer care team's responsibility to ensure that all customers are satisfied with their timeware® product and consequently they are responsible for making care calls, organising additional training and managing the support team.

A member of the timeware® customer care team will contact each client every month to check that the system is functioning correctly, ensuring potential problems are addressed before they can be classed as an incident.



The customer care team also oversee the distribution of timelines, timeware's® quarterly magazine.

Training

Customer care can organise training courses with full documentation which aim to teach staff from each department how to realise the total potential of timeware® Professional 2018.

Your place or ours?

Training can be carried out at our offices in Rochdale or at your business premises anywhere in the UK.

Courses and Certification

Courses can be created for each customer's individual needs. There are however, a set of standard courses which cover such topics as basic introduction, personnel, access control and job costing.

A short technical course, (45 minutes), is also available for your company's IT specialist as we may require their assistance on larger installations.

All training courses carry authorised certification.



User group meetings

Customer care have responsibility of planning user group meetings at customer offices or other locations around the country. The feedback generated at these meetings is invaluable for the development of the timeware® product.

Workshops

The customer care team also organise free workshops at the timeware® offices throughout the year. Customers can arrange to attend these 'product awareness' sessions to learn more about key aspect of their system. People that attend the workshops have an opportunity to speak to the development team and gain a greater insight into the timeware® product.

Product launch roadshows

Each year in the months of November and December the customer care team organize a series of roadshows to highlight the new features of the latest product release. Email invitations are sent and the team will contact each customer to arrange for them attend a local roadshow. These two hour events are held at Best Western Hotels and give the customers an opportunity to see how the latest improvements within timeware® could help their businesses whilst relaxing with a coffee and pastry!



timeware® global assist

Sometimes things go wrong and usually at the most inconvenient time. When this happens, the timeware® support team are ready to help you get back on track!

What is timeware® global assist?

timeware® global assist is the name given to the support agreement that timeware® (UK) Ltd offers to all of its customers. Each global assist agreement contains details of the customers' designated support level agreement (SLA)

The SLA covers both software and hardware.

Before you purchase a new system, the extent of your timeware® global assist SLA will be documented within your quotation. Usually this includes a twelve month software support agreement, a twelve month hardware warranty and details of site visits for software and firmware updates plus any required 'new feature' awareness training.

When you purchase a system you will receive the global assist SLA document through the post.

After this initial period, you will be sent an invoice for the following year's global assist. Support is not compulsory but is strongly recommended!



How will the timeware® support team help?

Within customer care we have a full-time, office based support team that are available to answer your questions between 8.30am and 5.30pm, each weekday. Incidents can also be reported out of office hours using our web-based helpdesk service.

When addressing an incident, the support team utilise remote desktop support technology to access your PC, (with your permission), to identify and rectify the reported problem. Members of the support team have also worked in the development team and as a result, are able to provide an extremely high level of technical product knowledge.

VPN Virtual Private Networking



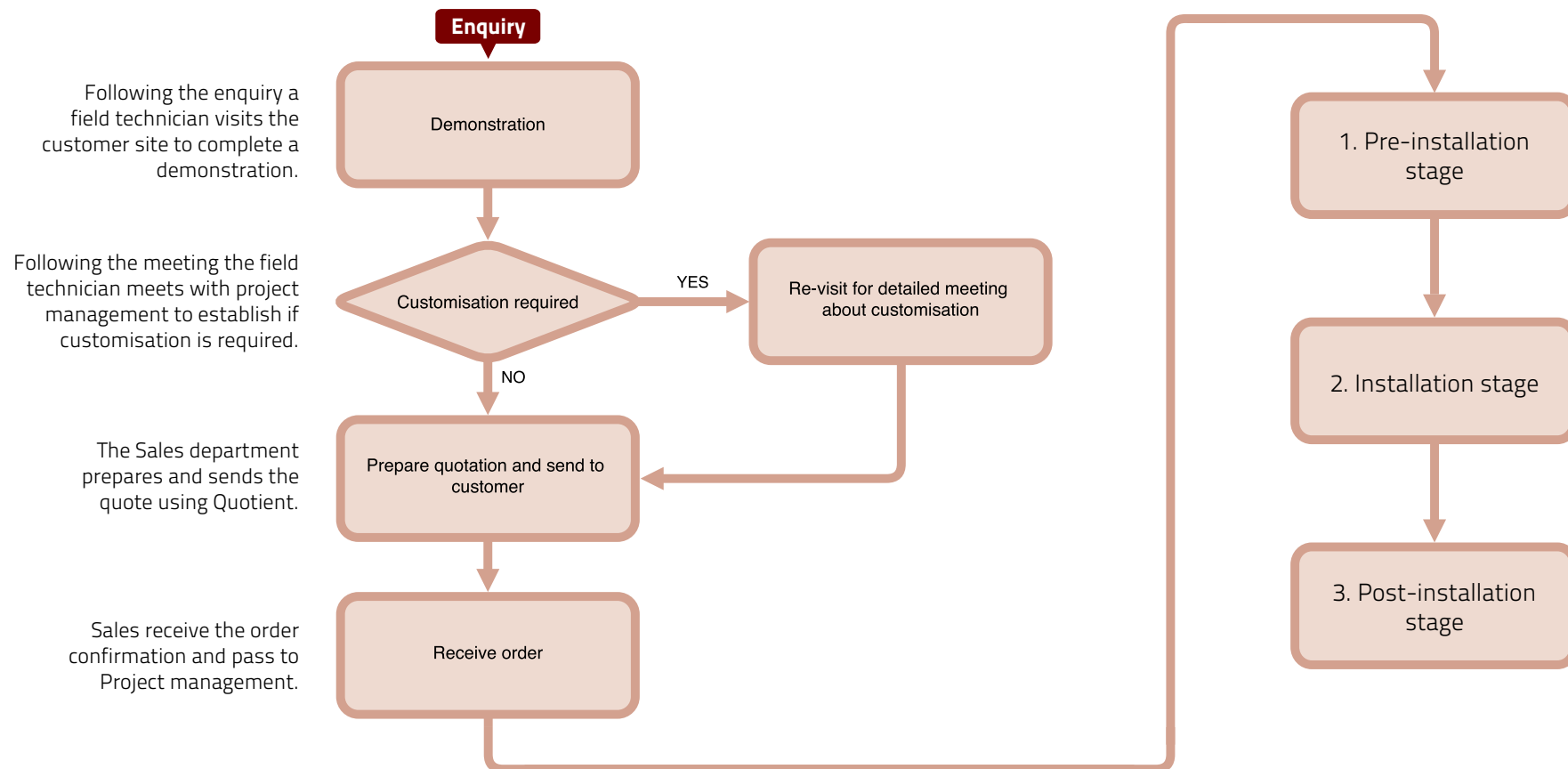
Remote Desktop
Connection



timeware® project management

timeware® project management ensures your system installation is completed on time with minimum disruption and no delays...

The flowchart below helps to describe the various stages of a timeware® project:



1. Pre-installation stage.

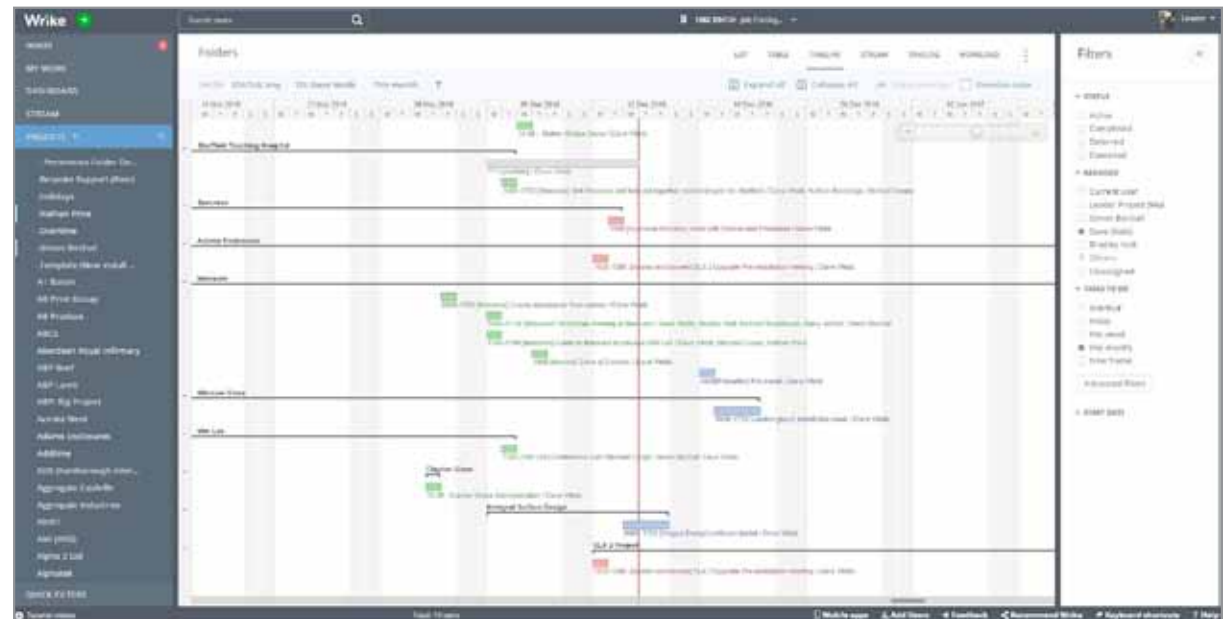
The project management team email a pre-installation document to the customer which highlights the questions that we will need answering at a pre-installation meeting. The team arrange the meeting with the key staff members. Following the pre-installation meeting the project management team arranges the installation/upgrade stage taking into account the timescales required to complete any customisation.

2. Installation stage. (This stage is further divided into five main phases)

1. Bio enrolment.
2. Hardware / software install. Ensure network and mains points have been provided.
3. System commissioning. Explain what the technician will be doing and which key staff members from the customer should be available.
4. User training. Plan the training to be completed including start /end times. Also arrange to use the customer's AV equipment if necessary.
5. On-site support. Following the training, arrange for the technician to remain on site for upto two weeks to oversee and customisation modification or additional training. If a payroll integration has been provided, organise the technician to be on-site during this period.

3. Post-installation stage.

Following the installation, customer care contact the timeware® administrator approximately every six weeks to check if the system is running satisfactorily. timeware® uses a cloud based app' call wrike, (www.wrike.com) as an integral part of its project management team.



timeware® managed services

With timeware® managed services, the timeware® support team take on the responsibility of administering your timeware® system whenever required.

What are timeware® managed services?

The concept behind timeware® managed services is simple: To provide an efficient and worry free managed solution for customers. It is designed with the aim of having a qualified timeware® support technician available when you need them. The technician is responsible for managing certain features or functions for you such as creating absence entitlement policies, or creating a new timeware® user to your exact specification.

timeware® support create the policies so that your time can be better spent on the administrative processes that matter to your company!

With the timeware® managed services, you will receive your own dedicated timeware® support technician who is on standby to assist you with any issues you may have along with setting up features you require. It couldn't be easier!



What areas of the timeware® system are covered?

General

User setup including permissions, To-Do list and email policies

Monitoring timeware® system health/performance

Creating and maintaining;

- Notifications for users/employees

- Terminal policies

- Remuneration policies

- Groupings

- Training matrix policies

- Assets

Setting up reports/exports and Dashboards

Absence management

Creating and maintaining;

- Absence reasons

- Absence entitlement policies

Absence Block bookings

Shutdown maintenance

Attendance

Creating and maintaining;

- Daily and Period schedules

Shutdown maintenance

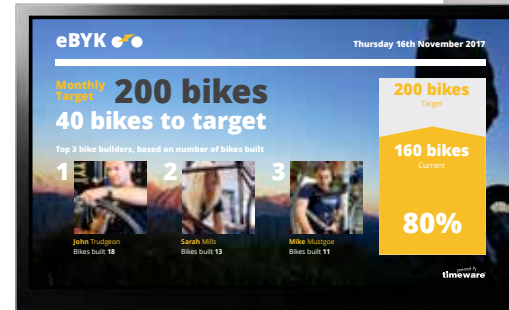
If you require more information, please contact customer care on 01706 659 368 or email at customer.care@timeware.co.uk



timeware® products



v13 office terminal
supporting biometric/
proximity/keypad options



t13-1050
IDS terminal with
example screen



t9-0230
proximity enrolment device



t8-0355
biometric enrolment device



t9-0240
weatherproof
proximity reader



t9-1510
assembly terminal



t9-1610
fire monitor terminal



t9-1010
access terminal



t13-0380
biometric reader
supporting biometric/
proximity/keypad options



Suprema W2



BioLite Net



t9-0300
weatherproof asset
controller reader



t9-1710
asset controller



timeware®

Professional 2018

workforce management solutions

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